Value Chain Mapping

PEOPLE
PLANET
POSSIBILITIES

Value chain maps display the primary activities and stakeholders associated with making, selling and using a company's services and products. This form of mapping allows us to see where pertinent business issues have impact.

At AT&T, our value chain is like an interconnected web. Our employees, customers, supply chain and communities are not only part of our AT&T network, but also are connected to each other in a variety of ways. This map helps us recognize how each member of our value chain is linked to others, as well as how and where environmental and social issues affect the value chain.

Our materiality process identifies the sustainability topics most relevant to our company, from the view of our internal and external stakeholders. In accordance with the GRI Standards for Defining Report Content, we've highlighted our most material topics and mapped them to corresponding GRI Standards Topics, as well as indicated where and how they impact our value chain. See our latest GRI Content Index for more information.

Learn more about our **Corporate Social Responsibility**

AT&T

Material Topic	GRI Standards Topics	Description	Download Issue Brief	Our Network	Employees	Supply Chain	Community	Customers
Accessibility of products and services	N/A	We are committed to helping all of our customers and employees communicate everywhere they live and work by offering a range of innovative and accessible products and services to meet a variety of disability- and age-related needs. Our 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.	⬇	●		○	○	●
Affordability	N/A	Affordable access to high-speed internet is an important tool for advancing access to education, healthcare and employment. We're helping to meet the internet connectivity needs of rural and undersubscribed consumers through our low-cost home internet program, Access from AT&T. The focus of the Access from AT&T program is to help make internet service more affordable for qualifying low-income households in our 21-state wireline footprint.	⬇	●		○	○	●
Customer privacy	N/A	We take customer privacy very seriously. Our customers have choices about how we use their information. We are committed to transparently communicating our privacy policies to our customers in plain language.	⬇	●	●	●		●
Deployment to rural/underserved areas	Local Communities; Disclosure 413-1	High-speed internet has the potential like no other technology to advance opportunities in all communities by offering increased access to education, healthcare and employment. As innovation introduces new opportunities every day, we are helping to increase digital inclusion for rural areas and undersubscribed populations.	⬇	●			○	●

● Major Impact   ○ Minor Impact

Value Chain

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Investing in education and high-tech skills development	Indirect Economic Impacts; Disclosures 203-1, 203-2	Our goal is to make a positive impact on education and to prepare students for school success and workforce readiness. We're engaging partners and employees; investing in innovative education organizations, tools and solutions; and employing technology and capabilities that are unique to our company. We also strive to bridge the skills gap and build a diverse talent pipeline for the jobs of today and the future by providing and supporting opportunities that foster the skills needed for high-demand tech jobs.	⬇	●	○		●	○
Investing in employees	Training & Education; Disclosures 404-1, 404-2, 404-3	Talented, engaged employees are key to our company's success, and we strive to be the industry's employer of choice by investing in our people. Our efforts include employee learning and professional development programs, tuition assistance, job-based training, employee resource groups, volunteer opportunities and helping employees develop skills required by future technology.	⬇	●	●			
Network and data security	Customer Privacy; Disclosure 418-1	Information and communication technology networks are key parts of our everyday lives, enabling transactions and communication between individuals, businesses, governments and others. As we increasingly depend on networks to carry more information, they must remain reliable and highly secure.	⬇	●	○	●		●

● Major Impact ○ Minor Impact

Value Chain

Material Topic	GRI Standards Topics	Description	Download Issue Brief	Our Network	Employees	Supply Chain	Community	Customers
Network reliability	Economic Performance; Disclosure 201-1	Global communications networks and mobile broadband are revolutionizing the way we live, work and play, transforming how we communicate, educate our children, deliver health care, consume energy, obtain news and other information, engage in commerce, and interact with government. However, this explosion in mobile internet has also led to unprecedented increases in wireless data traffic. We're building a network of the future to address rapidly changing customer needs. We invest in and upgrade our network to help bring customers all the benefits they expect. We are building our network for reliability, speed and overall performance.	⬇	●	○	●		●
Online safety	N/A	Companies have an important role to play in helping their customers use services and products safely and in the manner that works best for them and their families. We are dedicated to empowering our customers to use our products and services in a safe and responsible manner. We support many 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.	⬇	●	○		○	●
Products and services that enable social and environmental benefit	N/A	Our technology plays a critical role in transitioning to a more resource efficient world by addressing harmful effects of climate change, increasing business resiliency and improving daily lives. We work with other companies, governments, non-profits and academia to promote technology that tackles climate change and resource challenges.	⬇	●		○	●	●

● Major Impact   ○ Minor Impact

Value Chain

Material Topic	GRI Standards Topics	Description	Download Issue Brief	Our Network	Employees	Supply Chain	Community	Customers
Promoting safe use of products and services	Customer Health and Safety; Disclosure 416-2	We are dedicated to empowering our customers to use our products and services in a safe and responsible manner. AT&T has created a number of safety programs that include education campaigns, parental controls for mobile phones and media content, and collaborations with non-profits and government entities.	⬇	●	●	○	●	●
Responsible marketing and transparency of offers	Marketing Communications; Disclosure 417-3	Customers are the most important stakeholder group for any business. One of our core values is building strong customer relationships. Several key officers across the AT&T enterprise have customer experience responsibilities and lead the charge in making changes within the company. We also regularly ask customers how we're doing to make sure we improve our products and services.	⬇	●	○		●	●

● Major Impact   ○ Minor Impact