

Key Performance Indicators (KPIs)

To assess our environmental, social and governance (ESG) performance, we measure KPIs in the areas most important to our stakeholders and business. For details on our managerial and programmatic approach to leading ESG issues, view our collection of issue briefs here. Footnotes below indicate the scope of data coverage by segment.

In July 2021, we completed a transaction with TPG Capital involving our North America video business – including DIRECTV, AT&T TV and U-verse – to form a new company called DIRECTV. In November 2021, we completed the sale of our Latin America video operations, Vrio, to Grupo Wertheim. In April 2022, we completed a transaction to combine our WarnerMedia segment, subject to certain exceptions, with a subsidiary of Discovery Inc. In June 2022, we completed the sale of the programmatic advertising marketplace component of Xandr Inc to Microsoft.

Environment

	2017	2018	2019	2020	2021
Energy Management					
Total energy consumption (megawatt-hour [MWh])	19.5M	18.7M	17.9M	17.5M	17.0M
Total electricity use (MWh) (global direct billed and leased electricity) ²	14.3M	14.3M	14.1M	14.1M	14.0M
Total electricity use (gigajoule [GJ]) (global direct billed and leased electricity) ²	51.4M	51.4M	50.6M	50.8M	50.3M
Energy intensity (MWh electricity/1,000 subscribers) ³	77.31	72.83	65.88	61.89	56.50
Energy intensity (MWh electricity/\$ billion revenue)	91,274	85,803	77,557	82,144	82,676
Percent total grid electricity/total energy	73.2%	76.4%	77.7%	79.1%	80.6%
Percent grid electricity (kilowatt-hour [kWh]/total electricity [kWh used in operations])	97.1%	96.9%	97.4%	97.6%	97.9%
Total on-site renewable energy capacity (kilowatt [kW])	4,611	4,611	4,478	4,478	4,478
Total on-site renewable energy production (kWh)	6.63M	5.70M	5.31M	4.71M	5.70M
Renewable energy certificates purchased and power purchase agreements (MWh)	0	0	1.99M	2.26M	2.38M
Total energy projects implemented (approx.)	18,000	28,600	26,700	8,800	4,600
Total annualized energy conserved through energy savings projects (million kWh)	1,440	571	471	390	488
Total annualized energy cost savings from energy projects	\$148.0M	\$51.1M	\$39.8M	\$40.0M	\$41.1M
Environment, Health & Safety Compliance					

Occupational Safety and Health Administration (OSHA) total recordable occupational injury and illness rate (per 100 employees) ⁵	1.86	2.07	1.90	1.16	1.18
Number of employee health/safety incidents reported to OSHA ⁶	141	104	114	76	61
Number of employee health/safety regulatory incidents ⁷	99	105	77	111	81
Number of reportable environmental incidents (spills) ⁸	10	6	14	22	9
Greenhouse Gas Emissions¹					
U.S. carbon footprint (Scopes 1, 2 & 3 in metric tons [MT] CO ₂ equivalent [CO ₂ e]) ⁹	10,716,169	11,081,005	9,387,488	7,932,357	6,736,954
Global carbon footprint (Scopes 1, 2 & 3 in MT CO ₂ e) ⁹	11,639,219	12,035,873	10,419,308	8,614,713	7,380,987
Greenhouse gas emissions intensity (Scopes 1 & 2 in MT CO ₂ e/\$ billion of revenue)	49,956	45,383	36,012	33,700	32,846
Greenhouse gas emissions intensity (Scopes 1 & 2 in MT CO ₂ e/1,000 subscribers) ¹⁰	36.61	38.21	30.59	25.39	22.45
Product Life Cycle					
Total number of consumer devices reused or recycled through AT&T ^{11, 12}	28M+	29M+	30M+	24M+	21M+
Materials from take-back programs reused or sold ¹²	82.8%	74.3%	79.2%	72.0%	87%
Materials from take-back programs recycled ¹²	17.2%	25.7%	20.8%	28.0%	13%
Materials from take-back programs landfilled ¹²	0%	0%	0%	0%	0%
Amount of paper used for direct mail and office paper (MT) ¹³	27,628	13,762	16,353	12,588	10,624
Amount of paper recycled (MT) ¹³	3,274	1,345	1,661	1,137	931
Waste Management^{14, 15}					
Total domestic waste managed by AT&T (MT) ¹⁶	201,395	191,865	245,645	199,749	190,223
Total waste recycled/reused (MT) ¹⁶	67,585	72,412	91,995	80,008	76,626
Percent total waste recycled/reused ¹⁶	33.56%	37.74%	37.45%	40.05%	40.3%
Nonhazardous Waste					
Total domestic nonhazardous waste generated (MT)	–	191,703	245,620	199,714	190,054
Percent domestic nonhazardous waste generated	–	99.92%	99.99%	99.98%	99.91%
Total nonhazardous waste recycled (MT)	–	72,323	91,958	78,995	76,209
Percent nonhazardous waste recycled	–	37.69%	37.44%	39.55%	40.1%

Total nonhazardous waste sent to landfill (MT)	–	116,024	152,707	117,698	112,166
Percent nonhazardous waste sent to landfill	–	60.47%	62.17%	58.92%	59.02%
Total nonhazardous waste incinerated (MT)	–	9.80	2.49	2.10	0.5
Percent nonhazardous waste incinerated	–	0.005%	0.001%	0.001%	0.000%
Total nonhazardous waste composted (MT) ¹⁷	–	–	–	1,296	874
Percent nonhazardous waste composted ¹⁷	–	–	–	0.65%	0.46%
Total nonhazardous waste reused (MT) ^{17, 18}	–	–	–	999	285
Percent nonhazardous waste reused ^{17, 18}	–	–	–	0.50%	0.15%
Other nonhazardous waste, not specified (MT) ^{18, 19}	–	–	952.51	724	519
Percent other nonhazardous waste, not specified ^{18, 19}	–	–	0.39%	0.36%	0.27%
Hazardous Waste					
Total domestic hazardous waste generated (MT)	–	162.2	24.89	35.51	168.81
Percent domestic hazardous waste generated	–	0.08%	0.01%	>0.01%	0.09%
Total hazardous waste recycled (MT)	–	79.96	4.84	13.9	132.01
Percent hazardous waste recycled ²⁰	–	49.30%	19.45%	39.14%	78.20%
Total hazardous waste sent to landfill (MT)	–	57.23	0.00	0.10	15.93
Percent hazardous waste sent to landfill ²⁰	–	34.28%	0.00%	0.28%	9.44%
Total hazardous waste incinerated (MT)	–	2.37	1.54	0.50	1.32
Percent hazardous waste incinerated ²⁰	–	1.46%	6.19%	1.41%	0.78%
Other hazardous waste, not specified (MT) ^{20, 21}	–	22.70	18.50	21.01	19.55
Percent other hazardous waste, not specified ^{20, 21}	–	14.00%	74.33%	59.17%	11.58%
Water Management^{22, 23}					
Absolute (gallons) ²⁴	2.600B	2.551B	3.011B	2.678B	2.682B ²⁵
Absolute (million cubic meters) ²⁴	9.84	9.65	11.40	10.13	10.15 ²⁵
Water intensity (gallons/\$ thousand revenue)	19.74	19.02	16.63	15.59	15.87
Water intensity (gallons/individual subscriber) ¹⁰	13.81	12.69	14.12	11.75	11.80

¹ 2021 Energy Management and Greenhouse Gas Emissions data is inclusive of all operations (DIRECTV, Vrio, Xandr and WarnerMedia).

- ² Electricity is a subset of total energy. Electrical energy represents approximately 82% of total AT&T energy consumption globally. Other forms of energy include steam, chilled water and all types of fuel use.
- ³ Electricity use is the numerator and is a proxy for total energy use. Total number of subscribers including North America wireless, wireline voice and domestic broadband subscribers, as identified in our fiscal year 2021 [Form 10-K](#) is the denominator and is a proxy for our production.
- ⁴ Data does not include AT&T operations in Latin America or WarnerMedia, except that 2020–2021 data includes select Warner Bros. locations. DIRECTV data is included through July 31, 2021.
- ⁵ These incidents are employee injuries and illnesses that are required to be documented on the OSHA 300 log.
- ⁶ These incidents are employee injuries and illnesses that are required to be promptly reported directly to OSHA.
- ⁷ These employee health/safety regulatory incidents include government inspections and other agency inquiries requiring a response (e.g., inquiries via phone, fax or mail).
- ⁸ All spills were addressed promptly and cleaned up in accordance with regulatory requirements. Number of incidents converted to long-term remediation events – 2017: 7 incidents, 2018: 2 incidents, 2019: 3 incidents, 2020: 1 incident, 2021: 0 incidents.
- ⁹ Carbon footprint does not include supplier emissions.
- ¹⁰ Intensity metrics relative to our total number of subscribers (North America wireless, wireline voice and domestic broadband subscribers) as identified in our fiscal year 2021 [Form 10-K](#).
- ¹¹ Consumer devices include mobility devices, broadband devices, home security devices, and DIRECTV and U-verse set top boxes. Set top boxes are included through July 2021.
- ¹² Consumer device recycling and reuse and product take-back data cover AT&T Inc. U.S. operations only. DIRECTV data is included for 2021 only, through July 2021.
- ¹³ Inclusive of AT&T Communications and DIRECTV.
- ¹⁴ Please note that waste data may not be complete due to the challenge of getting all business unit (BU) direct vendor hires to upload final shipping documents to the central waste tracking system. Our Environment, Health and Safety (EHS) team is continually working with BUs to ensure vendors submit all final shipping documents to the central tracking system for reporting.
- ¹⁵ 2019–2021 data inclusive of AT&T Communications and select WarnerMedia and Xandr locations. DIRECTV is also included in all data through the end of 2021. Vrio data is not included.
- ¹⁶ 2017–2018 data for waste generation and management represent all waste accounted for through AT&T Inc.'s domestic U.S. general solid waste, investment recovery and hazardous waste programs. The 2019–2021 data for waste generation and management represent all waste accounted for through AT&T Inc.'s domestic U.S. general solid waste, investment recovery, e-waste, furniture recycling, paper shredding, pallet recycling and regulated (hazardous and nonhazardous) waste programs, unless otherwise noted.
- ¹⁷ Due to improved reporting, total nonhazardous waste composted and reused is included in distinct categories for the first time in 2020.
- ¹⁸ This category does not include WarnerMedia donations to local community partners as donated materials are tracked by number of pieces donated, not weight.
- ¹⁹ This category represents nonhazardous waste for which data on the management method was unavailable. AT&T is continually updating the vendor submittal process to integrate enhanced waste reporting metrics into contracts.
- ²⁰ Percentages are calculated as percent of total domestic hazardous waste.
- ²¹ This category consists of hazardous waste for which the waste management vendors did not report the final disposal method, primarily because they were consolidated with wastes from other companies at the treatment, storage and disposal facilities prior to final disposition. Our EHS Waste team is continually working with those vendors to more accurately report the final disposition of all AT&T hazardous waste.
- ²² 2017–2018 data inclusive of AT&T Communications, U.S. operations. 2019–2021 data inclusive of AT&T Communications and WarnerMedia's U.S. operations. DIRECTV and Vrio data are not included.
- ²³ 2017–2021 data does not include water consumption from AT&T sites that use well water, as well water consumption metrics are not tracked. Fewer than 0.03% of AT&T's sites use well water.
- ²⁴ This figure is equivalent to our water use for domestic operations, freshwater consumption and withdrawals from municipal sources.
- ²⁵ Water consumption increased in 2021 compared to 2020 due to employees returning to the office and several water main breaks.

Social

	2017	2018	2019	2020	2021
Community Engagement					

Total amount of corporate and AT&T Foundation giving ²⁶	\$121.0M	\$120.7M	\$143.9M	\$288.5M	\$202.05M
Total amount contributed or directed through corporate, employee and AT&T Foundation giving programs ²⁶	\$156.0M	\$151.7M	\$173.5M	\$314.8M	\$222.95M
Education (Digital Divide) programs ²⁷	\$86.4M	\$74.4M	\$76.9M	\$69.7M	\$70.07M
Community Support & Safety programs	\$33.7M	\$32.5M	\$46.7M	\$97.9M	\$81.59M
Human & Health Services programs	\$31.1M	\$32.8M	\$35.7M	\$132.9M	\$56.03M
Arts, Media & Culture programs	\$4.8M	\$12.0M	\$14.2M	\$14.2M	\$15.26M
Number of hours volunteered through employee volunteer programs ^{28, 29}	1.78M+	1.5M+	1.4M+	521,460+	443,838
Percent of employees who participate in volunteer programs ^{29, 30}	15%	15%	17%	9%	4%
Total value of employee volunteerism ^{28, 31}	\$42.0M	\$35.0M	\$37.4M	\$14.5M	\$12.7M
Total amount of employee donations ³²	\$31.6M	\$31.0M	\$29.6M	\$26.3M	\$20.9M
Average employee giving per employee donor ³²	\$300	\$309	\$344	\$347	\$382
Our Workforce					
Total number of employees worldwide ³³	254,000	268,220	247,800	230,760	202,600
Number of global part-time employees ³⁴	6,685	11,766	10,692	3,943	2,668
Average age of employees ³⁴	--	44	42	43	43
Total U.S. workforce diversity ³⁵ (women)	31%	33%	33%	34%	32%
Total U.S. workforce diversity ³⁵ (people of color)	43%	44%	45%	46%	47%
Total U.S. management diversity ³⁵ (women)	35%	37%	37%	37%	36%
Total U.S. management diversity ³⁵ (people of color)	37%	38%	40%	40%	43%
Percent of union-represented employees ³⁶	~46%	~40%	~40%	~37%	~37%
Number of employees, retirees and eligible dependents offered health and welfare benefits ³⁷	1.1M	1.1M	1.0M	1.0M	1.0M
Amount invested in direct employee training and development programs ³⁸	\$220M	\$200M	\$200M	\$166M	\$158M
Number of hours spent on employee training ³⁸	20M	16M	16M	16M	15M
Amount invested in tuition assistance for employees ³⁸	\$30.0M	\$24.0M	\$18.0M	\$15.8M	\$13.0M

²⁶ 2017 total does not include WarnerMedia.

²⁷ In 2020, we added a focus on the digital divide, supporting organizations and initiatives that promote broadband affordability, availability and adaption.

²⁸ 2017–2018 data does not include AT&T operations in Latin America or WarnerMedia. 2019–2021 data is representative of AT&T Corporate, including DIRECTV and Vrio through December 31, 2021.

²⁹ While we realized a decline in employee volunteer participation related to COVID-19 requirements for social distancing, average giving per employee donor increased in 2021, reflecting AT&T employees' continued commitment and generosity.

³⁰ 2017 data does not include AT&T operations in Latin America or WarnerMedia. 2018–2021 data does not include WarnerMedia. DIRECTV and Vrio are represented through December 31, 2021.

³¹ From 2017 to 2020, the value of volunteer time was calculated in coordination with True Impact. The 2021 value was calculated using the [Independent Sector](#) value of a volunteer hour for 2021, which was \$28.54 as of April 2021.

³² 2017–2018 data includes AT&T Communications and Xandr. 2019–2021 data is representative of AT&T Corporate, including Vrio and DIRECTV through the divestiture of those units in July 2021 and November 2021, respectively.

³³ 2017 data inclusive of AT&T Communications. 2018 data inclusive of AT&T Communications and WarnerMedia. 2019–2021 data inclusive of AT&T Corporate.

³⁴ 2017 data inclusive of AT&T Communications. 2018–2020 data inclusive of AT&T Communications and Xandr.

³⁵ 2017 data inclusive of AT&T Communications. 2018–2020 data inclusive of AT&T Communications and WarnerMedia.

³⁶ 2017–2021 data inclusive of AT&T Communications.

³⁷ 2017–2019 data inclusive of AT&T Communications. 2020–2021 data inclusive of U.S.-based AT&T Corporate employees.

³⁸ 2017–2020 data inclusive of AT&T Communications. 2021 data inclusive of AT&T Corporate and AT&T Communications.

Governance

	2017	2018	2019	2020	2021
Business Continuity, Longevity & Innovation					
Research & development investments	\$1.5B	\$1.2B	\$1.3B	\$1.2B	\$1.5B
Corporate Governance					
Employee training completion on the Code of Business Conduct ⁴⁰	99.0%	99.0%	98.8%	98.4%	99.8%
Network Quality & Reliability					
Capital expenditures ⁴¹	\$21.6B	\$21.3B	\$19.6B	\$15.7B	\$16.5B
Responsible Supply Chain					
Percent of spend with suppliers that track greenhouse gas (GHG) emissions ⁴²	>50%	64%	54%	60%	65%
Percent of spend with suppliers that have specific GHG emissions goals ⁴²	>50%	49%	45%	56%	55%
Percent of spend with suppliers engaged with sustainability assessments on a 1- to 3-year cycle ⁴²	80%	80%	80%	80%	82%
Number of supplier facility audits led by AT&T	3 factory locations	5 factory locations	5 factory locations	2 factory locations	4 factory locations
Number of supplier facilities audited by the Joint Audit Cooperation (JAC) program overall ⁴³	89 factory locations	132 factory locations	124 factory locations	76 factory locations	71 factory locations



Individuals reviewed for human rights adequacy by AT&T-led JAC audits	–	14,000	6,690	7,674	6,732
Individuals reviewed for human rights adequacy by the JAC program overall	–	263,000	304,703	128,590	107,151
Total spend with business enterprises owned by minorities, women, veterans, LGBTQ+ people and those with disabilities ⁴²	\$14.4B	\$15.1B	\$14.2B	\$13.2B	\$13.3B
Percent of diverse suppliers externally certified by third-party agencies ⁴²	100%	100%	100%	100%	100%

⁴⁰ 2018 data not inclusive of AT&T Mexico, AppNexus, Vrio or WarnerMedia. 2019–2021 data not inclusive of AT&T Mexico, Vrio or WarnerMedia. DIRECTV employees were assigned until July 30, 2021, when the DIRECTV Code of Conduct was launched.

⁴¹ Includes capital investments and acquisition of wireless spectrum and operations.

⁴² Supplier diversity and sustainability spend performance excludes content and programming spend. The management approach and data detailed reflect the activities of the AT&T Global Connections and Supply Chain organization within AT&T Communications.

⁴³ JAC members, including AT&T, were not able to audit as many facilities in 2020 or 2021 due to the COVID-19 pandemic.