

People  
Planet  
Possibilities



# *Global Reporting Initiative (GRI)*



G4 Content Index  
In accordance – Core

Learn more about our Citizenship & Sustainability initiatives at

[about.att.com/csr/reporting](http://about.att.com/csr/reporting)

# General Standard Disclosures

Standard Disclosure	Disclosure Title	Location
Strategy and Analysis		
G4-1	Statement from the most senior decision-maker of the organization	Please see the <a href="#">Letter from our CEO</a> and the <a href="#">Letter from our CSO</a> .
G4-2	Key impacts, risks and opportunities	Please see the <a href="#">Letter from our CEO</a> and our <a href="#">AT&amp;T Annual Sustainability Update</a> .
Organizational Profile		
G4-3	Name of the organization	Please see our <a href="#">10-K Form</a> (part 1).
G4-4	Primary brands, products and services	Please see our <a href="#">10-K Form</a> (part 1).
G4-5	Location of the organization's headquarters	Please see our <a href="#">10-K Form</a> (part 1).
G4-6	Number of countries where the organization operates and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report	Please see our <a href="#">10-K Form</a> (part 1).
G4-7	Nature of ownership and legal form	Please see our <a href="#">10-K Form</a> (part 1).
G4-8	Markets served (including geographic breakdown, sectors served and types of customers and beneficiaries)	<ul style="list-style-type: none"> <li>We are the world's largest communications company by revenue, serving 147 million wireless subscribers in the U.S. and Mexico.</li> <li>Our global IP network connects businesses on 6 continents representing 99% of the world's economy.</li> <li>Our high-speed mobile internet network covers nearly 400 million people in North America.</li> <li>We are the largest provider of pay TV in the U.S. with more than 25 million video subscribers.</li> <li>In the U.S., we have high-speed fiber to more than 1 million business locations and high-speed internet in more than 220 markets.</li> <li>We also have 15.6 million internet connections in service and nearly 46 million video connections through DIRECTV and U-verse.</li> <li>We offer talk, text and data coverage in more than 200 countries.</li> <li>In total, we serve nearly 3.5 million business customers, and 99% of Americans are covered by AT&amp;T. There are nearly 4 million locations where we market our ultra-fast internet network powered by AT&amp;T Fiber.</li> </ul> <p>Please see our <a href="#">Company Profile Website</a> for more information.</p>

Standard Disclosure	Disclosure Title	Location
G4-9	Scale of the organization	Please see our <a href="#">10-K Form</a> (part 1) and our <a href="#">Annual Report</a> pgs. 45–49.
G4-10	Workforce Information	Please see the <a href="#">Good Jobs</a> and <a href="#">Workforce Diversity</a> issue briefs.
G4-11	Percentage of total employees covered by collective bargaining agreements	Approximately 49% of employees are covered by collective bargaining agreements.
G4-12	Describe the organization's supply chain	<p>AT&amp;T purchases a substantial amount of products and services each year. Switching equipment, network facilities and supporting equipment and services comprise a major portion of these expenditures. AT&amp;T generally purchases finished products from the manufacturer or through their authorized distributors and value-added resellers. Therefore, suppliers that sell telecommunications components or support services for these products usually sell to the manufacturers or the distributors, not to AT&amp;T.</p> <p>For non-telecommunications equipment, AT&amp;T purchases from a wide variety of suppliers. Here too, AT&amp;T usually buys the finished product, not the components. For general services, AT&amp;T works with contractors who are held responsible for the entire project or job.</p> <p>AT&amp;T generally engages personnel to provide professional services such as programming, engineering and temporary personnel through agencies or brokers. Professionals are engaged directly only if they clearly meet the requirement for independent contractors under state and federal rules and regulations.</p> <p>For most over-the-counter commodities, AT&amp;T buys from local companies using purchase orders. However, items purchased in volume are usually competitively bid to obtain volume discounts.</p> <p>We outline our Citizenship &amp; Sustainability expectations in our <a href="#">Principles of Conduct for Suppliers</a>, which covers topics including sustainable business practices, diversity, conflict minerals, ethics and labor rights.</p> <p>We are committed to promoting, increasing and improving the overall participation of minority-, women-, disabled-veteran- and LGBT-owned business enterprises by purchasing their materials and services. We also encourage subcontracting opportunities for minority-, women- and disabled- and veteran-owned businesses by requiring Supplier Diversity Participation Plans from prime suppliers. See our <a href="#">Supplier Diversity issue brief</a> for more information.</p> <p>Working with the TL9000 industry group, QuEST Forum, <a href="http://www.questforum.org">www.questforum.org</a>, we helped to develop and publish an industry sustainability measurement tool, the QuEST Assessor. This tool provides actionable best practices for organizations that help accelerate their sustainability programs. See <a href="http://www.questassessor.net">www.questassessor.net</a> for more information.</p> <p>AT&amp;T joined the <a href="#">Joint Audit Cooperation (JAC)</a>, which facilitates collaboration among peer telecom companies and Information Communication Technology (ICT) suppliers to verify and audit supply chains on areas such as labor practices, human rights, health and safety, ethics and the environment.</p> <p>AT&amp;T is also on the Board of Directors for APICS, an organization committed to fostering the advancement of end-to-end supply chain management. Please see more at <a href="http://www.apics.org">www.apics.org</a>.</p> <p>Please also see <a href="http://www.attsuppliers.com">www.attsuppliers.com</a>, our <a href="#">Value Chain Map</a> and <a href="#">Engaging Our Supply Chain</a> issue brief.</p>

Standard Disclosure	Disclosure Title	Location
G4-13	<b>Significant changes during the reporting period regarding the organization's size, structure, ownership or its supply chain</b>	There were no significant changes during the reporting period. Please see our <a href="#">10-K Form (part 1)</a> and <a href="#">Annual Report</a> pgs. 57–59 for more details.
G4-14	<b>Whether and how the precautionary approach or principle is addressed by the organization</b>	Signed by AT&T Chairman and CEO Randall Stephenson, the <a href="#">AT&amp;T Environment, Health and Safety Policy</a> asserts AT&T's commitment to preventing environment, health and safety incidents by integrating environment, health and safety considerations into business processes and encouraging suppliers to do the same.
G4-15	<b>Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or which it endorses</b>	Please see the <a href="#">Policies</a> and <a href="#">External Recognition</a> sections of our Frequently Asked Questions, Governance and Policies page and our <a href="#">Issue Brief Library</a> for initiatives related to specific topics.
G4- 16	<b>Memberships of associations (such as industry associations) and work with national or international advocacy organizations</b>	Please see the <a href="#">External Recognition</a> section of our Frequently Asked Questions, Governance and Policies page, <a href="#">Stakeholder Engagement Policy</a> , our <a href="#">Political Engagement Report</a> , our <a href="#">Public Policy Website</a> and our <a href="#">Issue Brief Library</a> for initiatives related to specific topics.
<b>Identified Material Aspects and Boundaries</b>		
G4-17	<b>List all entities included in consolidated financial statements or equivalent documents, including whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report</b>	This report covers AT&T and all its entities unless otherwise noted.  AT&T publishes an annual 10-K, which covers all company-owned or controlled operations. Please see our <a href="#">10-K Form</a> (part 1, pg. 1) for more information.
G4-18	<b>Explain the process for defining the report content and the Aspect Boundaries. Explain how the organization has implemented the Reporting Principles for Defining Report Content.</b>	Please see our <a href="#">Materiality Assessment</a> , <a href="#">Value Chain Map</a> and our <a href="#">Value Chain Mapping at-a-glance</a> overview.
G4-19	<b>List all the material Aspects identified in the process for defining report content</b>	Please see our <a href="#">Materiality Assessment</a> , <a href="#">Value Chain Map</a> and our <a href="#">Value Chain Mapping at-a-glance</a> overview.
G4-20	<b>For each material Aspect, report the Aspect Boundary within the organization</b>	Please see our <a href="#">Value Chain Map</a> and our <a href="#">Value Chain Mapping at-a-glance</a> overview.
G4-21	<b>For each material Aspect, report the Aspect Boundary outside the organization</b>	Please see our <a href="#">Value Chain Map</a> and our <a href="#">Value Chain Mapping at-a-glance</a> overview.
G4-22	<b>The effect of any restatements of information provided in previous reports and the reasons for such restatements</b>	Our energy intensity numbers were restated due to updates in methodology. Please see our <a href="#">Energy Management</a> issue brief for more information.

Standard Disclosure	Disclosure Title	Location
<b>G4-23</b>	<b>Significant changes from previous reporting periods in the Scope and Aspect Boundaries</b>	In 2016, AT&T worked with GlobeScan to conduct our fourth materiality assessment. Our priority topics include Network and data security; Network reliability; Customer privacy; Affordability; Investing in education and high-tech skills development; Products and services that enable social and environmental benefit; Accessibility of products and services; Responsible marketing and transparency of offers; Online safety; Investing in employees; Deployment to rural and underserved areas; and Promoting safe use of products and services.  Please see our <a href="#">Materiality Assessment</a> and <a href="#">Value Chain Map</a>
<b>Stakeholder Engagement</b>		
<b>G4-24</b>	<b>Stakeholder groups engaged by the organization</b>	Please see our <a href="#">Materiality Assessment</a> and <a href="#">Stakeholder Engagement Policy</a> .
<b>G4-25</b>	<b>Basis for identification and selection of stakeholders with whom to engage</b>	Please see our <a href="#">Stakeholder Engagement Policy</a> .
<b>G4-26</b>	<b>Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process</b>	Please see our <a href="#">Materiality Assessment</a> and <a href="#">Stakeholder Engagement Policy</a> .
<b>G4-27</b>	<b>Key topics and concerns rose through stakeholder engagement and organization's response. Report the stakeholder groups that raised each of the key topics and concerns.</b>	Please see our <a href="#">Materiality Assessment</a> , <a href="#">Value Chain Map</a> and our <a href="#">Value Chain Mapping at-a-glance</a> overview.
<b>Report Profile</b>		
<b>G4-28</b>	<b>Reporting period (such as fiscal or calendar year) for information provided</b>	January–December 31, 2016, unless otherwise noted
<b>G4-29</b>	<b>Date of most recent previous report</b>	August 3, 2016
<b>G4-30</b>	<b>Reporting cycle</b>	Annual
<b>G4-31</b>	<b>Contact point for questions regarding the report or its contents</b>	Ben Kruse, Director, Sustainability Integration: <a href="mailto:ben.kruse@att.com">ben.kruse@att.com</a>

Standard Disclosure	Disclosure Title	Location
G4-32	<b>Report the ‘in accordance’ option the organization has chosen, GRI Content Index for the chosen option and report the reference to the External Assurance Report, if the report has been externally assured.</b>	AT&T considered the Global Reporting Initiative G4 guidelines for this GRI Index and our 2016 Annual Update reporting materials. AT&T self-declared this report to the Core in accordance level. This document is the GRI Content Index.
G4-33	<b>Policy and current practice with regard to seeking external assurance for the report; Report the scope and basis of any external assurance provided; Report the relationship between the organization and the assurance providers; Report whether the highest governance body or senior executives are involved in seeking assurance for the organization’s sustainability report.</b>	<p>External assurance was not sought for this GRI report as a whole. AT&amp;T uses an external third party organization to assure its greenhouse gas emissions inventory.</p> <p>For our 2016 Greenhouse Gas Inventory, we obtained independent assurance of our Scope 1, 2 and 3 (business travel) emissions from Trucost. Please see our <a href="#">Greenhouse Gas Emissions Management</a> issue brief and <a href="#">assurance statement</a> for more information.</p>
<b>Governance</b>		
G4-34	<b>Governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.</b>	<p>Our Board of Director Committee Charters are responsible for decision making on a variety of issues. Please see our <a href="#">Corporate Governance website</a> for more details:</p> <ul style="list-style-type: none"> <li>• <b>Audit Committee:</b> Provides Board oversight of financial statements, audits and legal and regulatory requirements.</li> <li>• <b>Corporate Development and Finance Committee:</b> Provides Board oversight of the company’s finances, dividends, investments, strategic planning, etc.</li> <li>• <b>Corporate Governance and Nominating Committee:</b> Oversight of membership of the Board, as wells as corporate governance guidelines.</li> <li>• <b>Executive Committee:</b> Acts on behalf of the Board in the intervals between meetings of the Board.</li> <li>• <b>Human Resources Committee of the Board of Directors:</b> Appointed by the Board to discharge the Board’s responsibilities related to compensation, benefits and succession.</li> <li>• <b>Public Policy and Corporate Reputation Committee of the Board of Directors:</b> Oversight of all sustainability issues, including environmental sustainability.</li> </ul> <p>Our <a href="#">Citizenship &amp; Sustainability Steering Committee</a> comprises senior executives and officers across the company with responsibility for business areas such as human resources, AT&amp;T Labs, IT, data center operations, legal, investor relations, finance, compliance, network planning and engineering, network operations, consumer marketing and devices, public policy, privacy, supply chain, fleet operations, external corporate communications, call center operations, employee communications, corporate real estate, energy management, enterprise/business marketing and sales, public affairs, AT&amp;T Foundation and corporate citizenship and sustainability. Each officer represents her/his entire department on the committee so as to reach a broader range of issues and perspectives.</p>
<b>Ethics and Integrity</b>		
G4-56	<b>Organization’s values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.</b>	Please see the <a href="#">Policies</a> section of our Frequently Asked Questions, Governance and Policies page and in particular, our <a href="#">Code of Ethics</a> , <a href="#">Principles of Conduct for Suppliers</a> and our <a href="#">Code of Business Conduct</a> .

# Specific Standard Disclosures

Standard Disclosure	Disclosure Title	Location
AT&T MATERIAL TOPIC: Network reliability		
ASPECT: ECONOMIC PERFORMANCE <b>G4 –DMA:</b> Please see our Network Architecture & Reliability issue brief.		
G4 – EC1	<b>Direct economic value generated and distributed</b>	Since 1992, AT&T has invested more than \$600 million in our Network Disaster Recovery Program. Through this program, we deliver critical resources to areas in need to help ensure the flow of both wireless and wired communications during times of emergency. Please see our <a href="#">Network Architecture &amp; Reliability</a> issue brief for more information.  Please see our <a href="#">Annual Report</a> pgs. 45–49 for more information on economic value generated and distributed.
AT&T MATERIAL TOPIC: Responsible marketing and transparency of offers		
ASPECT: MARKETING COMMUNICATIONS <b>G4 –DMA:</b> Please see our Customer Experience and Satisfaction issue brief and our AT&T Brand Center.		
G4 – PR7	<b>Incidents of non-compliance with regulations and voluntary codes concerning marketing communications</b>	There were zero incidents of non-compliance with regulations and voluntary codes concerning marketing communications.  Please see our <a href="#">Customer Experience and Satisfaction</a> issue brief for more information.
AT&T MATERIAL TOPIC: Deployment to rural and underserved areas		
ASPECT: LOCAL COMMUNITIES <b>G4 –DMA:</b> Please see our Deployment to Rural Areas and Underserved Populations, Philanthropy Highlights and Supporting Education: AT&T Aspire issue briefs.		
G4 – SO1	<b>Percentage of operations with implemented local community engagement, impact assessments and development programs</b>	At AT&T, we are using the power of our network to build a better tomorrow.  Please see our <a href="#">Deployment to Rural Areas and Underserved Populations, Philanthropy Highlights and Supporting Education: AT&amp;T Aspire</a> issue briefs for more information on our support of local communities.

Standard Disclosure	Disclosure Title	Location
<p>AT&amp;T MATERIAL TOPIC: Promoting safe use of products and services</p>		
<p>ASPECT: CUSTOMER HEALTH &amp; SAFETY</p> <p><b>G4 –DMA:</b> Please see our Promoting Safety issue brief.</p>		
<p><b>G4 – PR2</b></p>	<p><b>Number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle</b></p>	<p>There were no known incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle.</p> <p>Please see our <a href="#">Promoting Safety</a> issue brief for more information.</p>
<p>AT&amp;T MATERIAL TOPIC: Investing in education and high-tech skills development</p>		
<p>ASPECT: INDIRECT ECONOMIC IMPACTS</p> <p><b>G4 –DMA:</b> Please see our Supporting Education: AT&amp;T Aspire, Deployment to Rural Areas and Underserved Populations and Network Architecture &amp; Reliability issue briefs.</p>		
<p><b>G4 – EC7</b></p>	<p><b>Development and impact of infrastructure investments and services supported</b></p>	<p>Between 2012 and 2016, AT&amp;T invested \$140 billion in our network, including acquisitions of spectrum and wireless operations. In our communities, more than \$139 million was contributed or directed through corporate-, employee- and social investment- and AT&amp;T Foundation-giving programs in 2016.</p> <p>An example of how AT&amp;T impacted the economy through our investments in infrastructure/services is: In 2014, AT&amp;T contributed nearly \$12.5 million to 30 organizations that serve 28,000 high school students across the country to strengthen and expand their programs. These evidence-based programs help students graduate from high school prepared for college and a career. Each of the winning programs delivered a quantitative impact and featured proven methods of helping students succeed in academics and careers, such as providing integrated services, mentoring or focusing on college or career preparation. While the results continue to grow, data from 2014 awardees show positive outcomes. Aspire students had higher attendance in grades 9–12. And they were more likely to graduate in grades 10–12, than their peers. For Aspire students moving or staying on track to graduate, the overall, life-long return on investment is estimated to fall between \$268 and \$857 million more than those that did not graduate high school.</p> <p>Please see our <a href="#">Supporting Education: AT&amp;T Aspire, Network Architecture &amp; Reliability and Deployment to Rural Areas and Underserved Populations</a> issue briefs for more information.</p>



Standard Disclosure	Disclosure Title	Location
G4-EC8	<p><b>Significant indirect economic impacts, including the extent of impacts</b></p>	<p>In our communities, more than \$139 million was contributed or directed through corporate-, employee- and social investment- and AT&amp;T Foundation-giving programs in 2016.</p> <p>The company's signature philanthropic initiative, AT&amp;T Aspire, drives innovation in education to promote student success in school and beyond. With a financial commitment of \$400 million since 2008, AT&amp;T is leveraging technology, relationships and social innovation to help all students make their biggest dreams a reality. As part of Aspire, AT&amp;T has provided \$1.35M in funding to Proyecto Pastoral since 2012. Proyecto is a community-based organization in the economically challenged Boyle Heights section of Los Angeles. Proyecto Pastoral applied for and won funding through 3 AT&amp;T Aspire competitive RFPs (request for proposal). With this funding, they activated their residents and community organizations and implemented education projects to address the high school dropout crisis. During this time, graduation rates at Mendez High School, one of the schools in which they serve, rose from 34% to a remarkable 96% for the class of 2016. Graduation rates are also on the rise at Roosevelt High School, which is also served by Proyecto Pastoral.</p> <p>AT&amp;T's commitment also funded 20 scholarships for low-income adults with barriers to education and employment through the General Assembly's Opportunity Fund, which provides tech and design skills training and career placement support. The 20 students who received scholarships attended General Assembly's Web Development Immersive or User Experience Design Immersive in Atlanta, GA; Washington, DC; and San Francisco, CA. Scholarship recipients were 100% low-income adults (making less than \$30,000 per year). As of August 2016, all 20 of the scholarships were awarded, and 12 of the students secured jobs as web developers and UX designers for employers including Black Girls Code, Bytecubed, Cyvelance, FifthEstate, HZDG, Home Depot, Mogean, Stratasys, Uber and others.</p> <p>AT&amp;T funding also provided 52 online scholarships to low-income adults with barriers to education and employment through General Assembly's Opportunity Fund, which allows students to pursue part-time online training in topics such as HTML and CSS or fundamentals of Data Analytics. The 52 students who received scholarships participated in the Data Analytics Circuit or the HTML, CSS, and Website Design Circuit. Scholarship recipients are 100% low-income adults.</p> <p>Please see our <a href="#">Supporting Education: AT&amp;T Aspire issue brief</a> for more information.</p>

**AT&T MATERIAL TOPIC: Network and data security**

ASPECT: CUSTOMER PRIVACY

**G4 –DMA:** Please see our [Network Security issue brief](#).

G4 – PR8	<p>Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data</p>	<p>AT&amp;T's Chief Compliance Office (CCO) has a direct reporting relationship to the Chairman that reflects the importance of safeguarding the privacy of customer and employee information in a digital world and of managing compliance with legal and regulatory requirements both internationally and domestically. This umbrella organization streamlines compliance functions and provides consistent oversight, investigation, guidance and enforcement across the enterprise. As appropriate, the Chief Security Office coordinates and assists the company's privacy team on data breach investigations and the company's corporate security group on employee issues.</p> <p>AT&amp;T is committed to maintaining its customers' privacy. Despite our best efforts, there are occasions when unauthorized parties gain access to our customers' information. These events come to our attention in a variety of ways. For each incident, AT&amp;T's Privacy Incident Response Team follows a carefully designed governance structure and response process. The team investigates each incident and ensures that any necessary remediation, reporting or notification associated with an event is handled in accordance with AT&amp;T's incident response protocol. AT&amp;T's process provides a flexible, repeatable, scalable and auditable framework for responses to such events.</p> <p>In addition, roughly twice a year, the Company issues a Transparency Report that provides specific information regarding the number and types of government and law enforcement demands to which we responded during the year.</p> <p>Please see our <a href="#">Protecting Privacy</a> and <a href="#">Network Security</a> issue briefs for more information.</p>
----------	--	--

Standard Disclosure	Disclosure Title	Location
AT&T MATERIAL TOPIC: Greenhouse gas emissions		
ASPECT: EMISSIONS		
<b>G4 – DMA:</b> Please see our Greenhouse Gas Emissions and Company Fleet and Transportation issue briefs.		
<b>G4 – EN15</b>	<b>Direct greenhouse gas (GHG) emissions (Scope 1)</b>	<p>Gross direct (Scope 1) GHG emissions: 1,140,631 mtons CO<sub>2</sub>e</p> <p>Gases included in the calculation: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs</p> <p>Biogenic CO<sub>2</sub> emissions: 0 mtons CO<sub>2</sub>e</p> <p>Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions: The base year is 2008, and baseline emissions were 1,172,476 mtons CO<sub>2</sub>e. 2008 was the first year for which our Scope 1 emissions were inclusive of all emissions sources within the portfolio and a period following the integration of new portfolio assets through acquisition.</p> <p>Standards, methodologies and assumptions used: The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition), US EPA Climate Leaders: Direct HFC and PFC Emissions from Manufacturing Refrigeration and Air Conditioning Equipment, US EPA Greenhouse Gas Reporting Program</p> <p>Source of the emission factors used and the global warming potential (GWP) rates used: GWP – IPCC Fourth Assessment Report (AR4 – 100 year); Emissions factors – US EPA MRR Final Rule (40 CFR 98) 2013 Revisions – Tables C1 and C2 to Subpart C</p> <p>Chosen consolidation approach for emissions: Operational Control</p> <p>Please view our Assurance Statement <a href="#">here</a>.</p>
<b>G4 – EN16</b>	<b>Energy indirect greenhouse gas (GHG) emissions (Scope 2)</b>	<p>Gross energy indirect (Scope 2) GHG emissions: 7,737,255 mtons CO<sub>2</sub>e</p> <p>Gases included in the calculation: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O</p> <p>Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions: AT&amp;T established a 60% Scope 2 energy intensity reduction target for 2020, relative to a 2013 baseline. The 2013 baseline intensity was 233 MWh/petabyte of data transmitted, which corresponds to a 2013 baseline of 8,103,246 metric tons CO<sub>2</sub> equivalent. Standards, methodologies, and assumptions used: The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition), US EPA Climate Leaders: Indirect Emissions from Purchases/Sales of Electricity and Steam</p> <p>Source of the emission factors used and the global warming potential (GWP) rates used: USEPA eGRID2014 released January 2017, International Energy Agency Data Services. 2016 – Year 2014. “CO<sub>2</sub> Emissions from Fuel Combustion”; GWP – IPCC Fourth Assessment Report (AR4 – 100 year); Emission Factors – US EIA Form EIA-1605, Appendix N. Emission Factors for Steam and Chilled/Hot Water</p> <p>Chosen consolidation approach for emissions: Operational</p> <p>Please view our Assurance Statement <a href="#">here</a>.</p>

Standard Disclosure	Disclosure Title	Location
G4 – EN17	<b>Other indirect greenhouse gas (GHG) emissions (Scope 3)</b>	<p>Gross other indirect (Scope 3) GHG emissions: 3,398,065*</p> <p>Gases included in the calculation: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O</p> <p>Biogenic CO<sub>2</sub> emissions: 0 mtons CO<sub>2</sub>e</p> <p>Other indirect (Scope 3) emissions categories and activities included: Business Travel</p> <p>The chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions: The base year is 2008, and emissions were 56,110 mtons CO<sub>2</sub>e. 2008 was selected as the first year for which our Scope 3 emissions were inclusive of all emissions sources within the portfolio and a period following the integration of new portfolio assets through acquisition. Estimates for additional Scope 3 categories (purchased goods and services, capital goods, and upstream transportation and distribution) are calculated based on previous years' supplier emissions and supplier spend data using an economic allocation model. Given the annual lag in supplier emissions availability, we are not including them in the 2016 scope 3 emissions total.</p> <p>Standards, methodologies, and assumptions used: The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition); DEFRA Guidance on Business Travel</p> <p>Source of the emission factors used and the global warming potential (GWP) rates used: GWP-IPCC Fourth Assessment Report (AR4 - 100 year); Emissions factors - US EPA MRR Final Rule (40 CFR 98) – Tables C1 and C2 to Subpart C, DEFRA – Business Travel-Air.</p> <p>Please view our Assurance Statement <a href="#">here</a>. Assurance obtained for business travel.</p> <p>*AT&amp;T's 2016 Scope 3 totals include emissions from air travel, rental car and estimated electricity use from leased set-top boxes (STBs). STBs was a new source in 2016 due to the acquisition of DIRECTV. STBs account for 87% (3,296,540 mtons CO<sub>2</sub>e) of the Scope 3 total.</p>
G4 – EN18	<b>Greenhouse gas (GHG) emissions intensity</b>	<p>GHG emissions intensity ratio: 79.9 mtons CO<sub>2</sub>e per petabyte</p> <p>Organization-specific metric chosen to calculate the ratio: 111,118 petabytes of network data</p> <p>Types of GHG emissions included in the intensity ratio: Scopes 1 and 2</p> <p>Gases included in the calculation: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, and HFCs</p>
G4 – EN19	<b>Reduction of greenhouse gas (GHG) emissions</b>	<p>Amount of GHG emissions reductions achieved as a direct result of initiatives to reduce emissions: 910,910 mtons CO<sub>2</sub>e</p> <p>Gases included in the calculation: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O</p> <p>Base year or baseline and the rationale for choosing it: 2014 – year over year savings</p> <p>Standards, methodologies, and assumptions used: GHG Protocol: Corporate Reporting Standard</p> <p>Whether the reductions in GHG emissions occurred in direct (Scope 1), energy indirect (Scope 2), other indirect (Scope 3) emissions: Scope 1 (5,185 mtons CO<sub>2</sub>e), Scope 2 (863,782 mtons CO<sub>2</sub>e) and Scope 3 (41,943 mtons CO<sub>2</sub>e)</p>

Standard Disclosure	Disclosure Title	Location
AT&T MATERIAL TOPIC: Investing in employees		
ASPECT: TRAINING & EDUCATION		
<b>G4 – DMA:</b> Please see our <a href="#">Good Jobs</a> and <a href="#">Engaging Employees</a> issue briefs.		
<b>G4 – LA9</b>	<b>Average hours of training per year per employee by gender, and by employee category</b>	<p>We provided an average of nearly 70 hours of training per employee in 2016, or approximately 20 million total hours.</p> <p>In 2016, AT&amp;T invested about \$250 million in direct employee training development programs and nearly \$34 million in tuition aid.</p> <p>Gender and employee category specifications are not available.</p> <p>Please see our <a href="#">Good Jobs</a> and <a href="#">Engaging Employees</a> issue briefs for more information.</p>
<b>G4 – LA10</b>	<b>Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings</b>	<p>We've long been a company that places a priority on providing the training and development needed for our employees to work and compete in our tech-focused and rapidly changing industry. We provide our employees with a range of options — both internal and external to AT&amp;T. All are focused on ensuring our employees are aligned with our Chairman's vision for the business — which is that they understand and are prepared for the future of our company.</p> <p>Our employees benefit from access to our corporate university, AT&amp;T University (TU), which delivers our flagship training program. TU focuses on aligning company leaders to strategic business innovation and results; skilling and reskilling our employees; inspiring an innovative culture of continuous learning; offering a range of ongoing training modules and other skillset development, both live and on-demand; and increasingly delivering training in a more mobile, more effortless experience.</p> <p>We're also working with external partners — like Udacity and numerous universities — to create additional opportunities for employees that lead to degrees or certifications in specialized fields. Examples include Nanodegrees —self-paced, fast-track technical credentials in areas like mobile development and data analytics. Additionally, we worked with Georgia Tech and Udacity Inc. to create the first-ever Online Master of Science in Computer Science (OMS CS) degree. In August 2016, we collaborated with the University of Notre Dame to announce a new online master of science degree with a specialization in data science.</p> <p>With Coursera, employees can access course content taught by instructors at top educational institutions all over the world. The content is prerecorded and available online so they can access it whenever and wherever they want. Topics include digital marketing, economics, supply chain and HR, and are well-suited for employees in less technical roles.</p> <p>Many bargained-for employees are covered by a Job Offer Guarantee that guarantees they will receive another job offer with the company when in a lay-off situation; severance pay for bargained-for employees is generally determined based on service; some training and assistance may be available depending on contract. Outplacement (career transition) services are available to eligible management employees whose existing jobs are eliminated or relocated. Lee Hecht Harrison services are offered for a period of four months and address issues related to initiating a job search, including resume preparation, interviewing skills and negotiating the job offer. Severance pay is available for eligible management employees whose job is eliminated or relocated; severance pay is calculated based upon the employee's base salary and years of service with the company; payouts range from a minimum of 4% of an employee's annual base salary for employees with 0-1 year of service with AT&amp;T to a maximum payout of 50% of an employee's annual base salary for those with 13 or more years of service.</p> <p>Please see our <a href="#">Good Jobs</a>, <a href="#">Engaging Employees</a> and <a href="#">Supporting Education: AT&amp;T Aspire</a> issue briefs for more information.</p>

Standard Disclosure	Disclosure Title	Location
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by – employee category	<p>100% of eligible employees with at least 3 months of calendar service received a formal performance appraisal and review during the reporting period.</p> <p>Of note, we do not track frequency of career development discussions. Supervisors are encouraged to have continuous feedback discussions, 1 per month (at minimum) is recommended; with at least 1 career discussion, which may or may not occur during a formal review.</p>
AT&T MATERIAL TOPIC: Customer privacy		
<p>ASPECT: N/A</p> <p><b>G4 –DMA:</b> Please see our Protecting Privacy issue brief.</p>		
N/A		<p>We take customer privacy very seriously. Our customers have choices about how we use their information. We are also committed to transparency in communicating our privacy policy to our customers in plain language.</p> <p>Please visit <a href="http://www.att.com/privacy">www.att.com/privacy</a>, our <a href="#">Code of Business Conduct</a> and our <a href="#">Protecting Privacy</a> issue brief for more information.</p>
AT&T MATERIAL TOPIC: Accessibility of products and services		
<p>ASPECT: N/A</p> <p><b>G4 –DMA:</b> Please see our Accessibility issue brief.</p>		
N/A		<p>At AT&amp;T, we believe in the ability of all people. AT&amp;T's dedication to accessibility is evident in the products we make, the services we offer, and in how we hire, develop and engage employees with disabilities.</p> <p>Please visit <a href="http://www.att.com/accessibility">www.att.com/accessibility</a>, our <a href="#">Universal Design Policy</a>, our <a href="#">AT&amp;T Call Centers</a> site and our <a href="#">Accessibility</a> issue brief for more information.</p>

Standard Disclosure	Disclosure Title	Location
AT&T MATERIAL TOPIC: Online safety		
ASPECT: N/A <b>G4 –DMA:</b> Please see our Promoting Safety issue brief.		
N/A	AT&T supports a myriad of programs that raise the profile of online safety issues and provide resources and tools to consumers who seek more information. We also participate in and host community summits, panels and educational events that help consumers of all ages learn how to safely and efficiently manage technology.  Please visit <a href="http://digitalyou.att.com">http://digitalyou.att.com</a> , <a href="http://www.att.com/smartcontrols">www.att.com/smartcontrols</a> , <a href="http://later-haters.att.com/">http://later-haters.att.com/</a> and our <a href="#">Promoting Safety</a> issue brief for more information.	
AT&T MATERIAL TOPIC: Affordability		
ASPECT: N/A <b>G4 –DMA:</b> Please see our Deployment to Rural Areas and Underserved Populations issue brief.		
N/A	Access from AT&T makes discounted home Internet service available to qualifying low-income households in AT&T's 21-state wireline footprint.  Please visit <a href="http://www.att.com/access">www.att.com/access</a> for full details and see our <a href="#">Deployment to Rural Areas and Underserved Populations</a> issue brief for more information.	
AT&T MATERIAL TOPIC: Products and services that enable social and environmental benefit		
ASPECT: N/A <b>G4 –DMA:</b> Please see our Technology's Role in Climate and Resource Resilience issue brief.		
N/A	AT&T offers several ICT products that have the ability to create efficiencies and environmental savings.  For more information please also see our <a href="#">IOT solutions</a> website, our <a href="#">Digital Life</a> website, <a href="#">Smart Grid</a> website, our <a href="#">Connected Car</a> website and our <a href="#">Technology's Role in Climate and Resource Resilience</a> issue brief.	