

**Prepared  
For Anything**

Our approach to leading global business and societal issues. **pg. 5**

**Reinforcing  
Our Commitment**

The corporate and organizational leadership guiding our efforts. **pg. 24**

**Measuring  
Our Impact**

Strategic goals including our new targets for 2030 and beyond. **pg. 29**

**KPIs**

Leading metrics that help measure our progress. **pg. 39**

**THE POWER OF**

**Connection**

AT&T  
ESG Summary  
May 2021





# OUR VALUES

**LIVE TRUE.**

Do the right thing, no compromise.

**THINK BIG.**

Innovate and get there first.

**PURSUE EXCELLENCE.**

In everything, every time.

**INSPIRE IMAGINATION.**

Give people what they don't expect.

**BE THERE.**

When customers and colleagues need you most.

**STAND FOR EQUALITY.**

Speak with your actions.

**EMBRACE FREEDOM.**

Press, speech, beliefs.

**MAKE A DIFFERENCE.**

Impact your world.



# IN THIS REPORT



**3 INTRODUCTION**

Our commitment to corporate responsibility begins with strong guidance from our leadership.

- 4 Letter From Our Chief Executive Officer

For a detailed look into all our work from the past year, visit our full ESG reporting library at [about.att.com/csr/reporting](https://about.att.com/csr/reporting).



**5 GLOBAL CHALLENGES AND OPPORTUNITIES**

Companies like AT&T are called to be strong corporate citizens and to demonstrate ethical leadership that considers the needs of society alongside those of business.

- 6 Digital Divide
- 8 Operational Resilience
- 10 Supply Chain Management
- 11 Human Capital Management
- 13 Diversity, Equity and Inclusion
- 15 Economic Opportunity
- 17 Climate Change
- 20 Technology Innovation
- 21 Privacy, Network Security and Digital Responsibility
- 23 AT&T Believes<sup>SM</sup>

**24 GOVERNANCE AND LEADERSHIP**

We address environmental, social and governance (ESG) issues at every level of our company.

- 25 Corporate Social Responsibility (CSR)
- 27 Stakeholder Engagement
- 28 ESG Reporting

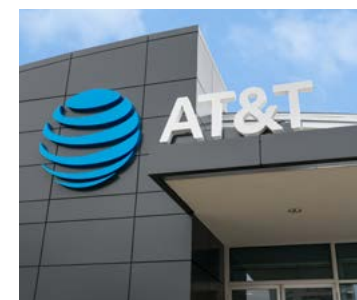


**29 PROGRESS TOWARD OUR GOALS**

We're making progress on our roadmap of targets that serve as milestones to 2030 and beyond.

**39 KPIs**

To assess our progress, we measure Key Performance Indicators (KPIs) in areas most important to our stakeholders and our business.



**42 RECOGNITION**

Third-party recognition gives us valuable feedback on our approach and helps drive continuous improvement.



**LETTER FROM OUR CHIEF EXECUTIVE OFFICER**

# THE UNMISTAKABLE POWER OF CONNECTION

**Our purpose at AT&T is to create connection. And we do that with a deep commitment to corporate responsibility – for our customers, our communities and our employees.**

**John Stankey**  
Chief Executive Officer

Over this past year, our purpose and commitment came together in a particularly powerful way, as COVID-19 disrupted our lives and highlighted the vital importance of internet connectivity. Looking back, it's clear the pandemic accelerated what had been a gradual but steady shift to a digital economy. In the process, it brought renewed attention to the millions of Americans who lack high-speed access to the internet.

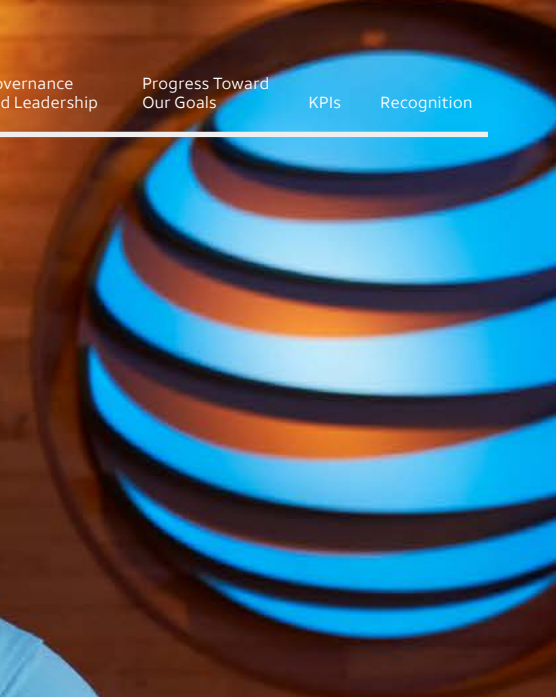
To help address this digital divide, we're working with schools and community organizations on a number of fronts, including providing discounted network access for low-income households, as well as skills-building resources and opportunities for economic empowerment in underserved communities. We're especially focused on closing the homework gap by offering connected learning solutions for remote classrooms and a range of innovative digital learning tools. We recently backed that up with a \$2 billion commitment over the next 3 years to help connect the nation's most vulnerable communities. That's on top of \$1 billion in contributions made over the last 3 years.

At the same time, we're closely collaborating with policymakers to help ensure that the educational, social and economic benefits of broadband connectivity are available to everyone.

Another important focus area for AT&T is building on our momentum to address environmental sustainability issues. Despite the pandemic, our 2035 goal of achieving net zero Scope 1 and 2 greenhouse gas (GHG) emissions remains well on track. We're decreasing our costs and our environmental footprint by enhancing the resilience and efficiency of our operations and virtualizing many of our network functions. We're broadening the use of our industry-leading Climate Change Analysis Tool to help mitigate the potential impact of climate-related weather events on our network and operations. And we're helping business customers and municipalities lower their own risks and reduce their environmental footprint through innovative broadband and Internet of Things (IoT) solutions.

We're also continuously working to improve our industry-leading diversity of talent across the company, because we recognize that there's always more work to be done. Our goal is to empower the workforce and storytellers of tomorrow by providing pathways to technology and media careers. As you can see on our [Diversity & Inclusion](#) website, one of AT&T's core values is to Stand for Equality. We have zero tolerance for racism, xenophobia or any other form of discrimination and we strongly support local and global initiatives – including policy changes – that will advance equity, justice and equal protections for all.

This report highlights the many ways AT&T is connecting and engaging in our communities, operating responsibly, mitigating risk and removing unnecessary costs from the business to maximize long-term growth opportunities for our company, employees and customers.



**GLOBAL CHALLENGES & OPPORTUNITIES**

**FOR**

**PREPARED**

*Anything*

**Our success aligns to the management of leading ESG issues impacting our company, customers and communities.**

- |   |  |
|---|--|
| <b>6</b> Digital Divide                   | <b>15</b> Economic Opportunity                                 |
| <b>8</b> Operational Resilience           | <b>17</b> Climate Change                                       |
| <b>10</b> Supply Chain Management         | <b>20</b> Technology Innovation                                |
| <b>11</b> Human Capital Management        | <b>21</b> Privacy, Network Security and Digital Responsibility |
| <b>13</b> Diversity, Equity and Inclusion | <b>23</b> AT&T Believes  |



**DIGITAL DIVIDE**

# ADDRESSING OUR GREATEST CHALLENGE

**Requirements to work and learn remotely over the past year have shed greater light on the digital divide that has long left millions of students and families without essential broadband connectivity.**

**This nationwide problem disproportionately impacts households of color, those with disabilities and residents of rural or under-resourced communities.**

Access to affordable and reliable internet service is critical for work, learning and commerce – and for staying digitally connected to family, friends, breaking news and information. AT&T has a long history of keeping our customers and communities connected. We've invested more than \$110 billion in our wireless and wireline networks over the past 5 years, including U.S. and international capital investments and the acquisition of wireless spectrum and operations, to help expand coverage and improve connectivity, reliability and performance. And through the end of 2020, we've used support from the Federal Communications Commission (FCC) Connect America Fund program to help deploy, maintain and offer internet and voice services to 1.1 million mostly rural homes and small business locations in FCC-identified areas of need.

## Doubling Down Our Efforts

In 2021, we announced an expanded commitment to invest \$2 billion over the next 3 years to help address the digital divide. This effort will combine AT&T's low-cost broadband service offerings with ongoing community investment, building on approximately \$1 billion in contributions over the last 3 years to help the nation's most vulnerable communities.

Introduced 5 years ago, Access from AT&T<sup>1</sup> is a voluntary AT&T-funded program offering low-cost, wired broadband internet access to qualifying households for \$10 per month. This offer from AT&T has no contract or installation fees. We're continuing to waive data overages for these customers and are maintaining expanded eligibility to include households participating in the National School Lunch program and Head Start.<sup>2</sup>

AT&T is also participating in the Federal Emergency Broadband Benefit program, which will allow more than 30 million eligible<sup>3</sup> households to receive a temporary subsidy bringing the cost of qualifying AT&T home internet or wireless plans as low as \$0 per month.<sup>4</sup>

## Introducing AT&T Connected Learning

As part of our \$2 billion digital divide commitment, we introduced AT&T Connected Learning, a multi-year initiative supporting solutions to help stem the tide of learning loss, further narrow the homework gap and empower today's learners.

Together with WarnerMedia,<sup>5</sup> we're developing a digital learning platform that will deliver high-quality curriculum and online learning tools from some of the best educational organizations in the world, as well as exclusive educational content from WarnerMedia, everywhere today's connected students learn – in the classroom, at home and in the community.

We're also launching AT&T Connected Learning Centers in traditionally underserved neighborhoods facing barriers to connectivity. The centers will provide access to high-speed internet and computing devices, as well as opportunities for tutoring and mentorship through our employee-driven AT&T Believes volunteerism initiative.

And together with the Public Library Association, we'll offer a collection of digital literacy courses to help parents and families build the skills and confidence to help their child navigate distance learning and participate effectively and safely in today's digital world.

## Working With the Government

We believe it takes a collaborative approach between the public and private sectors, as well as smart public policy at the state and federal levels, to continue bridging the digital divide. Ubiquitous broadband connectivity is one of AT&T's top priorities for 2021, and we've joined nearly 50 advocacy organizations, companies and non-profit groups urging policymakers to enact sustainable, effective broadband policies to help build resilient broadband networks, create jobs and empower opportunities for all Americans.

Congress has appropriated FCC funding for more accurate broadband mapping. This will help companies like AT&T precisely target remaining broadband coverage gaps and is a positive step in government efforts to fully address the digital divide.

AT&T further recommends the FCC Lifeline universal service program be modernized and digitized to support the full cost of broadband connectivity, while allowing participants to administer benefits electronically. We also encourage policymakers to equally consider wired and wireless connectivity solutions. As wireless technologies offer increasingly impressive broadband performance, these simpler-to-deploy solutions will help speed closure of affordability and availability gaps for households in need.



## BRIDGING THE HOMEWORK GAP

Over the last 12 years, we've invested more than \$600 million to help close achievement and representation gaps in under-resourced schools and communities.

When the events of 2020 forced more than 50 million U.S. students out of the classroom,<sup>6</sup> we launched the \$10 million AT&T Distance Learning and Family Connections Fund to help equip parents, students and teachers with high-quality tools and content for at-home learning – and to help families maintain meaningful connections when isolated from friends and loved ones. In collaboration with more than 60 organizations, we've reached over 196 million students, parents and educators with resources and programming.

During the COVID-19 pandemic, nearly 17 million children have been unable to take part in virtual learning or complete schoolwork because their family doesn't have a home internet connection or device. To help address this challenge, AT&T made an additional \$10 million commitment to support at-risk students disconnected from remote learning with free internet connectivity and Wi-Fi hotspots. We're working with Connected Nation, a leading non-profit focusing on broadband and digital technology challenges, to help close the gap for approximately 35,000 students in need.

And to better connect our learning institutions, AT&T has offered discounted unlimited wireless data plans and content filtering services to more than 135,000 public and private K-12 schools, colleges and universities across the U.S.

In Latin America, ESCUELA+ provides primary and secondary schools with DIRECTV<sup>7</sup> and SKY satellite technology, original and third-party partner educational content, customer services support and custom-designed pedagogical support materials to positively transform the classroom experience. When COVID-19 led to the suspension of in-person classes, we opened the ESCUELA+ channel and its content to all DIRECTV, DIRECTV GO and SKY Play customers in Argentina, Brazil, Chile, Colombia, Ecuador, Peru and Uruguay to support learning at home. Through this expansion, educational content previously reaching almost 10,000 schools was immediately made available to nearly 7 million households, free of charge.







**OPERATIONAL RESILIENCE**

# ANSWERING THE CALL

**The communications industry is one of 16 infrastructure sectors designated as critical by the U.S. Department of Homeland Security, and AT&T operates one of the world’s most prominent and advanced global backbone networks.**

**Our infrastructure and operations are built to be resilient, which means we have the people, resources and procedures to keep everyone connected – providing essential services, news and information when our customers and communities need us most.**

The events of 2020 impacted nearly [everything we do](#) at AT&T. We connected millions of businesses, employees and families as they transitioned to remote work and learning. We’re carrying nearly 40% more wireless voice traffic and approximately 26% more data than before the pandemic. And in 2020, texting on our network hit a peak rate of 99,000 messages per second. Through FirstNet, we’re supporting more than 2.2 million connections nationwide across more than 16,000 public safety organizations. And CNN served the largest audiences in its 40-year history, as viewers turned to us for clear and comprehensive reporting on the pandemic, presidential election and history-making demonstrations for racial justice.

[Learn more about our COVID-19 response efforts.](#)

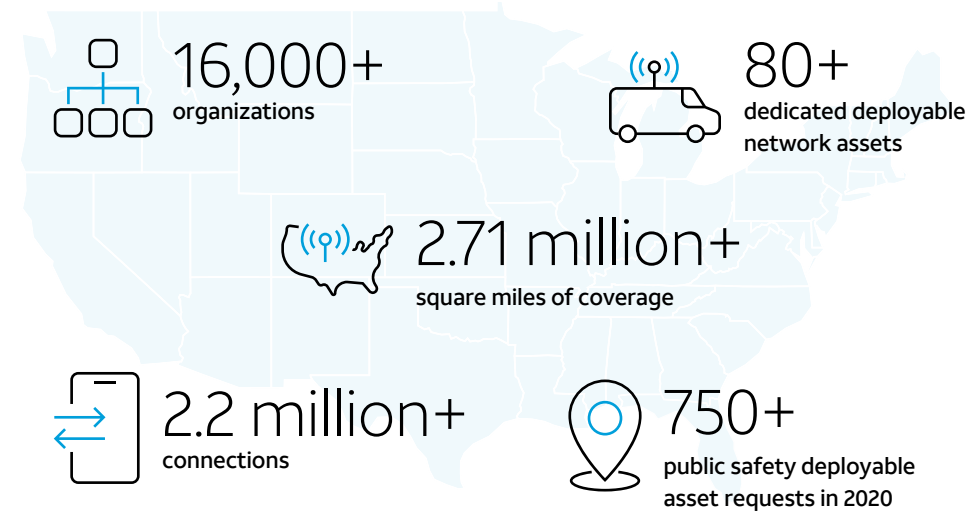
## Supporting First Responders

Through all 2020 has thrown at us, [FirstNet](#) – the only nationwide wireless broadband communications platform dedicated to America’s first responders and public safety community – has been helping those on the front line effectively coordinate and communicate. AT&T’s FirstNet teams were there in January supporting the first COVID-19 quarantine sites. And we provided critical communications during Hurricanes Laura and Delta, wildfires in Colorado and California, and instances of civil unrest.

The FirstNet network covers more than 2.71 million square miles and more than 99% of the U.S. population. In 2020, we added nearly 100,000 square miles to the FirstNet coverage footprint – equivalent in area to the state of Oregon. We’ll continue to expand our support in 2021 and beyond as vaccination efforts roll out across the country, unprecedented weather events continue to occur and we anticipate what might be next.

[Learn more about FirstNet’s response to COVID-19.](#)

## FirstNet By the Numbers



## Keeping the Business Running

AT&T’s Business Continuity Management Program is certified to ISO 22301:2012 and aligns with a broad collection of domestic and international business continuity standards. Our global team of certified business continuity experts, led by our President of Network Engineering and Operations, works to maintain the operation of key business processes. And our WarnerMedia [Business Resilience](#) team helps plan for incidents that could affect production facilities, critical systems or our people.

Our National Disaster Recovery (NDR) organization is critical to keeping our network operational – even in the wake of unpredictable, catastrophic events. We’ve invested more than \$650 million in the U.S. and another \$15 million internationally to ensure

our NDR program is ready whenever [natural](#) or [man-made](#) disasters may strike.

Updates on all our business continuity efforts are shared with the AT&T Board of Directors.

[Learn more in our Network & Data Security issue brief.](#)

## Standing With Small Business

During the pandemic, businesses of all sizes have needed support. To better serve our more than 2.5 million small business customers, AT&T:

- Joined the [Stand for Small Coalition](#) and provided millions of U.S. small businesses with valuable services, offers and access to tools and expertise.

## PROMOTING EMPLOYEE SAFETY AND PRODUCTIVITY

In early 2020, we put our business continuity plans to the test as nearly half of our employees – approximately 130,000 – transitioned from regular workspaces to work from home, and we shifted many retail services from in-store to online. For customer-facing employees who can’t do their job remotely, we continue to implement enhanced operational protocols and provide equipment to help keep them safe.

As we look beyond the pandemic, we’re revising our business models to support flexible office space and at-home productivity for many employees on a long-term basis. And the remote network access and web conferencing tools we provide customers will remain a mainstay of our own operations.



- Teamed up with Barbara Corcoran to [launch a webinar series](#) helping small businesses work toward recovery.

- Launched a [business continuity resource center](#) to help businesses plan, adapt, stay connected and remain productive during challenging times.

- Provided \$1.2 million to support 7 female and minority-led alumni companies from the [AT&T Aspire Accelerator](#) in their work to reach underserved communities with educational technology solutions.

[Learn more about how we supported businesses during the pandemic on the AT&T Newsroom.](#)



**SUPPLY CHAIN MANAGEMENT**

# NO STOPPING US



**A resilient supply chain is critical. AT&T's supply chain has been able to withstand the demands of the pandemic by working with organizations offering innovative, cost-efficient capabilities that align with business priorities such as 5G deployment and the expansion of FirstNet and fiber connectivity to communities across the U.S.**

## Navigating the Impact of COVID-19

We've long worked with more than 20,000 suppliers to ensure a geographically diverse and resilient supply chain that reduces our risk in unforeseen situations. In fact, we used the reach of our supply chain to help meet several challenges of the COVID-19 pandemic. For example, a disabled veteran-owned business in Indiana provided us with 135,000 gallons of hand sanitizer and a minority-owned business in California used their extensive global network to help distribute pandemic-related supplies for our employees.

AT&T secured more than 5 million face masks, 9 million pairs of sanitary gloves and more than 50,000 spray bottles of disinfectant to help keep our workforce safe. And we donated millions of dollars of unused supplies to front-line workers, school districts and organizations such as the American Indian College Fund, American Indian Higher Education Consortium and The Salvation Army.

## Ensuring Supplier Responsibility

AT&T is committed to advancing sustainable business practices among our suppliers – with a focus on diversity, the environment, human rights and prevention of forced labor. We expect supplier business operations to be conducted in a manner consistent with sustainability and diversity clauses in our contracts, and we require conformance with the [AT&T Principles of Conduct for Suppliers](#), WarnerMedia Supplier Guidelines and AT&T's Human Rights Policy.

We facilitate regular sustainability assessments and audits for our suppliers, through tools such as an assessor developed with the Telecommunications Industry Association (TIA) and participation in the Joint Audit Cooperation (JAC), an organization that facilitates collaboration among peer telecom companies and industry suppliers. Since 2010, JAC has audited nearly 600 factory locations and conducted human rights reviews for more than 1.3 million factory workers – including many AT&T suppliers.

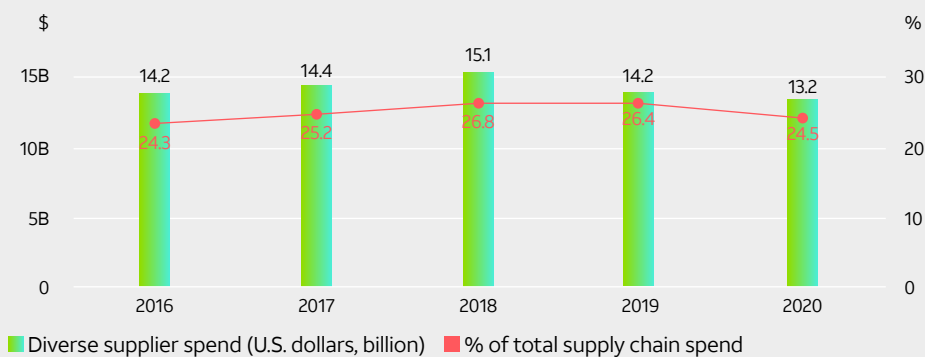
[Learn more in our Responsible Supply Chain issue brief.](#)

## BUILDING SUPPLIER DIVERSITY

AT&T has one of the largest supplier diversity programs in corporate America and never has diversity in our supply chain been more important than now. Our overall supplier diversity goal is 21.5% of total procurement expenditures. And in 2020, 24.5% of our total supply chain spend – \$13.2 billion – was awarded to certified diverse businesses owned by minorities, women, veterans, LGBTQ+ people and those with disabilities.<sup>8</sup>

In 2019 and 2020, AT&T spent \$3.1 billion with Black-owned suppliers, [exceeding our 2-year \\$3 billion commitment](#) to drive diversity and inclusion across our business and communities. Black-owned suppliers support AT&T across many lines of business including legal and professional services, warehousing and logistics, advertising and marketing, as well as construction and engineering.

**Spend with Diverse Suppliers<sup>8</sup>**



**HUMAN CAPITAL MANAGEMENT**

# HERE FOR EACH OTHER



**We're one of the largest employers in the U.S., with one of the nation's largest union-represented workforces.**

**Our employees make AT&T a great place to work.**

In a year defined by uncertainty and unexpected challenges, our more than 230,000 employees have learned to work in new ways and new places.

To support the people who keep our company strong and our customers connected, we took [a number of steps this past year](#), including temporary compensation increases for front-line employees who can't do their jobs from home and temporary increases in available paid time off for employees with family impacted by COVID-19 illness. We committed more than \$100 million to help cast and crew from WarnerMedia productions on hiatus and, through the AT&T Employee Relief Fund, we supported more than 275 colleagues requesting assistance for COVID-19-related personal hardships.

We've completely covered the cost of COVID-19 testing, treatment and vaccines for employees and dependents through our AT&T health plans. And to help safely return essential employees and contractors to work locations, the company developed and implemented a health screening based on CDC guidelines that has been taken more than 6 million times across 4 continents in 16 different languages.



**For the last 3 years, AT&T has been named to the Fortune Best Big Companies to Work For™ list.**



 **In 2020, Chief Learning Officer magazine recognized AT&T as Organization of the Year for Learning and Development and Editor's Choice for Best Learning Execution.**

**Empowering Employee Growth**

As the global economy evolves, it's crucial for companies such as ours to train – and retain – a skilled and diverse workforce. AT&T invested approximately \$166 million in 2020 to engage employees in nearly 16 million hours of education and training to help ensure our colleagues have the tools needed for continued success.<sup>9</sup> In 2020, we also invested \$15.8 million in higher education tuition assistance.<sup>9</sup>

Our internal training organization, AT&T University, works across our business to deliver best-in-class training solutions that positively impact our workforce – from front-line employees to senior executives. AT&T University is our platform for strategic business training and alignment, energizing our workforce to enhance their skills and drive innovation. We offer more than 900 leadership and career courses, including partnerships with esteemed learning institutions.



 Learn more in the [Our Workforce issue brief.](#)

**Providing Competitive Pay and Benefits**

AT&T works hard to [attract and retain](#) the talented, diverse and engaged employees critical to keeping millions around the world connected, entertained and informed.

We continually evolve our benefits to reflect the needs of our workforce. In 2020, we expanded paid parental leave up to 12 weeks, which can be further extended for birthing mothers when paired with applicable short-term disability benefits.<sup>10</sup> And in 2021, we began

offering certain employee groups 3 weeks of continuous or intermittent paid caregiver leave – to help those dealing with personal emergencies or caring for a spouse or partner, child, grandchild, parent or another loved one.<sup>11</sup>

We regularly adapt our compensation model to ensure fair and inclusive pay practices across our business. We're committed to pay equity for employees who hold the same job, work in the same geographic area and have the same levels of experience and performance.

**ENHANCING OUR CULTURE**

*How We Connect*

In 2020, AT&T launched a cultural transformation to improve the way we work and identify the behaviors we must embody to best serve our customers. We conducted employee focus groups, surveys, and interviews to gain an honest evaluation of our strengths and weaknesses – learning that the rigor and processes historically serving AT&T well had, at times, become a barrier to performing our best amid rapidly changing industries.

We launched the How We Connect culture model to amplify our most effective corporate behaviors, adopt behaviors and expectations that will help us transform and empower employees to discontinue

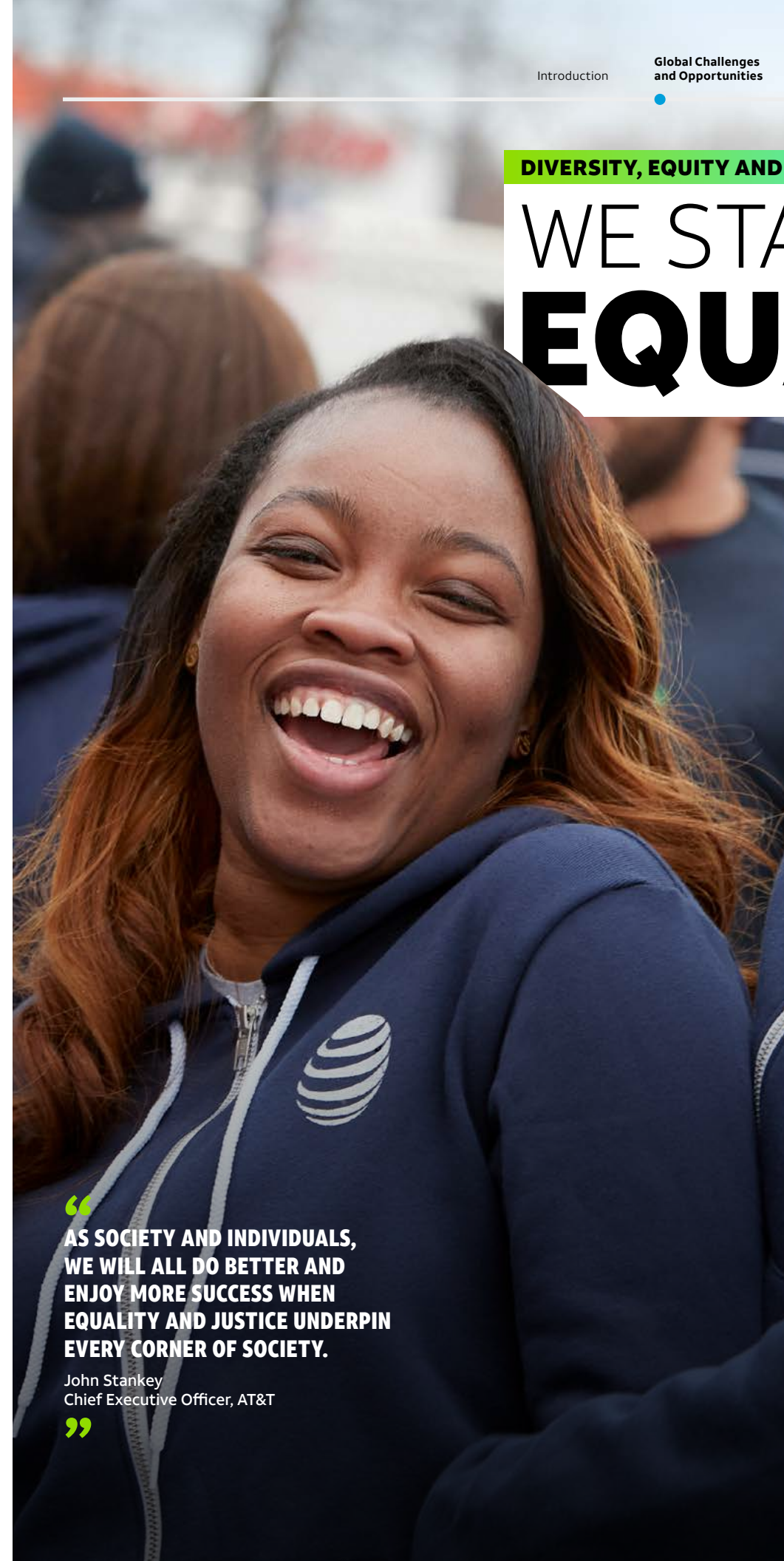
practices that get in our way. We're holding colleagues at all levels accountable through our ongoing performance development process, which incorporates a 360-degree feedback structure. And we're evaluating our success, in part, by replacing our traditional employee engagement survey with a 56-question culture survey that better measures how we're doing – as a company, as individual departments and as supervisors or individual contributors.

This shift has given us the insight needed to address issues employees face in serving customers, moving faster, acting boldly and working together. It has provided a roadmap for future improvement to our organizational culture and a solid metric for progress over time.



**DIVERSITY, EQUITY AND INCLUSION**

**WE STAND FOR EQUALITY**



**AT&T's corporate value to [Stand for Equality](#) demonstrates that our workplace is made stronger when we build understanding of our commonalities, not our differences. We commit to use our corporate voice and influence to champion equity and combat injustices that threaten our employees or the communities we serve.**

**Valuing Diversity**

At AT&T, [diversity](#) is foundational for building an inclusive environment where everyone is valued and empowered – and that work starts at the top. In 2020, we published a Board Diversity Statement, noting “AT&T recognizes the value of diversity, and takes into account many factors, including but not limited to gender, race and ethnicity, as important in determining composition and in making nominations to the Board.” And to promote employee engagement in diversity and inclusion initiatives across our operating companies we regularly convene four diversity councils, including the CEO's Diversity Council led by our most senior executive.

From our Board of Directors to front-line workers across the globe, we seek talented people who represent a mix of backgrounds, identities, abilities and experiences. We've joined the [OneTen](#) coalition, a group of corporations pledging to collectively hire 1 million Black Americans over the next 10 years. And in 2020, more than 55% of open positions and 56% of promotions were filled by diverse candidates.<sup>9</sup>

**“ AS SOCIETY AND INDIVIDUALS, WE WILL ALL DO BETTER AND ENJOY MORE SUCCESS WHEN EQUALITY AND JUSTICE UNDERPIN EVERY CORNER OF SOCIETY. ”**

John Stankey  
Chief Executive Officer, AT&T



AT&T encourages success based on employees' individual merits and abilities without regard to race, color, religion, national origin, gender, gender identity, gender expression, sexual orientation, age, disability, marital status, citizenship status, military status, protected veteran status, employment status or other protected status. We fully consider all qualified applicants for employment, including those with a criminal history who need a second chance. And we encourage employees to join one or more of our 39 employee groups, which exemplify our company's commitment to diversity and inclusion through efforts in the workplace, marketplace and community – while focusing on members' professional development and opportunities for community service.

community, and we urge its passage so all are ensured equal civil rights protections under U.S. law.

### Seeking Justice and Fairness

Hate has no home at AT&T. We're committed to raising awareness and taking a stand against all forms of racism and xenophobia.

The killings of George Floyd and countless others highlight the continued injustices experienced by Black Americans. We're devoting resources and leadership toward initiatives to help advance economic opportunity, overcome systemic educational barriers and promote law enforcement reform. And we'll do so for as long as it takes.

In the summer of 2020, AT&T led a Business Roundtable initiative of top CEOs to push for public policy changes that deliver equal justice outcomes for all. To date, [AT&T has supported](#) and helped secure legislative reforms in more than 15 states in pursuit of equal justice for all Americans.

The fight for racial and social justice continues as hate crimes have risen in the Asian American and Pacific Islander (AAPI) community during the COVID-19 pandemic, as reported by [Stop AAPI Hate](#). We believe the violence against these individuals must end and AT&T and WarnerMedia have announced a [\\$7 million pledge](#) to help raise awareness and continue our ongoing commitment to address equality issues that impact our employees and neighbors.

### Supporting Accessibility

AT&T is committed to positively impacting those with disabilities. In 2020, we were the lead sponsor for [ADA30 Lead On: A Celebration of Disability Arts, Culture, Education and Pride](#) – an online event celebrating the 30th anniversary of the Americans with Disabilities Act and highlighting the need for accessible job opportunities in the entertainment industry.

Our Accessibility and Inclusion initiative works to ingrain accessibility throughout AT&T's culture, making it easier for all individuals, including those with disabilities, to pursue careers and advancement at AT&T. Our efforts helped AT&T score a 100 on the Disability Equality Index benchmark.

### ELEVATING DIVERSE VOICES

As exemplified by WarnerMedia's industry-leading Production Diversity Policy, we're committed to [elevating diverse voices](#) in film and storytelling, ensuring the content we produce and distribute is representative of our community. This includes [diversifying our channel lineup](#) and providing support for programs that identify and create opportunity for new creative talent.

To promote equity within the entertainment industry and prepare people to be future award-winning animators, sound engineers and directors, TCM and WarnerMedia have collaborated with re:imagine/ATL for the [TCM Presents Women Make Film: Next Gen Filmmakers](#) program. Ghetto Film School's 2020 [Film Credits challenge](#), supported by AT&T and WarnerMedia, secured more than 100 submissions from up-and-coming teenage filmmakers. And the [FACIUNI Film Scholarship](#) program is contributing to the search for new voices and talent in film from across Latin America.

We're proud to be a founding partner of #ARRAYCrew, a database focusing on inclusion for below-the-line production professionals. And we've expanded our entry-level [WarnerMedia Access Writers](#) program to amplify underrepresented voices and historically marginalized writers with a pathway into the television industry.



**In 2020, the Disability Equality Index recognized AT&T as one of the Best Places to Work for Disability Inclusion.**

Learn more in the [Our Workforce issue brief, Accessibility & Affordability issue brief](#) and the [AT&T Diversity & Inclusion website](#).



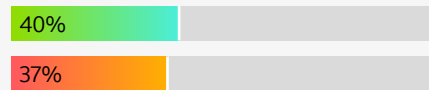
### Recognizing the Value of Diversity at AT&T

■ People of color ■ Female

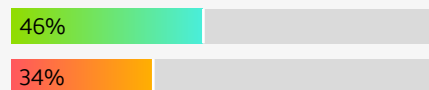
Board of Directors



U.S. Management<sup>12</sup>



U.S. Workforce<sup>12</sup>



Global Workforce (68+ countries)



We will share our federal EEO-1 later this year. Visit the [AT&T Diversity & Inclusion](#) website for additional workforce diversity data.

We support the United Nations Women's Empowerment Principles and its mission to advance equity and the empowerment of women and girls. We also endorse and obey laws that prohibit discrimination, such as the Equality Act, which would ban discrimination based on sexual orientation or gender identity. This is consistent with our long-standing commitment to inclusion for the LGBTQ+

### ECONOMIC OPPORTUNITY

# EMPOWERING FUTURES

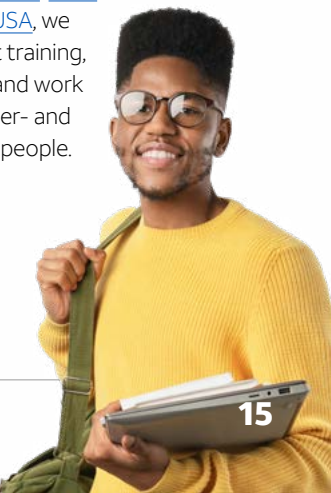
**We believe that everyone – regardless of age, gender, race or socioeconomic status – deserves the opportunity to succeed. Access to broadband connectivity and the resources it can provide is a large part of AT&T's commitment to helping build equity for all. With an eye toward jobs of the future, we're also working to help people develop the skills they need to thrive in technology, media and telecommunications careers.**

### Helping Equity Meet Opportunity

The country's reckoning with social justice in 2020 affected us all and deepened AT&T's commitment to supporting equity in our company, as well as our communities. Over the past five years, AT&T has contributed \$215 million<sup>13</sup> to increase education, skills building and career readiness opportunities in Black and underserved communities. And in 2020, we committed an additional \$10 million to further support these groups, which often face long-standing social inequities and higher unemployment – all of which have been exacerbated by the COVID-19 pandemic.

Last year, we worked with [The NETwork](#) to conduct the first [AT&T HBCU Innovation Challenge](#), in which 25 student teams from 17 historically Black colleges and universities (HBCUs) competed for a \$50,000 prize by

developing innovative 5G solutions to help communities. In 2021, we announced AT&T University's [HBCU Future Leaders Program](#), a multi-year mentoring and workforce readiness initiative pairing HBCU students from AT&T internship and development programs with senior leaders and employees who can help them develop leadership skills and expertise in technology and innovation. And through collaborations with organizations like [Jobs for America's Graduates](#), [Year Up](#) and [YouthBuild USA](#), we continue to support training, skills development and work experiences for under- and unemployed young people.





## Introducing Next Generation Storytellers

AT&T is empowering young storytellers and those from non-traditional backgrounds who haven't had traditional pathways into the entertainment industry with opportunities to create content and learn skills.

Through WarnerMedia Access to Action, we've helped more than 420 people gain experience in entry-level production jobs across our media brands, with a goal to diversify our talent pipeline and help establish connections that can lead to lifelong careers.

In 2020, AT&T and CNN launched [Youth Voices Collective](#), a program to support student expression and teach writing and journalism skills. In collaboration with non-profits [826 National](#), [VOX ATL](#) and [Six Feet of Separation](#), we provide instruction, coaching and sharing opportunities to thousands of students across

the U.S. – especially those in underserved communities.

WarnerMedia is also a lead sponsor of re:imagine/ATL's [No Comment Film Fellowship](#), which helps students ages 16 – 19 write, produce and pitch films to gain confidence and experience as they refine their craft. Students from the fellowship were also recognized as part of [TCM's Women Make Film: Next Gen Filmmakers](#) program.

In collaboration with non-profit [21st Century Leaders](#), we developed the [WarnerMedia Institute for Future Leaders](#) program for high school students interested in media industry careers. WarnerMedia also supports Reel Works' [MediaMKRS](#) production workforce development program and VOX ATL's [Media Café](#), a hands-on program helping teens explore multimedia storytelling techniques while learning the fundamentals of journalism.

[OneFifty](#) is WarnerMedia's in-house content innovation center, which invests in artists creating fresh, provocative content across all forms of media: features, series, digital, animation, interactive, virtual reality (VR) and more. This initiative is disrupting the way content is traditionally developed in our industry, helping bring the most compelling untold stories to audiences.

“**IT'S CRITICAL TO CULTIVATE THE NEXT GENERATION OF CONTENT CREATORS THAT MIRROR OUR SOCIETY.**

**Charlene Lake**  
Senior Vice President, Corporate Social Responsibility and Chief Sustainability Officer, AT&T

”



Learn more in our [Building Digital Skills issue brief](#).



### CLIMATE CHANGE

# TAKING ACTION FOR TOMORROW

**As the world transitions to a net zero economy, AT&T is demonstrating leadership by setting aggressive goals and taking purposeful action through a combination of mitigation and adaptation efforts. We're taking costs out of the business by enhancing our efficiency while working to reduce GHG emissions – and we're helping our customers do the same. We're also taking steps to protect our network from threats and costly repairs associated with extreme weather events while helping communities identify and address their own vulnerabilities.**

### On Our Way to Carbon Neutral

Climate-related goals support our business strategy to pursue efficiency projects that save millions of dollars across our operations each year. By deploying IoT solutions to streamline key business processes, transitioning to a low-emissions fleet, scaling our renewable energy capacity, expanding sustainable production practices at WarnerMedia and working to virtualize large portions of our network, we're able to deploy new capabilities faster while reducing energy use and emissions. Since 2010, we've implemented nearly 147,000 energy efficiency projects – resulting in annualized energy cost savings of nearly \$694 million.

AT&T has committed to becoming carbon neutral, achieving net zero Scope 1 and 2 GHG emissions<sup>14</sup> by 2035. To help measure our progress, we've revised our science-based target to reduce emissions for these same categories 63% by 2030 (against 2015 baseline) – aligning with a 1.5°C pathway.

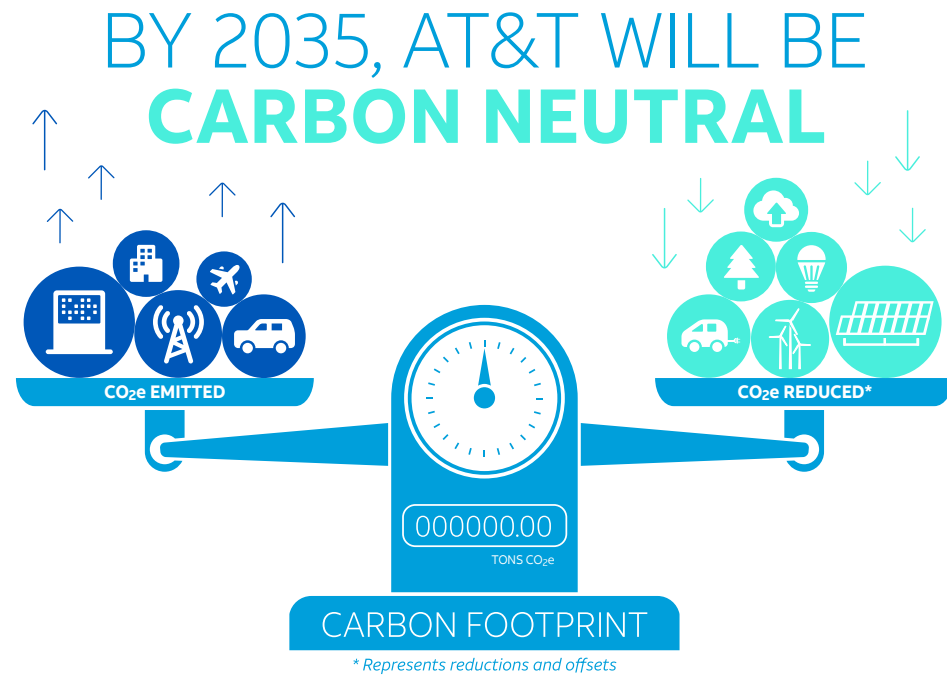
We're also working to reduce Scope 3 emissions from our supply chain and have achieved 80% of our science-based target to ensure at least half of our spend (covering purchased goods and services, capital goods and downstream leased assets) is with suppliers that have, or will, set science-based Scope 1 and 2 targets by 2024.

“**OUR NETWORK IS TESTED BY CLIMATE CHANGE AND NATURAL DISASTERS EVERY YEAR. WE RECOGNIZE THE LONG-TERM IMPACTS THESE COMMITMENTS CAN HAVE, AND WE OWE IT TO THE MILLIONS OF CUSTOMERS WHO RELY ON OUR SERVICES TO CREATE THE MOST RESILIENT AND SUSTAINABLE BUSINESS WE CAN.**

**John Stankey**  
Chief Executive Officer, AT&T

”





### Enabling Customer Emissions Reductions

The net zero economy represents tremendous business opportunity, as AT&T connectivity can help customers across countless industries meet climate-related goals. For instance, our IoT solutions can help organizations [reduce emissions](#) by optimizing energy use and streamlining transportation, logistics and asset monitoring. Our network enables sensors that ensure lights are used only when needed and that the temperature in cold storage facilities remains at optimal levels, reducing electricity consumption and cost. We help fleet-intensive businesses optimize vehicle routing to minimize fuel burn and emissions. And we connect sensors that monitor soil conditions so farmers can increase production while using less water and fertilizer.



In 2015, we established a 10x goal to enable customer carbon savings 10 times the footprint of our operations by 2025. This goal was intentionally set as a ratio to incentivize reduction of AT&T's operational emissions and quantify increases in the emissions savings AT&T connectivity enables.

Through numerous internal initiatives, AT&T's 2020 operational footprint decreased to approximately 5.8 million metric tons of CO<sub>2</sub>e. 2020 tracked customer GHG emissions savings enabled by AT&T reached an annualized 31.3 million metric tons of CO<sub>2</sub>e – achieving nearly 55% of our 2025 10x goal.

### Getting to a Gigaton

Following AT&T's commitment to achieving net zero Scope 1 and 2 emissions<sup>14</sup> by 2035, we sought a more ambitious goal for the enablement of customer GHG emissions reductions. In 2021, we retired our 10x goal and announced the AT&T Gigaton Goal to deliver connectivity solutions that enable business customers to save a gigaton (1 billion metric tons) of GHG emissions by 2035.

Our gigaton goal is equivalent in scope to the emissions reduction capability of approximately 215,000 wind turbines running for a year. This goal will calculate the cumulative impact of emissions savings from 2018, when we first calculated AT&T customer emissions reduction enablement, until 2035.

Progress against our gigaton goal will be reported annually. From 2018 – 2020, cumulative tracked customer emissions reductions enabled by AT&T total 72.4 million metric tons of CO<sub>2</sub>e – achieving approximately 7% of our gigaton goal.



### Going Big on Renewable Energy

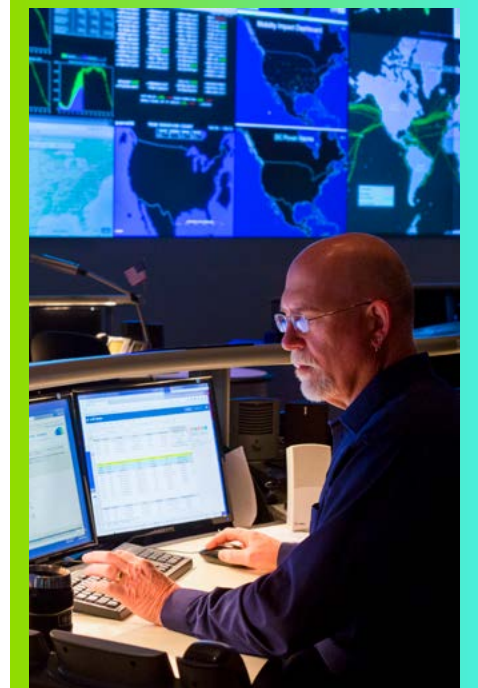
AT&T is one of the largest corporate purchasers of [renewable energy](#) in the U.S. and we'll continue to expand our portfolio, where feasible. As part of our previous commitment to purchase more than 1.5 gigawatts of renewable energy capacity domestically, in 2020 we announced an agreement representing more than 500 megawatts of solar energy – the largest U.S. corporate solar energy deal to date.

In Argentina, we've reached a 1,200 MWh/year agreement to contribute renewable energy to the grid supporting our DIRECTV central office through 2025. And in Mexico, we're implementing a 40 GWh/year agreement to supply renewable energy to approximately 1,200 network sites.

Our renewable energy purchases drive significant reductions in our reported emissions and help protect us from rising energy costs. These investments also support hundreds of local jobs and contribute clean electricity to the power grid.



[Learn more in our Climate Change issue brief.](#)



### BUILDING RESILIENCE TO CLIMATE CHANGE

Climate change is associated with increasingly frequent extreme weather. Since millions of consumers rely on AT&T for vital connectivity, news and entertainment we must protect our network against disruptions.

Our industry-leading [Climate Change Analysis Tool](#) helps visualize extreme weather events at the neighborhood level up to 30 years into the future. In 2020, we began work to [expand](#) the use of the tool from 4 pilot states in the Southeast to the entire contiguous U.S. We're also adding analysis capabilities for natural disasters such as wildfires and droughts. With this tool, AT&T can better take climate change into account as we plan for network buildouts, maintenance and disaster preparedness.

And to help communities better prepare for their own climate-related risks, we'll continue to make the Argonne National Laboratory climate datasets developed for our tool available to the public.





**TECHNOLOGY INNOVATION**

# LEADING THE WAY

Technologies such as 5G and multi-access edge computing (MEC) are rapidly changing how we live, work and engage with the world. Never has the power of connectivity been so important as consumers, families, businesses and public safety agencies identify new applications to enhance our quality of life and accelerate economic opportunity.

**Powering Tomorrow's Healthcare**

AT&T has deployed 5G capabilities across the U.S. Department of Veterans Affairs (VA) [Puget Sound Health Care System](#) campus in Seattle to pilot healthcare use cases for high-bandwidth, low-latency 5G and MEC technologies that bring application processing closer to the end-user. Teams will explore opportunities to improve medical procedures and training through emerging technologies like augmented reality (AR) and VR. Potential use cases include remote or virtual pain management using AR and VR, plus remote and/or near real-time surgical assistance using AR to layer multiple surgical techniques.

Our collective goal is to improve healthcare delivery to the approximately 9 million veterans who use VA healthcare services each year.

**And the EMMY® goes to...**



In late 2021, AT&T and WarnerMedia will be honored by the National Academy of Television Arts & Sciences with a Technology & Engineering EMMY Award in recognition of technical advancements in addressable TV advertising. We developed technology to divide a single, nationwide advertising market into 85 local markets, which will help small and mid-sized advertisers communicate with customers more effectively and deliver targeted, relevant advertising on a national scale across a plethora of pay TV providers.

Learn more in our [Technology Innovation issue brief](#).

**ENHANCING PUBLIC SAFETY**



For the 3rd consecutive year, Frost & Sullivan has recognized AT&T for innovation in public safety.

[FirstNet MegaRange™](#) leverages high-power user equipment to extend the range of a cell site, boosting critical coverage for first responders in hard-to-reach locations such as fortified buildings, elevators, underground structures and rural areas.

This functionality can only be transmitted using Band 14 spectrum, which means FirstNet is the only network in the U.S. providing such capability for public safety.

[Z-Axis](#) for FirstNet enhances traditional GPS-based location methods with vertical location capability to help identify where in a building rescue team members may be, and on which floor.

This service is the first of its kind to be offered to public safety agencies, and it's available exclusively to FirstNet subscribers.

Learn more at [FirstNet](#).

**“ AT&T IS AT THE FOREFRONT OF PROVIDING INDUSTRY-LEADING PUBLIC SAFETY SOLUTIONS THAT MODERNIZE PUBLIC SAFETY COMMUNICATIONS AND TRANSFORM EMERGENCY REPORTING AND RESPONSE.**

**Brent Iadarola**  
Vice President, Frost & Sullivan



People and businesses count on AT&T to protect their information and respect their privacy, no matter how they interact with our company. We work hard to secure personal information and have established technical, administrative and operational safeguards for our network, as well as the information we collect and use.

**PRIVACY, NETWORK SECURITY AND DIGITAL RESPONSIBILITY**

# SAFETY FIRST

AT&T is committed to the safety and well-being of our customers and society, and to helping everyone use our products and services in a safer and more responsible manner. We'll continue to find ways to provide people with safe, inclusive and positive interactions on all screens.

**Championing Privacy Within Our Business**

AT&T complies with all privacy laws and regulations in the domestic and international markets where we operate. We secure our network and limit access to consumer information within the company to those who have a business need. Annual compliance training for employees includes important content on our privacy policies and requirements.

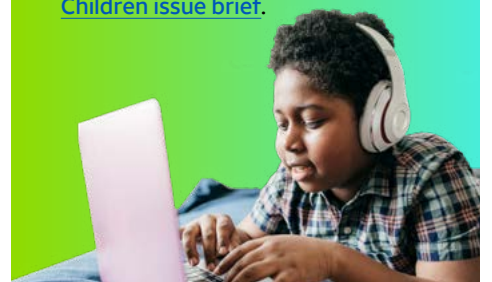
To address privacy-related issues unique to our media and advertising business, WarnerMedia maintains a dedicated Privacy Center of Expertise that coordinates with AT&T's Chief Privacy Officer (CPO). Our CPO is responsible for establishing and enforcing the company's [privacy principles, policies and commitments](#) across all operating companies – providing oversight of the business to ensure consumers can exercise their individual rights under applicable privacy laws. The CPO regularly updates executive leadership and the AT&T Board of Directors about privacy-related issues.

Learn more in our [Privacy issue brief](#), [Network & Data Security issue brief](#), and [Responsible Use of Products & Services issue brief](#).

**SAFEGUARDING CHILDREN**

AT&T believes that technology and communications companies must make the protection of children a priority. We do this by working to protect the privacy of young people's personal data and preserving their rights to freedom of expression and protection from online predators or exploitation. In 2020, we established the AT&T Online Safety Committee to provide oversight and guidance on digital safety issues. And we completed a human rights impact assessment across our portfolio of products and services to better understand risks related to potential online child exploitation and sexual abuse material. We engage with groups such as the WePROTECT Global Alliance and the National Center for Missing and Exploited Children to promote human rights associated with our operations.

Learn more in our [Safeguarding Children issue brief](#).





### EDUCATION IS THE FIRST LINE OF DEFENSE

[Cyber Aware](#) helps empower and educate consumers about email and text scams, spam, identity theft and much more. In 2020, AT&T increased efforts to raise awareness about social engineering scams and fraud during the COVID-19 global pandemic. Together with the National Crime Prevention Council, we launched a public education campaign with the call to action, [Don't Take The Bait - Validate!](#)

### ScreenReady

Through our [ScreenReady](#) program, we provide today's connected families with the information and tools they need to create safe and positive connections on all screens. In 2020, we commissioned our 2nd [Digital Family Poll](#), benchmarking the changing landscape of technology use in today's households. In the poll,<sup>15</sup> 89% of caregivers indicated parental controls are an effective tool to manage teens' digital safety, yet less than half report using them. The poll also revealed that teens with active parental controls on their devices report feeling happier, safer and more productive online than those without such supervision.

Inspired by these insights, AT&T and WarnerMedia launched a [campaign](#) featuring some of DC's most iconic superheroes – Superman, Wonder Woman and Batman – to remind caregivers to set parental controls on all connected devices in their household.



### Establishing Network Security and Reliability

Our Chief Security Office (CSO) establishes global policy and programmatic requirements to ensure security is a part of every organization within the company, and hundreds of highly trained CSO professionals and department-level security specialists across our business focus on compliance. The AT&T Security Policy and Requirements align to numerous international security standards and laws, and apply to all employees, contractors and suppliers. AT&T maintains 2 global ISO 27001 certifications covering our global IP infrastructure as well as certain customer-facing products and services.

### Combating Cyberbullying

In 2020, AT&T and Cartoon Network supported the [Cyberbullying Research Center's](#) first-ever nationally representative survey of cyberbullying among U.S. kids ages 9 – 12, revealing that more than 1 in 5 have experienced cyberbullying in some form.

Network campaign in Europe, the Middle East and Africa, has inspired millions of kids to promote acceptance through strategies that help everyone feel included.

Cartoon Network's [Stop Bullying: Speak Up](#) program has reached its 10-year milestone in the U.S. and, in conjunction with the CN Buddy

AT&T Mexico is collaborating with the NEMI Foundation on the Si Fuera's tú project, a series of awareness workshops and materials that have helped thousands of students and teachers promote a culture of cyberbullying prevention in school.

Our ability to apply automated threat detection technologies to the analysis of network data is critical to helping safeguard our infrastructure as the volume of attempted cyberattacks grows each year. AT&T's threat management program provides 24/7, near-real-time data correlation, situational awareness reporting, active incident investigation, case management, trending analysis and predictive security alerting.

Our CSO shares regular reports on our cybersecurity efforts with the Audit Committee of the AT&T Board of Directors.

Learn more in our [Network & Data Security issue brief](#).

**#ItCanWait**

For more than a decade, AT&T has been working to help end distracted driving in the U.S. and Mexico. Since 2010, our [It Can Wait](#) campaign has generated more than 40 million pledges to drive distraction-free.

Learn more in our [Responsible Use of Products & Services issue brief](#).



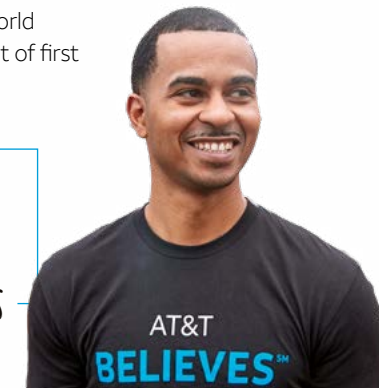
**AT&T believes in the communities where we live and work. We have a long history of being there when it counts, because the strength of our business depends on the strength of our neighbors.**

### Supporting First Responders

In the wake of COVID-19, in 2020 AT&T committed \$5.5 million to work with Feeding America, The Salvation Army, Team Rubicon and World Central Kitchen – providing more than 25 million meals in support of first responders, medical personnel and others in need.

We were able to:

- provide **25M+** meals
- reach **81** cities
- support **60+** food banks



### AT&T BELIEVES

# A HELPING HAND

Internal research shows that employees participating in volunteerism and other community engagement programs are more likely to recommend AT&T as a place to work, stay at AT&T longer and feel better about working for the company.

AT&T Believes is our company-wide, localized effort to combine employees' passion, creativity and generosity of time and resources with AT&T's longstanding relationships with external organizations. The initiative seeks to maximize impact across more than 40 markets around the world, focusing on needs such as digital access, the homework gap, building job skills for a digital world and basic necessities in times of crisis.

In 2020, Believe New York<sup>SM</sup> helped the YMCA of Greater New York create a childcare program for area families most impacted by remote schooling. Believe Detroit<sup>TM</sup> worked with the governor's office and Michigan Restaurants Association to deliver meals to first responders caring for COVID-19 patients. And AT&T Believes markets helped distribute \$5.5 million to support economic empowerment for Black communities.

We launched AT&T Believes in India, Slovakia, Czechia, Ireland and the UK last year – collaborating with 32 non-profits that support causes such as meals for underserved students in India, the needs of homeless people in Slovakia and demand for job-readiness programs across Europe.

In 2021, in collaboration with Udacity and Coursera, AT&T will grant approximately 2,300 scholarships to help underserved students achieve their career aspirations, distributed in AT&T Believes markets across the U.S.

Learn more in our [Community Engagement issue brief](#).



GOVERNANCE AND LEADERSHIP

REINFORCING OUR

Commitment

AT&T's commitment to corporate responsibility means embedding it across our business, with strong governance at every level of the company.

- 25 Corporate Social Responsibility
- 27 Stakeholder Engagement
- 28 ESG Reporting

CORPORATE SOCIAL RESPONSIBILITY

DOING WHAT WE SAY

Board of Directors Oversight

The Public Policy and Corporate Reputation Committee (PPCRC) of the AT&T Board of Directors (Board) assists the Board in its oversight of ESG-related policies and issues affecting AT&T, including the digital divide; diversity, equity and inclusion; education of our current and future workforce; employee volunteerism; privacy; human rights; climate resilience; digital well-being; ESG reporting; and disclosures of political contributions and government data requests. Members of the PPCRC come from diverse professional and cultural backgrounds, giving them the experience, depth of knowledge, judgment and vision to challenge our assumptions and continuously improve our work.

The PPCRC also oversees our policies for philanthropic giving, which include corporate contributions approved by the AT&T Contributions Council and grants approved by the AT&T Foundation. The Contributions Council and AT&T Foundation are composed of senior executives charged with the supervision of our philanthropic investments.

Our Chief Sustainability Officer participates in PPCRC meetings, in addition to having periodic discussions with board members about ESG issues.

Additional Board committees oversee activities that impact ESG topics. For example, the Audit Committee reviews our cybersecurity and financial risk exposures and steps to mitigate them. The Audit Committee also oversees internal controls as well as our corporate compliance program. And the Corporate Development and Finance Committee oversees capital investments and the implementation of key technology decisions.

Learn more about our Board committees and their charters.

ESG POLICIES

Foundational policies, including the codes of business conduct that govern our operating companies, put our values into action and detail our commitment to ethics, diversity, privacy, the environment and our communities. These guidelines and expectations inform how we do business and how we interact with customers, suppliers, our communities and each other.

See a list of our policies: <https://about.att.com/csr/home/governance/policies.html>.

AT&T BOARD OF DIRECTORS PUBLIC POLICY AND CORPORATE REPUTATION COMMITTEE

- Glenn H. Hutchins, (PPCRC Chairman), Chairman, North Island and Co-Founder, Silver Lake
- Samuel A. Di Piazza, Jr., retired Global Chief Executive Officer, PricewaterhouseCoopers International Limited
- William E. Kennard, (Chairman of the AT&T Board of Directors) former U.S. Ambassador to the European Union and former Chairman of the U.S. Federal Communications Commission
- Debra L. Lee, Chief Executive Officer, Leading Women Defined, Inc. and former Chairman & CEO, BET Networks



## CSR GOVERNANCE COUNCIL

**Corey Anthony**, Senior Vice President, Human Resources and Chief Diversity and Development Officer

**Michael Bowling**, President, DIRECTV Latin America – AT&T International

**Len Cali**, Senior Vice President, Global Public Policy

**Anne Chow**, Chief Executive Officer, AT&T Business – AT&T Communications

**Andre Fuetsch**, Chief Technology Officer, Network Services – AT&T Communications

**Christy Haubegger**, Executive Vice President, Communications and Chief Inclusion Officer – WarnerMedia

**Susan Johnson**, Executive Vice President, Global Connections and Supply Chain – AT&T Communications

**Jerrie Kertz**, Senior Vice President, Compliance

**Charlene Lake**, Senior Vice President, Corporate Social Responsibility and Chief Sustainability Officer

**Amy Leifer**, Executive Vice President, Operations and Services, Xandr – WarnerMedia

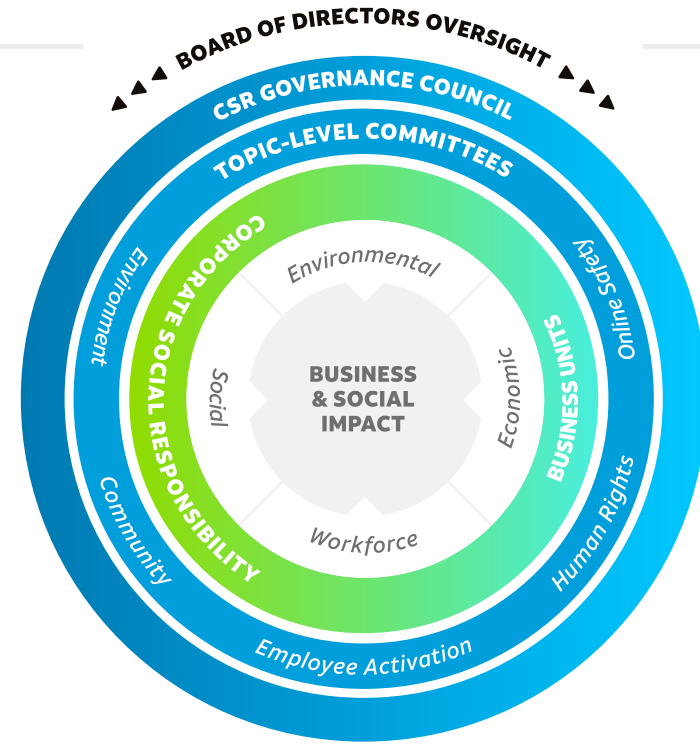
**Amir Rozwadowski**, Senior Vice President, Finance and Investor Relations

**Larry Solomon**, Chief Communications Officer

**Valerie Vargas**, Senior Vice President, Consumer Advertising – AT&T Communications

**Rick Welday**, Executive Vice President and General Manager, Broadband and Video, AT&T Consumer – AT&T Communications

Business unit representation on the CSR Governance Council regularly evolves with the changing needs and structure of our business. For a current list of members, visit [about.att.com/csr/council](http://about.att.com/csr/council).



### CSR Governance Council & Committees

Our CSR Governance Council is led by our Chief Sustainability Officer and is comprised of officers from each of our operating companies with responsibility for business operations aligned to our most important ESG focus areas. The council meets 3 – 4 times per year and collaborates across a broad range of issues, competencies and perspectives.

In addition to the council, we convene 5 core issue committees led by senior CSR management: Community, Employee Activation, Environment, Human Rights and Online Safety. These committees work closely with experts throughout our operating companies and regions to implement and enhance programs and policies that address ESG issues across AT&T.

### Corporate Political Contributions

Participating in the democratic process includes corporate contributions related to the electoral process. AT&T's engagement with elected officials and policymakers is guided by our values, codes of business conduct and public policy positions. In short, we're committed to ensuring the interests of our business, customers and employees are top of mind – without regard to political party affiliation.

To that end, we have a robust internal authorization process for all political engagement activities. The Public Policy and Corporate Reputation Committee of the AT&T Board of Directors receives our full list of corporate political contributions and has an opportunity to provide guidance.

We may make corporate political contributions to state and local candidates, political parties, political action committees (PACs) and ballot measure committees. We do not make corporate political contributions to federal political parties or candidates for federal office.

### Employee Political Contributions

Our employees can also participate in the political process through 30 employee-led state PACs and an employee-led federal PAC that may support federal and state candidates, independent of company political engagement positions or activities. AT&T employee PACs are voluntary and non-partisan, and provide eligible non-union AT&T employees an opportunity to collectively support public policy positions that are important to AT&T.



### STAKEHOLDER ENGAGEMENT

# ESSENTIAL TOUCHPOINTS

AT&T's investor relations team and senior leaders conduct hundreds of meetings per year with investors, analysts and major shareholders, discussing topics such as our corporate strategy and commitment to ESG issues.

Ongoing stakeholder engagement is a critical part of our work and governance, helping us anticipate emerging risks and opportunities, and adapt to change.

This process provides valuable insight into how AT&T should align our resources, reporting and communications. And we supplement this effort by continuously monitoring emerging ESG issues and current events, adjusting our programs and resources, as appropriate.

Organizations across AT&T – such as CSR, external affairs, investor relations and finance – participate in regular dialogue and structured collaboration throughout the year with stakeholder groups including: AT&T employees, business and consumer customers, investors, suppliers, distributors, government and non-government organizations, as well as programmatic and community organizations.

Every 2 – 3 years, we conduct a formal assessment that engages thousands of internal and external stakeholders to identify and prioritize our company's most significant ESG impacts and focus areas. In Q4 2019, we concluded our most recent company-wide [assessment](#).

Learn more about the findings from our latest stakeholder assessment at [about.att.com/csr/reporting](http://about.att.com/csr/reporting).

### Reputation Measurement

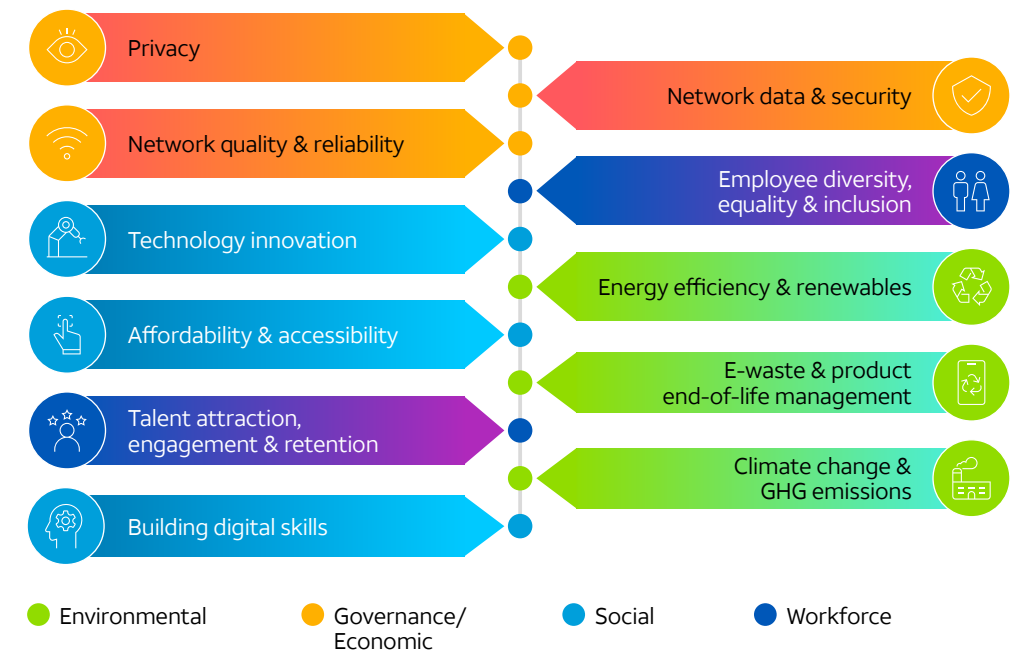
On a monthly basis, AT&T surveys stakeholders to assess their perception of our corporate reputation and brand, including the emotional attachment of consumers who state they are familiar with our company's operations. We measure interest and awareness of specific AT&T corporate responsibility programs and emerging social issues, and sample impressions of programs in development.

Our measurements confirm that awareness of AT&T corporate responsibility efforts improves company reputation – which in turn positively affects key business metrics such as willingness to buy or recommend, and willingness to give AT&T the benefit of the doubt in difficult times.

### Leadership Oversight

The results of our ongoing stakeholder engagement efforts are reported to the CSR Governance Council, senior company officers and the Public Policy and Corporate Reputation Committee of the AT&T Board of Directors. The insights gained help guide our corporate responsibility strategy and goals, improve business operations and policies, ensure transparent reporting and prioritize programmatic investments and collaboration across the business.

### Stakeholder Assessment Tier 1 Priorities







**ESG REPORTING**

# STRAIGHT TALK

We detail ESG performance through robust annual public reporting, which many stakeholders recognize as best-in-class. We strive to present data in a modular format that's responsive to a variety of needs and interests, and our levels of transparency have been recognized by leading third-party measurement organizations. The governance of our ESG reporting is internally validated by our finance organization and quantitative environmental measures (emissions and energy use) are externally assured.

We report in alignment with the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB) standards and disclosure frameworks from CDP (climate change), the Task Force on Climate-related Financial Disclosures (TCFD), the United Nations (UN) Global Compact and UN Sustainable Development Goals (SDGs). We publish diversity, equity and inclusion reports outlining our progress cultivating workplace diversity across AT&T and content diversity across WarnerMedia. And we publish regional GRI-aligned reports detailing corporate responsibility efforts across our Latin American operations.

### Political Engagement Reporting

Through our biannual [Political Engagement Report](#), we describe how AT&T participates in the political process and disclose company U.S. political contributions – as well as those of AT&T employee PACs.

For the last 2 years, AT&T has received the leading Trendsetter designation from the [CPA-Zicklin](#) Index of Corporate Political Disclosure and Accountability, for transparent disclosure of our political engagement spend.

### Transparency Reporting

Like all companies, we're required by law to provide information to government and law enforcement entities, as well as to parties to civil lawsuits, by complying with court orders, subpoenas, lawful discovery requests and other legal requirements. Our [Transparency Report](#) lists the number and types of legal demands that have compelled AT&T to provide information about communications on our network or our customers, as well as information permitted by law to be disclosed about Foreign Intelligence Surveillance Act requests.

### RATINGS AND RANKINGS

- AT&T has been named to the Bloomberg Gender Equality Index for 4 consecutive years, since its 2018 expansion beyond the financial services sector.
- AT&T has scored in the Leadership Level for the CDP Climate Change assessment for the 5th consecutive year, earning an A- score each year.
- For the 4th consecutive year, AT&T is the only U.S.-based telecommunications services provider on the Dow Jones Sustainability Index North America.
- For 2021, AT&T is the JUST 100 telecommunications industry leader and is ranked 8th overall on the JUST Capital list of America's 100 most just companies. We've been recognized on the list since its 2018 inception.

For a detailed look into all our work from the past year, visit our ESG reporting website at [about.att.com/csr/reporting](http://about.att.com/csr/reporting).



## PROGRESS TOWARD OUR GOALS

# MEASURING

OUR

Impact

BELIEVES<sup>SM</sup>

As we near or reach attainment of our 2020 and 2025 goals, we're setting our sights even higher – identifying new measures that continue to push us and reflect the direction of our evolving business.



30	Environment	35	Governance
33	Social	37	Our Path to 2030

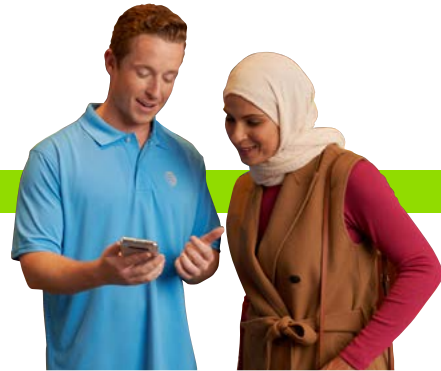




# PROGRESS TOWARD OUR GOALS

## ENVIRONMENT

### OUR NETWORK AND OPERATIONS





TOPIC	TARGET YEAR	TARGET	PROGRESS
 GHG Emissions	2020	<b>Reduce our Scope 1 GHG emissions 20% using a 2008 baseline of 1,354,054 metric tons of CO<sub>2</sub>e.</b>	↓ 22.8% Our reported Scope 1 emissions were 1,044,751 metric tons of CO <sub>2</sub> e in 2020. We exceeded our target and this represents a 22.8% reduction compared to our 2008 baseline. Year-over-year, our Scope 1 GHG emissions are up 5.4% from 2019, as the result of our 2020 decision to begin reporting all refrigerants as in-scope.
	2030	<b>Reduce our absolute Scope 1 and 2 GHG emissions<sup>14</sup> 63% (against 2015 baseline) – aligning with a 1.5°C pathway.</b>	↓ 37% This target was approved by the Science Based Targets initiative in 2021, as an expansion of a previously approved 26% reduction target.  Our reported Scope 1 and 2 emissions were 5,788,258 metric tons of CO <sub>2</sub> e in 2020. This represents a 37% reduction compared to our 2015 baseline of 8,766,803 metric tons of CO <sub>2</sub> e.
	2035	<b>Achieve carbon neutrality (net zero Scope 1 and 2 GHG emissions<sup>14</sup>) by 2035.</b>	↓ 736,785 metric tons of CO <sub>2</sub> e Our reported Scope 1 and 2 emissions were 5,788,258 metric tons of CO <sub>2</sub> e in 2020. This represents a year-over-year reduction of 736,785 metric tons (or 11.3%) from 2019.
 Fleet Management	2020	<b>Reduce the GHG emissions of our U.S. fleet 30% using a 2008 baseline of 865,777 metric tons of CO<sub>2</sub>e.</b>	↓ 38.4% We exceeded our target and through the end of 2020 have reduced U.S. ground fleet emissions by 332,658 metric tons of CO <sub>2</sub> e or 38.4% from our 2008 baseline. In addition to reducing the size of our domestic fleet by more than 8,000 vehicles, 81% of passenger sedans procured for our domestic fleet since 2019 are hybrid vehicles.

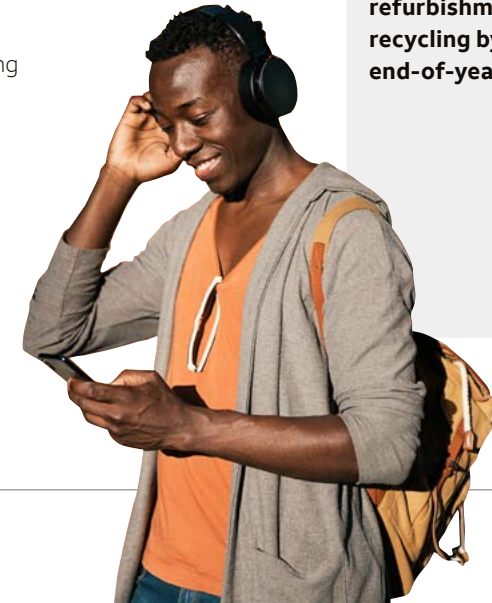


TOPIC	TARGET YEAR	TARGET	PROGRESS
 Alternative and Renewable Energy	2020	<b>Expand alternative energy use through on-site capacity and pursuit of off-site renewables.</b>	Expanded our clean energy portfolio  In addition to our on-site solar and fuel cell installations, AT&T is one of the largest corporate purchasers of renewable energy in the U.S. and we'll continue to expand our portfolio, where feasible. As part of our previous commitment to purchase more than 1.5 gigawatts of renewable energy capacity domestically, in 2020, we announced an agreement representing more than 500 megawatts of solar energy – the largest U.S. corporate solar energy deal to date.  The estimated energy production of our domestic renewable energy portfolio is more than 2.3 GWh annually, with more than 4.7 million kWh coming from on-site sources and more than 2.31 billion kWh from our off-site solar and wind contracts currently in production.  In Argentina, we've reached a 1,200 MWh/year agreement to contribute renewable energy to the grid supporting our DIRECTV central office through 2025. And in Mexico, we're implementing a 40 GWh/year agreement to supply renewable energy to approximately 1,200 network sites.



### PRODUCTS AND VALUE CHAIN

TOPIC	TARGET YEAR	TARGET	PROGRESS
 Product Efficiency	2020	<b>Provide sustainability information for all AT&amp;T-branded network-connected consumer mobile devices.</b>	Rated 100% of eligible devices  We reached our target and, in 2020, continued to score 100% of eligible mobile device models under our Eco-Ratings system, which rates products from 1 to 5 stars for 20 different environmental and social criteria across 5 different categories.
 Device Recycling	2020	<b>Collect 200 million devices for reuse, refurbishment or recycling by end-of-year 2020.</b>	Refurbished or recycled 229 million devices  We exceeded our target and have refurbished or recycled approximately 229 million devices since 2007. <sup>16</sup> This includes approximately: <ul style="list-style-type: none"> <li>• 113.9 million DIRECTV set-top box devices</li> <li>• 16.9 million broadband devices</li> <li>• 26.2 million U-verse set-top box devices</li> <li>• 72.1 million mobility devices</li> <li>• 238,000 home security devices</li> </ul>








**ENVIRONMENT (CONTINUED)**

**PRODUCTS AND VALUE CHAIN (CONTINUED)**

TOPIC	TARGET YEAR	TARGET	PROGRESS
 Customer Greenhouse Gas Methodology	2020	<b>Develop and deploy a robust methodology to understand the impact of the AT&amp;T network's GHG emissions on society.</b>	<p>Measuring and reporting our GHG impact </p> <p>Working with leading non-government organizations, industry groups and peer companies, AT&amp;T developed a credible methodology to measure the GHG impacts of customers' use of AT&amp;T technology in an effort to track progress against our 10x carbon reduction goal.</p>
 Social and Environmental Impact	2020	<b>Demonstrate positive social and environmental impacts of AT&amp;T-connected devices and solutions through internal and external collaboration.</b>	<p>Developing innovative solutions and sharing case studies </p> <p>AT&amp;T continues to develop innovative technologies such as AI, VR and the IoT that can, by collaborating internally and externally, improve quality of life and the world around us – especially in the areas of GHG, health, accessibility, public safety, education and more. We collaborate internally and externally on these initiatives and highlight our solutions in published case studies. Read more at <a href="https://business.att.com/categories/iot-for-good">business.att.com/categories/iot-for-good</a> and <a href="https://att.com/gigaton">att.com/gigaton</a>.</p>
 Customer Emissions Savings Enablement	2025	<b>By 2025, AT&amp;T will enable carbon savings 10 times the footprint of our operations by enhancing the efficiency of our network and delivering sustainable customer solutions.</b>	<p>Enabled customer GHG emissions reductions 5.5x our footprint </p> <p>Through numerous internal initiatives, AT&amp;T's 2020 operational footprint decreased to approximately 5.8 million metric tons of CO<sub>2</sub>e. 2020 tracked customer GHG emissions savings enabled by AT&amp;T reached an annualized 31.3 million metric tons of CO<sub>2</sub>e – achieving approximately 55% of our 2025 10x goal.</p> <p>In 2021, seeking a more ambitious goal for the enablement of customer GHG emissions reductions, we retired our 10x goal and announced the AT&amp;T Gigaton Goal (see below).</p>
	2035	<b>Deliver connectivity solutions that enable business customers to reduce a gigaton (1 billion metric tons) of GHG emissions by 2035.</b>	<p>Enabled 72.4 million metric tons of customer emissions savings </p> <p>We announced our gigaton goal in 2021 and will report progress annually. This goal will calculate the cumulative impact of emissions savings from 2018, when we first calculated AT&amp;T customer emissions reduction enablement, until 2035. From 2018-2020, cumulative tracked customer emissions reductions enabled by AT&amp;T total 72.4 million metric tons of CO<sub>2</sub>e – achieving approximately 7% of our gigaton goal. Read more at <a href="https://att.com/gigaton">att.com/gigaton</a>.</p>

**SOCIAL**

**OUR COMMUNITIES**

TOPIC	TARGET YEAR	TARGET	PROGRESS
 Education and Training	2020	<b>In support of GradNation's goal to increase the U.S. high school graduation rate to 90% by the class of 2020.<sup>17</sup> AT&amp;T will invest in education and training programs that use technology to address education challenges, help students get through high school and beyond, and provide the skills needed to get and keep good jobs.</b>	<p>Committed more than \$600 million </p> <p>Since 2008, we've committed more than \$600 million to programs that help students succeed in school and discover their career passions and potential.</p> 

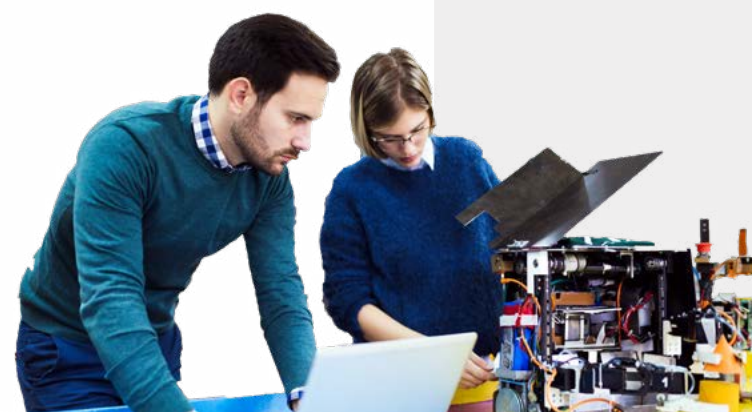




**SOCIAL (CONTINUED)**





**OUR COMMUNITIES (CONTINUED)**

TOPIC	TARGET YEAR	TARGET	PROGRESS
 Educational Technology Solutions	2020	<b>Support technology applications that solve educational challenges through the AT&amp;T Aspire Accelerator.</b>	<p><b>Launched Aspire Accelerator \$1 Million Skills Building Challenge</b> </p> <p>In 2020, we launched another cohort for the Aspire Accelerator \$1 Million Skills Building Challenge, which provides financial investment, access to expert services and mentorship to education startups dedicated to skills development. Companies participating in our 6 previous cohorts are currently reaching more than 45 million students and have attracted more than \$50 million in external funding after graduating from the program.</p>
 Internship Opportunities	2022	<b>Host 200 Year Up interns annually.</b>	<p><b>Hosted 65 Year Up interns</b> </p> <p>In 2020, we hosted 65 Year Up interns at AT&amp;T around the U.S. and have revised our goal due to delays in placements caused by the COVID-19 pandemic.</p> <p>Through our revised goal, we will host and hire 200 Year Up interns and alumni annually by 2023.</p>
 Advanced Degrees	2025	<b>AT&amp;T will promote STEM training through ongoing education programs.</b>	<p><b>Investing in credential and degree programs</b> </p> <p>Inspired by Lumina Foundation's goal to increase the number of Americans with high-quality post-secondary degrees or credentials to 60% by 2025,<sup>19</sup> AT&amp;T has invested in credentialing, certification or specialized degree programs that help propel students in their careers. Highlights include:</p> <ul style="list-style-type: none"> <li>• Support for Udacity Nanodegree programs that provide online educational pathways to industry-relevant skills.</li> <li>• Contributions to Per Scholas to support software engineering and cybersecurity instructions, certification and career coaching.</li> <li>• Collaboration with the University of Oklahoma, Notre Dame, North Carolina A&amp;T State University, the University of Texas at El Paso, Hampton University and Champlain College to create opportunities for degrees or certifications in specialized fields.</li> </ul> <p>In 2021, we evolved our strategy to focus on helping bridge the digital divide and announced a 3-year, \$2 billion commitment to help bring affordability, educational resources and economic opportunity to the millions of Americans who don't have broadband connectivity today.</p> <p>With this revised focus, we will no longer be tracking progress toward this Advanced Degrees target.</p>



**GOVERNANCE**

**SUPPLY CHAIN**





TOPIC	TARGET YEAR	TARGET	PROGRESS
 Sustainable Sourcing Standards	2020	<b>Lead our supply chain to improve its social and environmental impacts by integrating sustainability performance metrics into our sourcing decisions for 80% of our spend.<sup>19</sup></b>	<p><b>Integrated sustainability performance metrics for 80% of spend</b> </p> <p>In 2020, we achieved our goal to integrate sustainability performance metrics into our sourcing decisions for 80% of our spend. AT&amp;T Global Connections and Supply Chain continued to require suppliers to adhere to our <a href="#">Principles of Conduct for Suppliers</a> through our Supplier Portal and contract agreements. We led 2 on-site supplier factory audits as a member of JAC. We continue to incorporate sustainability-oriented standards and analyses into sourcing decisions, including the insertion of sustainability clauses into requests for proposals (RFPs) and agreements, training our sourcing managers on the principles of sustainability and providing updates to sourcing managers on the sustainability performance of existing suppliers.</p> <p>We have extended this goal through 2025 and will continue reporting progress annually.</p>
 Supplier Diversity Spend	2020	<b>In 2019 – 2020, spend \$3 billion with Black-owned suppliers across the U.S.</b>	<p><b>Spent \$3.1 billion with Black-owned suppliers</b> </p> <p>We exceeded our 2-year target and through the end of 2020, spent \$3.1 billion with Black-owned suppliers across lines of business including legal, professional services, warehousing, logistics, advertising and marketing services, fuel, construction and engineering, property management and fiber installation.</p>

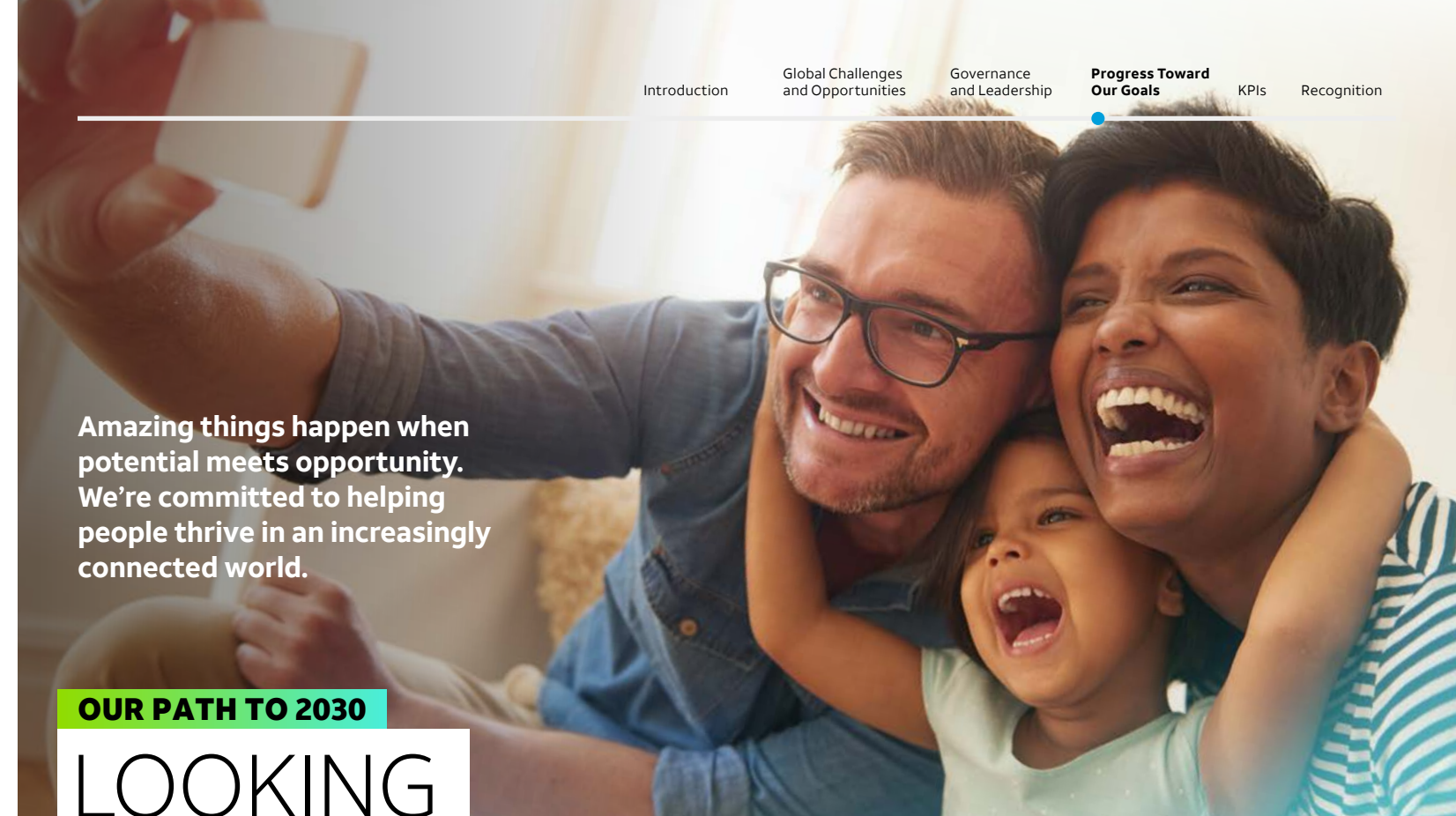




**GOVERNANCE (CONTINUED)**

**SUPPLY CHAIN (CONTINUED)**

TOPIC	TARGET YEAR	TARGET	PROGRESS
 <p>Supplier Science-Based GHG Emissions Targets</p>	2024	<p><b>Work to ensure 50% of our suppliers (covering purchased goods and services, capital goods and downstream leased assets as a portion of spend) set their own science-based Scope 1 and Scope 2 GHG targets.</b></p>	<p>40% of suppliers have set science-based GHG emissions targets </p> <p>This target was approved by the Science Based Targets initiative in 2020. Through the end of 2020, 40% of our suppliers by spend have set science-based GHG targets.</p>
 <p>Supplier Sustainability Measurement</p>	2025	<p><b>Help establish clear, agreed-upon industry sustainability metrics to measure the environmental and social impact of technology supply chains.</b></p> <p><b>Promote the use of sustainability metrics in industry sourcing.</b></p> <p><b>Develop and follow an industry roadmap toward truly sustainable performance among our suppliers.</b></p>	<p>Collaborating with industry-leading organizations </p> <p>To evaluate our suppliers on social and environmental criteria, we work with multiple industry organizations, including:</p> <ul style="list-style-type: none"> <li>• <b>TIA-QuEST Forum:</b> AT&amp;T helps lead the working group advancing the adoption of the TIA Sustainability Assessor tool, which we also use with our own suppliers.</li> <li>• <b>CDP:</b> AT&amp;T requests that our strategic suppliers respond to the annual CDP supply chain survey, which we use to gather their GHG emissions data, reduction goals and associated progress.</li> <li>• <b>JAC:</b> We work with JAC to conduct CSR audits of our suppliers' manufacturing facilities, the results of which are shared with JAC member telecommunications companies.</li> <li>• <b>Sustainable Purchasing Leadership Council (SPLC):</b> AT&amp;T uses guidance documents provided by the SPLC, which provide information on sustainable purchasing standards, tools in the market and guidance for conducting RFX (request for) purchasing evaluations.</li> </ul> <p>Such industry collaboration is ongoing and as we look forward to our new collection of goals for 2030 and beyond we will no longer be tracking progress toward this target.</p>



**Amazing things happen when potential meets opportunity. We're committed to helping people thrive in an increasingly connected world.**

**OUR PATH TO 2030**

# LOOKING FORWARD

Everyone should have access to the tools and resources to fulfill their potential. We're committed to helping people thrive by narrowing the digital divide, addressing climate change and supporting our communities in times of need. Through the power of broadband connectivity, AT&T brings opportunity to life for individuals, businesses and communities every day around the globe.

We'll act on this vision by finding new ways to **connect** and **innovate**.



**CONNECT**

**Provide connectivity, resources and collaboration to create equitable opportunity for people and communities to thrive in a connected world.**



**INNOVATE**

**Innovate and lead in broadband-powered climate solutions to create a healthy and connected planet where everyone can thrive.**

Through connectivity and innovation, AT&T has set goals to improve lives and foster a more equitable, prosperous society through 2030 and beyond. Recognizing societal needs are constantly changing, we'll continuously evaluate our opportunity to drive impact and evolve operational goals and targets accordingly.

The world is in an unprecedented time. While the challenges we face are significant, the opportunity is even greater. Together, we can realize our vision for a connected world where all people can thrive.



**OUR PATH TO 2030 (CONTINUED)**

**CONNECT**



**Provide connectivity and resources to create equitable opportunity for people to learn and thrive.**

- Invest \$2 billion by 2024 to help bridge the digital divide.
- By 2025, provide 1 million K-12 students with the technology and/or skills needed to succeed through the AT&T Connected Learning program.
- Reach 60,000 schools in Latin America through ESCUELA+ by 2030.
- Reach 1 million people with tools and resources to engage safely and positively on all screens by 2030.
- Engage 50% of our employees worldwide in communities through grassroots volunteerism and giving initiatives by 2030.
- Beyond emergency response and network disaster recovery, help 1 million people prepare for and recover from the impacts of disasters by 2030.

**INNOVATE**



**Innovate and lead in broadband-powered climate solutions to create a healthier and more connected planet where everyone can thrive.**

- Achieve carbon neutrality for Scope 1 and Scope 2 GHG emissions by 2035.
- Achieve our science-based target to reduce absolute Scope 1 and Scope 2 GHG emissions 63% (2015 base year) by 2030.
- Deliver connectivity solutions that enable business customers to reduce a gigaton (1 billion metric tons) of GHG emissions by 2035.
- Reduce the amount of U.S. waste we send to landfill 30% (2019 base year) by 2030.
- Achieve 15% reduction (2019 base year) in U.S. water use in areas of high/extremely high water stress by 2030.
- Integrate sustainability performance metrics into our supply chain sourcing decisions for 80% of our spend by 2025.
- Work to ensure that 50% of our suppliers (covering purchased goods and services, capital goods and downstream leased assets as a portion of spend) set their own science-based Scope 1 and Scope 2 GHG targets by 2024.

**KEY PERFORMANCE INDICATORS**

- 37%** Reduction since 2015 in global Scope 1 and 2 GHG emissions
- 24.5%** Percentage of AT&T Communications spend in 2020 with businesses owned by minorities, women, veterans, LGBTQ+ people and those with disabilities<sup>8</sup>
- \$288.5M** Amount of corporate and foundation philanthropic giving in 2020<sup>20</sup>

● Environment  
● Supply chain  
● Workforce  
● Communities

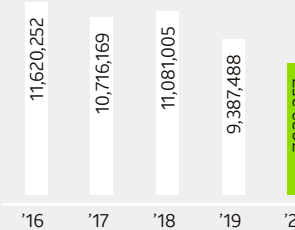
**GREENHOUSE GAS (GHG) EMISSIONS**

**CARBON FOOTPRINT**

U.S. Scope 1, 2 and 3 carbon footprint (GHG emissions)<sup>21</sup>

(metric tons of CO<sub>2</sub>e)

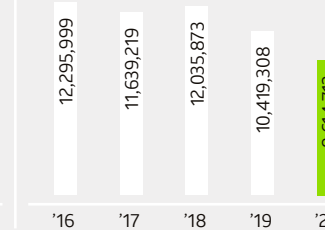
**7,932,357**



Global Scope 1, 2 and 3 carbon footprint (GHG emissions)

(metric tons of CO<sub>2</sub>e)

**8,614,713**



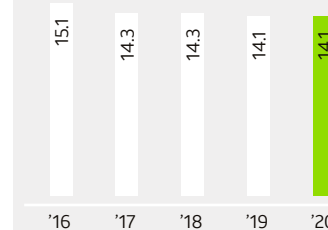
**ENERGY MANAGEMENT**

**ELECTRICITY**

Total electricity use (global direct billed and leased electricity)

(MWh, million)

**14.1**

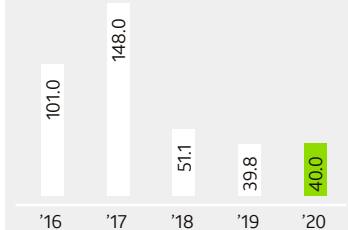


**ENERGY PROJECTS**

Annualized energy cost savings from energy projects

(U.S. dollars, million)

**40.0**

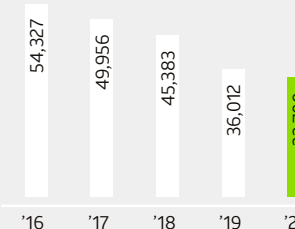


**GHG EMISSIONS INTENSITY**

Scope 1 & 2 GHG emissions relative to annual revenue

(metric tons of CO<sub>2</sub>e/\$ billion revenue)

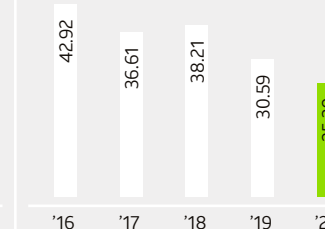
**33,700**



Scope 1 & 2 GHG emissions relative to total number of subscribers<sup>22</sup>

(metric tons of CO<sub>2</sub>e/1,000 subscribers)

**25.39**

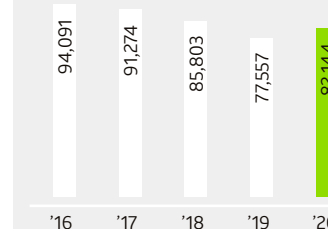


**ENERGY INTENSITY**

Electricity consumption relative to annual revenue

(MWh electricity/\$ billion revenue)

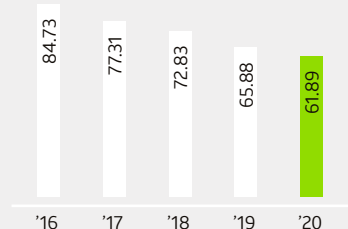
**82,144**



Electricity consumption relative to total number of subscribers<sup>22,23</sup>

(MWh electricity/1,000 subscribers)

**61.89**



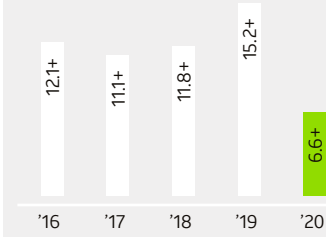


### WASTE MANAGEMENT

#### E-WASTE

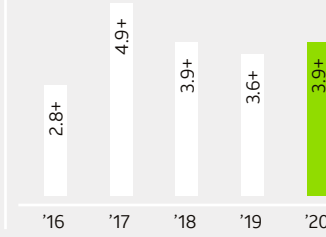
DIRECTV set-top boxes reused or recycled<sup>16</sup>

(million)  
**6.6+**



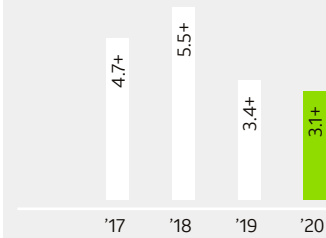
U-verse set-top boxes reused or recycled<sup>16</sup>

(million)  
**3.9+**



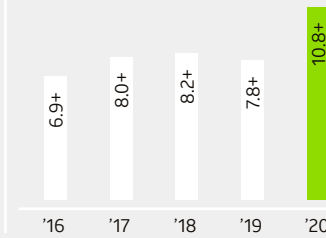
Broadband devices reused or recycled<sup>16</sup>

(million)  
**3.1+**



Mobility devices reused or recycled<sup>16</sup>

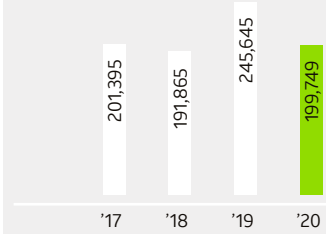
(million)  
**10.8+**



#### TOTAL WASTE

Total waste managed by AT&T<sup>24, 25</sup>

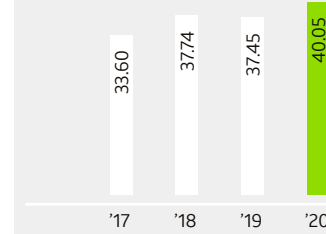
(metric tons)  
**199,749**



#### WASTE RECYCLED

Percentage of total waste recycled<sup>24, 25</sup>

(%)  
**40.05**

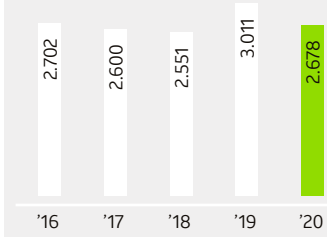


### WATER MANAGEMENT

#### WATER FOOTPRINT

Absolute water consumption<sup>26, 27</sup>

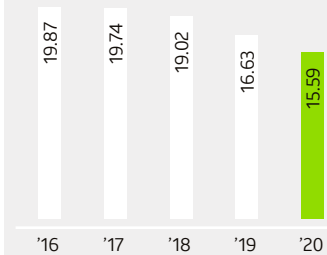
(gallons, billion)  
**2.678**



#### WATER INTENSITY

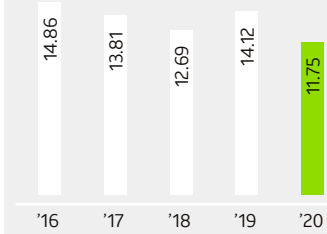
Water consumption relative to annual revenue<sup>26</sup>

(gallons/\$ thousand revenue)  
**15.59**



Water consumption relative to total number of subscribers<sup>22, 26</sup>

(gallons/individual subscriber)  
**11.75**

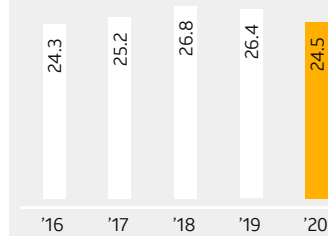


### RESPONSIBLE SUPPLY CHAIN

#### SUPPLIER DIVERSITY

Percentage of total supply chain spend with business enterprises owned by minorities, women, veterans, LGBTQ+ people and those with disabilities<sup>8</sup>

(%)  
**24.5**

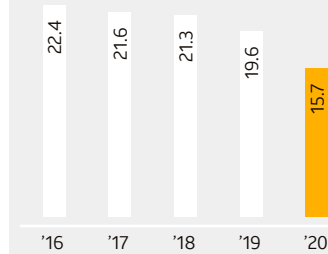


### NETWORK QUALITY & RELIABILITY

#### CAPITAL EXPENDITURES

Investment in networks, platforms or systems

(U.S. dollars, billion)  
**15.7**

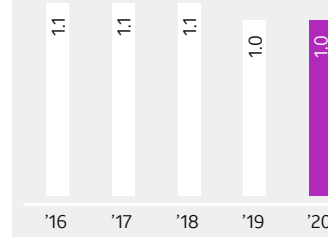


### WORKFORCE

#### EMPLOYEE HEALTH & WELFARE

Number of employees, retirees and eligible dependents offered health and welfare benefits<sup>28</sup>

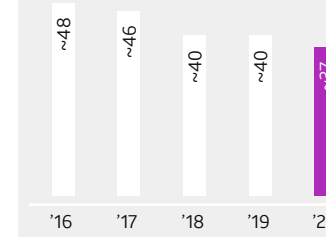
(million)  
**1.0**



#### UNION JOBS

Percentage of union-represented employees<sup>9</sup>

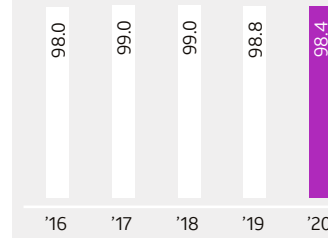
(%)  
**~37**



#### CODE OF BUSINESS CONDUCT

Employee training completion on the Code of Business Conduct<sup>29</sup>

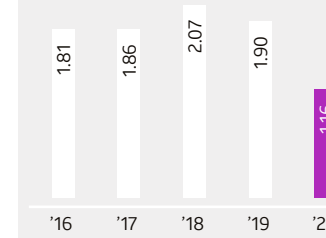
(%)  
**98.4**



#### EMPLOYEE SAFETY

OSHA total recordable occupational injury and illness rate<sup>30, 31</sup>

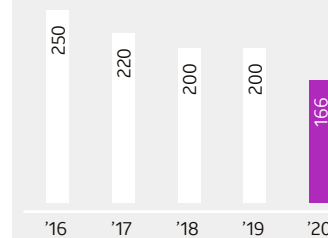
(per 100 employees)  
**1.16**



#### EMPLOYEE TRAINING INVESTMENTS

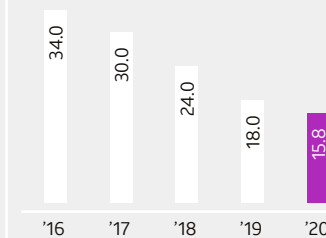
Amount invested in direct employee training and development programs<sup>9</sup>

(U.S. dollars, million)  
**166**



Amount invested in tuition assistance for employees<sup>9</sup>

(U.S. dollars, million)  
**15.8**

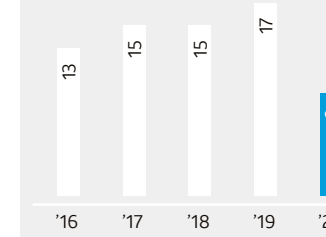


### COMMUNITY ENGAGEMENT

#### EMPLOYEE PARTICIPATION

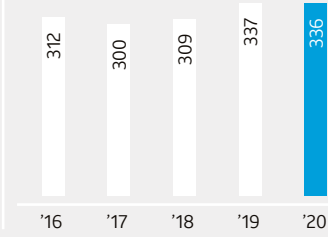
Percentage of employees that participate in volunteer programs<sup>32, 33</sup>

(%)  
**9**



Average employee giving per employee donor<sup>34</sup>

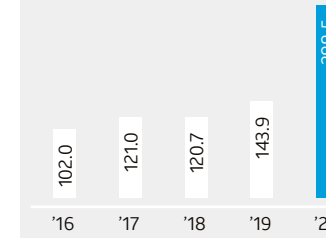
(U.S. dollars)  
**336**



#### PHILANTHROPIC GIVING

Total amount of corporate and AT&T Foundation-giving<sup>20</sup>

(U.S. dollars, million)  
**288.5**





# RECOGNITION

**3BL Media**

100 Best Corporate Citizens (2011 – 2021)

**Bloomberg**

Gender Equality Index (2018 – 2021)

**CDP**

Climate Change, Leadership Level A- score (2016 – 2020)

**Disability Equality Index**

Best Places to Work for Disability Inclusion (2020)

**Diversity Best Practices**

Inclusion Index (2020)

**DiversityInc**

Top 50 Companies for Diversity (2001, 2007 – 2019, 2021)

Hall of Fame (2020)

Top Companies for ESG (2020 – 2021)

**Dow Jones Sustainability Index**

North America (2010 – 2013, 2017 – 2020)

**Ethisphere**

World's Most Ethical Companies (2020 – 2021)

**Fortune**

World's Most Admired Companies (2009 – 2010, 2012, 2014 – 2015, 2017 – 2021)

**Great Place to Work**

Best Workplaces for Diversity (2016 – 2020)

**Hispanic Association on Corporate Responsibility** Corporate Inclusion Index (2020)

**Human Rights Campaign** Corporate Equality Index (2004 – 2021)

**JUST Capital**

JUST 100 (2018 – 2021)

Top 100 Companies Supporting Healthy Families and Communities (2019, 2021)

**Points of Light**

The Civic 50 (2012 – 2021)



# ENDNOTES

- 1 Consistent with the requirements of the FCC DIRECTV Merger Order.
- 2 Household income based on 135% or less than federal poverty guidelines.
- 3 Eligibility determined by the National Lifeline Eligibility Verifier (National Verifier), managed by the Universal Service Administrative Company (USAC). For more information on eligibility criteria for the EBB visit [getemergencybroadband.org](http://getemergencybroadband.org).
- 4 Additional fees and taxes may apply.
- 5 In May 2021, we entered into an agreement to combine our WarnerMedia segment, subject to certain exceptions, with a subsidiary of Discovery, Inc. The transaction is subject to approval by Discovery shareholders and customary closing conditions, including receipt of regulatory approvals.
- 6 Education Week: <https://www.edweek.org/ew/section/multimedia/map-coronavirus-and-school-closures.html>.
- 7 In February 2021, we agreed to contribute our North America video business – including DIRECTV, AT&T TV and U-verse – to form a new company with TPG Capital. The transaction is pending customary closing conditions.
- 8 Supplier diversity spend and 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.
- 9 Inclusive of AT&T Communications.
- 10 This time is provided in excess of any time provided by state or local law and any short-term disability benefits/time off for recovering mothers. The United States does not have a legally required minimum for paid family leave. Currently, the 1993 federal Family and Medical Leave Act (FMLA) offers 12 weeks of unpaid maternity leave.
- 11 Inclusive of AT&T Communications and Xandr.
- 12 Inclusive of AT&T Communications and WarnerMedia.
- 13 \$202 million of this funding was provided by AT&T and \$13 million was provided through the AT&T Foundation.
- 14 Scope 1 emissions include direct emissions from sources owned or controlled by the company (such as the fleet). Scope 2 emissions include indirect emissions that result from the generation of purchased energy.
- 15 The 2nd Annual AT&T Digital Family Poll was developed and conducted by the research firm Quadrant Strategies and was conducted online from July 7 to 19, 2020. The poll surveyed 500 teens (aged 13 – 18), 500 parents of kids (parents aged 25 – 37 of children under age 12) and 500 parents of teens (parents aged 30+ of teens aged 13 – 18) living in the United States. The survey's margin of error is plus or minus 4.38% percentage points for each of these audiences. Poll findings are available at: [https://about.att.com/content/dam/snrdocs/ATT\\_Digital\\_Family\\_Report\\_2020.pdf](https://about.att.com/content/dam/snrdocs/ATT_Digital_Family_Report_2020.pdf).
- 16 Device recycling and reuse data cover AT&T Inc. U.S. operations only.
- 17 Graduation rate as measured by GradNation, a campaign of America's Promise Alliance: <https://gradnation.americaspromise.org/>.
- 18 Degree/credential rate as measured by the Lumina Foundation: <https://www.luminafoundation.org/stronger-nation/report/2021/#nation>.
- 19 This goal is focused on network, consumer equipment and corporate services spend, and does not include video content and entertainment companies.
- 20 \$270.51 million of 2020 philanthropic giving was provided by AT&T and \$18 million was provided through the AT&T Foundation.
- 21 U.S. carbon footprint not inclusive of supplier emissions.
- 22 From 2016 – 2019, we utilized intensity metrics relative to data traffic on our network (denominator), including satellite traffic. After achieving our 2020 water and energy intensity goals in 2019, we have transitioned to intensity metrics relative to our total number of subscribers (North America wireless, wireline voice and domestic broadband), as identified in our 2020 Corporate Annual Report.
- 23 Electricity use is the numerator and is a proxy for total energy use.
- 24 2019 – 2020 data include select WarnerMedia and Xandr locations.
- 25 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. 2019 – 2020 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 non-hazardous) waste programs.
- 26 2016 – 2018 data inclusive of AT&T Communications, U.S. operations. 2019-2020 data inclusive of AT&T Communications and WarnerMedia's U.S. operations.
- 27 This figure is equivalent to our water use for domestic operations, our freshwater consumption and our withdrawals from municipal sources.
- 28 2016 – 2019 data inclusive of AT&T Communications. 2020 data inclusive of U.S.-based AT&T Inc. employees.
- 29 2018 data not inclusive of AT&T Mexico, AppNexus, Vrio or WarnerMedia. 2019 – 2020 data not inclusive of WarnerMedia, AT&T Mexico or Vrio.
- 30 Data not inclusive of AT&T operations in Latin America or WarnerMedia. 2020 data is inclusive of select Warner Bros. locations.
- 31 These incidents are employee injuries and illnesses that are required to be documented on the OSHA 300 log.
- 32 2016 – 2017 totals not inclusive of AT&T operations in Latin America or WarnerMedia. 2018 – 2020 totals not inclusive of WarnerMedia.
- 33 While we realized a 2020 decline in employee participation related to COVID-19 requirements for social distancing, average giving per employee donor remained at pre-pandemic levels, reflecting AT&T employees' continued commitment and generosity.
- 34 Inclusive of AT&T Communications and Xandr. 2019 – 2020 totals also inclusive of WarnerMedia.





This document represents a summary of our corporate responsibility efforts and progress. Further reporting on our ESG performance and impact can be found online through the materials below or at [about.att.com/csr/reporting](http://about.att.com/csr/reporting).

- ESG Reporting Indexes (GRI, SASB, TCFD, UNGC, UN SDGs)
- 22 Detailed ESG Issue Briefs
- Stakeholder ESG Issues Assessment
- CDP Climate Change Response
- Latin America CSR Reports
- Diversity & Inclusion Website
- Transparency Report
- Political Engagement Report
- 2021 Proxy Statement



Printed by an AT&T diverse supplier, a certified woman-owned business enterprise (WBE), using zero-VOC ink.

@ATTImpact  
 ATTImpact  
[att.com/csr](http://att.com/csr)

WarnerMedia

xandr



truTV

[adult swim]

CNN



CN  
CARTOON NETWORK

SKY



HBO

HBOMAX

AT&T tv

DIRECTV

DIRECTV



CINEMAX



B/R BLEACHER REPORT

cricket wireless

FIRSTNET  
Built with AT&T



NBA TV

fbs

TCM  
TURNER CLASSIC MOVIES

NEW LINE CINEMA

crunchyroll

ROOSTER TEETH



tooncast

UNION

MONDO TV



TRU TV CHANNEL

Chilevisión

TNT SERIE

cartoonito

OhK

SPACE