





We set standards of good governance – operating in ethical and responsible ways.

Through our corporate social responsibility programmes we positively impact the lives of the people we serve, with particular emphasis on making a difference through education, community development, sports, culture, health, among other areas of focus.

Recognised for solid governance and social responsibility...

For our efforts in meeting globally recognised standards of good corporate responsibility in all its facets, we were named a continuing member of the FTSE4GOOD Index for the 14th consecutive year, since its inception in 2001. We have consistently satisfied their stringent criteria which objectively evaluates the corporate social responsibility of globally competitive businesses.

We are proud of our efforts to:

reduce our carbon footprint

maintain good supply chain labour standards

observe world class standards of human and labour rights

promote ethical behaviour

counter bribery

contribute to the social and economic sustainability of the markets we serve

Connecting Communities... Transforming Lives in Action

From community fish fries, carnivals in city centres, free broadband in schools, telemedics in hospitals, CCTV in capitals, to providing school supplies for tomorrow's leaders, our corporate social responsibility footprint spans every market we serve – Connecting Communities...Transforming Lives. Our brands are interwoven into the fabric of the regions we operate and our team members are local ambassadors who volunteer their time on and off the job, making us part of the tapestry of our markets.

Our year-long initiatives culminated at Christmas, which is big in the Caribbean, and it provided us with an ideal opportunity to touch many lives. In Anguilla, we partnered with the Tourist Board to supply Christmas baskets chock-full of ingredients for wholesome Christmas breakfast and dinner for over 50 families. The children were delighted to receive special gifts from the LIME team members.

Antigua shared a Christmas Gift with unsuspecting 'unsung' heroes representing a wide cross section of the community including teachers, nurses, and religious leaders.

In Barbados, some 57 kids from several Children's Homes experienced the most wonderful time of the year shopping with team members to purchase basic personal items such as shoes, clothing and not surprisingly – toys.

'Kids from one to 92' enjoyed the season, courtesy of the Cayman Islands Motorcycle Association, in partnership with LIME Cayman. We hosted a Toy Drive for the kids and feted over 100 senior citizens.

Our team members coordinated and served meals at a special treat for 100 elderly and disadvantaged persons in St. Patrick, Grenada.

In Jamaica, over 600 homeless persons were fed and provided with medical care, as the LIME Foundation teamed up with the Council for Voluntary Social Services.

LIME St. Kitts & Nevis partnered once again with Feed the Poor Ministries to provide over 100 persons with a three-course lunch prepared by an acclaimed local chef.

Our team members in St Lucia hosted two Christmas luncheons where they fed and entertained over 100 persons.

For the 15th consecutive year, team members in St. Vincent and the Grenadines hand delivered care packages to needy recipients across the island, touching several communities.

Turks and Caicos held a senior citizens' gala, an event that is always highly anticipated on the island. While all these activities reflected our charitable acts during the special season of giving, we were active throughout the year making an impact on our communities.

In the British Virgin Islands, our LIME SMART programme, which focuses on education, culture and performing arts, adopted the Enis Scatliffe Primary School and joined the 1000 Book Club to promote reading. We also support health care as our LIME 4 LIFE health and wellness initiative includes major partnerships with the BVI Cancer Society and the BVI AIDS Foundation.

LIME's generosity extends to state homes for the homeless and persons with disabilities in Dominica. We also adopted the Roseau Primary School and supported Operation Youth Quake, a programme targeting marginalised youth.



Left: Cable and Wireless Panama (CWP) tree planting environmental project.

Below: Once again, CWP emerged among Panama's top three 'Most Admired Companies' and a 'Great Place to Work'.



In Jamaica the work of the LIME Foundation is well recognised. From their popular annual 6K Run which raises funds for a variety of charities, LINK's – community internet access points – across several parishes, scholarships, bursaries for needy children, Web Design Summer Camps, environmental projects, and Internet in schools, to the funding of over 18 schools to participate in the Penn Relays in Washington DC, we impact lives and make dreams come true. For the past five years we have staged the region's biggest 'Back-to-School' initiative in Jamaica dubbed, LIME Skool Aid. This US\$2 million event touches the lives of over 30,000 persons annually.

The Human Entrepreneurship and Assistive Resource Technologies (HEART) project – a multi-faceted, revolutionary ICT project designed to positively impact the lives of thousands of Antiguans and Barbudans—is making a significant difference. Still in Antigua, we have for more than 29 years, maintained our long standing sponsorship of the LIME Caribbean Secondary Examination Council (CSEC/CXC) Awards.

LIME partnered with the Federal Government of St. Kitts & Nevis and the Eastern Caribbean Telecommunications Authority (ECTEL) to establish GoSKN EDUNET, an e-learning facility across eight public high schools, all powered by LIME's technology.

In all these markets we help to close the digital divide and support education through our free Internet in schools programme.

In The Bahamas, BTC continue to support Bahamian communities, youth, sports and culture. We are the US\$1 million title sponsor of Bahamas Junkanoo Carnival and also sponsor of the IAAF/BTC World Relays Bahamas and the Future Leaders Conference. We also support the annual Health and

Wellness Forum among other community development projects.

We are also supporting Bahamians through the BTC Foundation which is a charitable trust, established in 2014. Its 2% shareholding was transferred from Cable and Wireless Communications (CWC). As a non-voting shareholder, the Foundation will receive 2% of BTC's dividend payments. The BTC Foundation, which is administered by a trustee nominated by The Bahamian Government, will use the dividend payments to further charitable purposes in The Bahamas for the benefit of Bahamians.

Cable and Wireless Panama (CWP) is listed among Panama's top three 'Most Admired Companies' and a 'Great Place to Work'. We are recognised as proud supporters of community development contributing significantly to society through corporate giving, sponsorships, and employee volunteer initiatives. We contribute to programmes that are consistent with our values and help to improve education, narrow the digital divide, provide equal access to telecommunications; as well as promote sports, health, local culture and environment.

Each year we stage the National Oratory Contest, a popular public speaking competition, endorsed by the Ministry of Education, which attracts over seven hundred thousand students from all across the nation. This event has become an integral part of the cultural and educational fabric of the Panama.

Work in bridging the digital divide across Panama has been ongoing for the Cable & Wireless Panama Foundation since 2003, when we embarked on the free Internet classrooms across the country.

This year, the Cable & Wireless Panama Foundation continued to expand the reach of technology to different areas of Panama. The Arnulfo Arias School, where more than 900 students have access to a high speed broadband Internet equipped facility, is one of the most recent beneficiaries. We installed a satellite technology pay phone service in the Indian reservation of Coronté providing fixed, portable, and mobile Internet access. It is the only means of delivering access to telecommunications across the population in this remote area.

Our social telecoms services helped local government to improve delivery of public services. We implemented a new electronic document management platform at the National Registry of Panama. This project included the development and configuration of new software and telecommunication solutions that will positively impact legal security and transparency as well as improve the World Bank Group's Doing Business index that indicates how Panama is progressing towards achieving more economic efficiency and greater ease of doing business.

We are committed to further strengthening our community involvement as we join forces with Columbus to make an even bigger, more impactful contribution to nation-building in every market we serve.

Corporate responsibility and sustainability continued



Above:

We are part of the vibrant Caribbean & Latin America culture and our sponsorships power the passion of our customers at several marquee events, including carnivals and other cultural festivals across the region.

Right:

Our anticipated annual back-to-school programme, LIME Skool Aid, in Jamaica has become a national event impacting more than 150,000 beneficiaries over the past five years, since its inception. Here, happy recipients show off their gifts.



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150,000+

Lives impacted by LIME Skool Aid in Jamaica since its inception five years ago.

Ethics in Business

As a continuing member of the FTSE4Good Index Series and Transparency International's Business Integrity Forum, we are committed to maintaining high standards of ethical behaviour in all our markets. We operate fairly and with integrity and ensure our team members are aware of, and act in accordance with our Code of Conduct as well as our Anti-Bribery Policy.

We updated our Anti-Bribery Policy in 2013 to ensure full compliance with the US Foreign Corrupt Practices Act, as we made the transition to establish our operational hub in Miami.

The Board and Executive Team are responsible for communicating, implementing and monitoring adherence to our Code of Conduct. It is a mandatory requirement that each team member in all our business units reads and signs the Code of Conduct, which includes specific policies covering gifts and hospitality. As a priority, we also conduct refresher training for team members to ensure full compliance with our Anti-Bribery Policy and Code of Conduct.

Third party suppliers, joint venture and other business partners are also required to operate within the parameters of our Code of Conduct and Anti-Bribery Policy.

Our internal audit team reviews the implementation and monitoring of the Anti-Bribery Policy within the business units as part of the annual internal audit plan.

We maintain timely reviews of our business integrity risks and ensure appropriate mitigation procedures are in place.

Focus on our People

With the acquisition of Columbus International Inc. and the subsequent merger of our two businesses, we are in the process of transforming into one combined Group with a new leadership team and culture. As a matter of priority, we have placed renewed emphasis on our customers, as well as our most important asset – our people.

As at 31 March, 2015 (including the Columbus Group) 3,597 of the Group's employee base of 8,073 were female. At the senior management level there were 88 females or 32% from a total of 276. There were two female directors serving on our Board out of a total of 11 Directors. We remain committed to ensuring that regardless of their gender, our employees have equal access to opportunities for career enhancement on the basis of merit.

We are proud of our employment practices and our track record of adhering to the tenets of globally accepted standards of diversity, equal opportunity in recruitment, development, remuneration and advancement. Our employment policies also comply with local requirements within our markets and are aligned with relevant standards on the employment, training and career development of disabled people.

Employee communication and engagement remain high on our agenda. Over the past year Phil Bentley led 23 Team Talk Live! sessions in 12 countries with more than 2,100 team members. These face-to-face, interactive team engagement sessions created opportunities for open and honest discussions about business performance, the acquisition of Columbus, employee Net Promoter Score (eNPS), voting for our values and general feedback about our business.

We support the Universal Declaration of Human Rights and the International Labour Organisation Core Conventions, and we seek at all times to operate our businesses in compliance with them.

Health and safety remain of paramount importance to us. We continue to place particular emphasis on improving the health and safety practices of our team members who carry out network infrastructure and fieldwork activities, which present a greater health and safety risk than other areas of our business.

Environment

Work continues on improving our environmental performance across the Group. The operation and temperature regulation of our communications network equipment continues to be the principal source of our power consumption, and consequently, our environmental impact. Over the past year we have continued to develop and implement green initiatives. This included, for example, the replacement of legacy air conditioning units in The Bahamas business with new solar assisted units which are expected to reduce air conditioning electricity usage in those sites by as much as 50%.

We have assessed our carbon footprint to be 119,974 tonnes of CO₂e based on our Scope 1, 2 & 3 greenhouse gas (GHG) emissions, as compared with 119,549 tonnes of CO₂e for the 2013/14 reporting period. Our electricity consumption was 181 million kilowatt hours (kWh) this year as compared with 175 million kWh in 2013/14, and our fuel usage was 33,654 megawatt hours (MWh) as compared with 39,366 MWh in 2013/14.

Emissions and electricity consumption for 2014/15 reporting period are relatively consistent with 2013/14, with a small increase in both items driven by the acquisition of Sonitel, resulting in a change in the profile of sites measured. Additionally, LIME carried out significant office clean out activities as part of its site rationalisation project, generating a material increase in landfill waste, and a consequent increase in carbon emissions for the Caribbean region. Our Scope 1, 2 & 3 GHG emissions constitute 68.44 tonnes CO₂e per million US dollars of revenue; as compared with 63.83 tonnes CO₂e per million US dollars of revenue in 2013/14.

We continue to work on reducing travel through the use of videoconferencing and other technologies and ways of working, though business travel remains necessary to some extent due to our geographical spread and the importance of interpersonal relations in our business. Our travel emissions this year were 2,857 tonnes CO₂e as compared with 4,370 tonnes CO₂e last year. The principal reason for this reduction was the establishment of our operational hub in Miami, which has located our hub team members closer to our operating businesses and reduced the travel distance required to visit our markets. These travel emissions constitute 1.63 tonnes CO₂e per million US dollars of revenue as compared with 2.3 tonnes CO₂e per million US dollars of revenue in 2013/14.

The emissions we have reported on, cover all emission sources required under the Companies Act 2006 (Strategic report and Directors' reports) Regulations 2013. The method we have used to calculate GHG emissions is the GHG Protocol Corporate Accounting and Reporting Standard (revised edition), together with the latest emission factors from recognised public sources including, but not limited to, the Department for Environment, Food & Rural Affairs (Defra), the International Energy Agency (IEA), the US Energy Information Administration (EIA), the US Environmental Protection Agency (EPA) and the Intergovernmental Panel on Climate Change (IPCC).

Privacy and Security

Protecting our customers' and team members' data is of primary importance to us. We continue to work hard to build security measures and protection into all of our business processes and practices which involve the processing of personal data and confidential information to ensure compliance with local legislative or regulatory requirements. This means raising awareness through training our team members on data privacy and data protection and working with our external partners to ensure robust measures are in place. In countries where we operate which do not yet have any legislative or regulatory regime to specifically address data protection and data privacy, we take

a best practice approach in line with the EC Directive 95/46/EC on protection of individuals with regard to the processing of personal data and on the free movement of such data. At the same time we monitor existing and incoming legislation within the jurisdictions where our businesses operate and work with the local teams to adapt our practices as appropriate. We have updated all of our Information Security Policies based on international standards to apply across all regions in which we operate and will update these annually. Our Global Data Privacy Policy also helps to drive the appropriate behaviour with regards to secure handling of customer and employee data.

We continue to work hard on increasing the scope of our pre-contract assessments of all external partners who process our team members and customer information. These assessments include checking our partners' practices and certifications with regards to data security and privacy protection.

Additionally, we seek to impose contractual obligations on our partners to ensure they implement and maintain appropriate data security measures at each stage of a project life cycle.

We now have a dedicated team in place equipped and ready to respond to cyber security threats who are able to identify and address system vulnerabilities across the business.

Strategic report

The Strategic report (which is comprised of the Overview and Strategic review set out on pages 2 to 41) together with information incorporated by reference into each review, has been approved by the Board and signed on its behalf by order of the Board.

Clare Underwood
Company Secretary
19 May 2015