



FUTURE FOCUSED. PURPOSE DRIVEN.

2018/2019

Corporate Responsibility Summary

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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 & colleagues need you most.

STAND FOR EQUALITY. Speak with your actions.

EMBRACE FREEDOM. Press, speech, beliefs.

MAKE A DIFFERENCE. Impact your world.

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Following the acquisition of WarnerMedia in June 2018 and launch of Xandr in September 2018, we continue to integrate operationally and through our reporting. For this reason, comprehensive data for these affiliates is not included in this report, except where noted. Our 2019/2020 Corporate Responsibility Summary will reflect data from the first fiscal year as an integrated company, in accordance with Global Reporting Initiative guidelines.

From our CEO to our Stakeholders

Our mission is clear: Inspire human progress through the power of communication and entertainment. We embrace those words and the values behind them in all that we do. Our employees are at the heart of our efforts – extending their impact beyond the workplace and deep into our communities.



RANDALL STEPHENSON
Chairman, Chief Executive
Officer and President

Where many would say, “It’s not my job,” the people of AT&T say, “How can I help?”. We’re working in cities across the country to expand economic opportunity, provide training and help those in need through our AT&T BelievesSM initiative. We’re helping to tackle important issues, including homelessness, violence, unemployment and access to education. And we’re supporting communities in the wake of natural disasters. You’ve seen that in our employees’ tireless efforts as they’ve assisted affected families and first responders to keep communities connected and covered the stories of those in harm’s way.

We continue to develop solutions to help create a better, more environmentally sustainable world. We’re making measurable progress on our goal to enable carbon savings 10 times the footprint of our operations by 2025. We’re doing this by making our network more efficient and delivering services through Smart Cities and Internet of Things (IoT) programs that help our customers reduce their carbon emissions. In 2018, we became one of the largest corporate purchasers of renewable energy in the U.S. investing in up to 820 megawatts (MW)

of clean wind energy for the American power grid. And we’re working to help divert waste from landfills with a goal of achieving zero waste at 100 AT&T facilities – including our corporate headquarters – by the end of 2020.¹

It’s clear that technology is rapidly altering the way we live, learn and work. That’s why we remain committed to preparing young people for the future through our **AT&T Aspire** and **ESCUELA+** education initiatives. And it’s why we’re helping our own workforce continuously evolve their skills and capabilities to thrive in a changing work environment. We continue to stand for equality and a diverse, inclusive and welcoming workplace. And we expect this commitment, not only from our own employees, but from our suppliers and business partners as well.

As we’ve welcomed new businesses into our company, we’re mindful of our responsibilities as a content creator that inspires and entertains. We embrace the freedom of our journalists to report

events from varying points of view and to equip people to make informed decisions. And WarnerMedia’s pioneering Diversity & Inclusion Policy, the first in the media industry, guides content creation that is inclusive and purposeful.

We strive to be a great place to work and a desired business partner. We celebrate more than 50 years of **AT&T’s Supplier Diversity Program**, which connects minority-, women-, service-disabled veteran- and LGBTQ-owned businesses with opportunities to provide products and services to AT&T.

Fundamentally, AT&T’s approach to corporate responsibility is based on the core belief that our long-term business success is tied to the strength and health of our communities and the world. Every day, our employees are guided by that belief. Their pursuit of excellence and spirit of service help us to constantly adapt and innovate in ways that help us win in the marketplace – and lead positive change in our society.

“

Where many would say, ‘It’s not my job,’ the people of AT&T say, ‘How can I help?’”



¹ AT&T utilizes the 90% threshold standard for “zero waste” as defined by the Zero Waste International Alliance, <http://zwia.org/standards/zw-business-principles/b/>

From our CSO to our Stakeholders

Every day, the world faces evolving environmental, economic and social challenges. At AT&T, we believe communications technology and entertainment can inspire people to imagine innovative, transformative solutions, share ideas and generate positive impacts.



CHARLENE LAKE

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

Now more than ever, people and investors are demanding more from companies. We recognize that in addition to meeting our business objectives, we have a responsibility to develop strategies and programs that will benefit society and help create a more sustainable world. Simply put, it's about doing what's right, getting involved and making a difference.

As a global organization, we play a role in preparing current and future employees for the workforce of tomorrow, in mitigating the impact of climate change, in empowering customers to use technology responsibly, and in creating products and services that enable social good. And foundationally, we have a responsibility to protect customer data, ensure basic human rights are upheld, accurately report the facts and represent the world's voice through diverse and purposeful content.

Our commitment to Corporate Social Responsibility (CSR) is embedded into all levels of our company, including Board oversight and officer-level leadership. As you will see in the following pages, our achievements are made possible through a unified belief in our company values, strong corporate governance, and a dedication to mutual goals and collaboration across the enterprise.

We've made meaningful progress this year toward our CSR goals, as we celebrated the 10th anniversary of our education-focused AT&T Aspire and ESCUELA+ initiatives and reached approximately 20% of our 2025 target to enable carbon savings 10 times the footprint of our operations. We've made demonstrable progress across countless other CSR programs, and I am grateful to the people who worked together at every level across our business to make these achievements possible.

In this year's Corporate Responsibility Summary, we detail leading environmental, social and governance issues on the global horizon, and what we're doing to help ensure our company's resilience for tomorrow.

Stakeholder interest in this area of our business has never been stronger. We've enjoyed the opportunity to engage with you, and I look forward to continuing conversations throughout the year as we work together to build a better tomorrow.



For a detailed look into all our work from the past year, visit our full CSR reporting library at about.att.com/csr/reporting



**It's about doing what's right,
getting involved and making
a difference."**



GLOBAL ESG TRENDS

The Skills Gap

Every company needs a future-proof workforce and a steady, diverse talent pipeline. As technology advancements including automation and artificial intelligence rapidly alter the workplace, employers must focus on “hard” employee skills such as coding and data analytics. At the same time, they can’t ignore the critical “soft” skills technology can’t replace, including critical thinking, collaboration, leadership and effective decision-making.

In the business world, resolving these challenges is known as “human capital management.” In short, at AT&T we believe our success depends on our employees’ success. As an integrated media and communications company, all our employees – whether customer service representatives, field technicians, managers or those in any other role – must have the skills they need to thrive. We must also help cultivate the next generation of talent that will lead our company in the future.

We invest more than \$200 million annually in our award-winning internal training organization, AT&T University, which offers required training and elective courses that give employees the opportunity to enhance skills needed in their current role or to prepare for the next chapter of their careers. Development areas include technical programs, such as cybersecurity and IP networking, and sales and customer service training for front-line organizations. We’ve also dedicated a portion of our



Whether someone is a current employee or a student who may become part of AT&T’s future workforce, we’re committed to helping people gain access to the education and training they’ll need to succeed in the years to come.”

Dahna Hull, Senior Vice President, Human Resources and Chief Learning Officer – AT&T Communications

YEAR UP INTERNSHIPS

Year Up guides participants through a year-long program where they spend 6 months in the classroom and 6 months interning with a corporation, such as AT&T. We are committed to hosting 200 Year Up interns annually by 2022.

curriculum to leadership skills, health and wellness, and strategic alignment with company priorities. We address these topics through programs such as Leading with Distinction, an interactive learning series where senior managers and special guests share leadership principles to apply on the job, and LwD 365, our continual learning series benefiting more than 70,000 weekly subscribers.

Around the world, we strive to incubate a skilled future workforce through initiatives that connect young people with educational opportunities. For



In 2018, out of approximately 16 million total hours of training recorded, AT&T employees spent about 2 million hours dedicated to skills transformation.

example, AT&T works with non-profit, Year Up, to provide experience and support for those who might not otherwise have a chance to explore new fields or develop job-ready skills. In Latin America, our ESCUELA+ program uses satellite technology to help bridge the digital divide by deploying equipment, educational content and innovative audio/visual teaching methodologies to transform classrooms and help align students for academic success.

In the spirit of lifelong learning, our work will never be done. We must continue finding innovative ways to provide employees – current and future – with the skills they need to keep up in an economy increasingly driven by technological advances.



Read more in our **Community Engagement** and **Our Workforce** issue briefs at about.att.com/csr/reporting



Climate Change

Each year the World Economic Forum solicits the perceptions of global business and thought leaders on the biggest risks in the year ahead. In 2018, climate change dominated the conversation for the 3rd consecutive year.

We're taking action to mitigate climate change and achieved our goal to reduce Scope 1 greenhouse gas (GHG) emissions 20% from a 2008 baseline – 3 years ahead of schedule – reaching 24.7% reductions in 2018. We're not stopping there: We are committed to developing new targets and emissions reduction plans that will continue to guide our progress.

ACHIEVED OUR GOAL TO REDUCE SCOPE 1 GHG EMISSIONS BY 20% — 3 YEARS AHEAD OF SCHEDULE.

We continue to reduce reported GHG emissions by enhancing energy efficiency and increasing our emphasis on renewable energy. Since 2010, we implemented nearly 111,000 energy-efficiency projects, and in 2018, we invested in several wind energy centers (named AT&T Windstrong) contributing up to 820 megawatts (MW) of renewable energy capacity. We're exploring similar new opportunities that will keep us among the largest corporate renewable energy purchasers in the U.S.

In addition, AT&T is adapting to the already changing climate by continuing to devote resources to the reliability and continuity of our operations. Our Weather Operations Center allows us to monitor, in real time, potential nature-related threats. Meanwhile, our Network Disaster Recovery team conducts readiness drills year-round to keep our network and people ready to respond at a moment's notice.

We've also engaged the U.S. Department of Energy's Argonne National Laboratory for help assessing the risks of climate change on our business. This is the first such project publicly announced in the telecommunications industry and brings together insights from the laboratory's regional climate modeling data with the sophisticated mapping capabilities of AT&T data scientists. This effort led AT&T to develop a Climate Change Analysis Tool that will help anticipate potential impacts of climate change on our infrastructure and operations – 30 years into the future.

Because AT&T believes that data to help assess the risks of climate change should be available to all who need it, we'll make available the climate change datasets we're using internally – to universities, municipalities and others for use in their own climate risk analysis.

Climate change is one of the world's most pressing challenges, and we believe AT&T can be part of the solution. Our climate mitigation and adaptation efforts are just a few of the ways we are working to create a resilient, more environmentally sustainable world.



Read more in our **Climate Change** issue brief at about.att.com/csr/reporting

CLIMATE CHANGE ANALYSIS TOOL

AT&T's new Climate Change Analysis Tool helps us visualize climate change risk on our infrastructure and make smarter, climate-informed decisions. Instead of relying on 10-day weather forecasts and historic events, we can now model climate-related phenomena like projected sea-level rise and the potential impact on surrounding cables, cell sites or data centers – decades into the future. These insights can help us better plan for maintenance, construction and disaster recovery efforts as we serve our customers and communities.



4th Industrial Revolution

Today, we are on the cusp of a 4th Industrial Revolution – a world of artificial intelligence, automation and the Internet of Things (IoT) – that is embedding technology in society in countless new ways. By providing the backbone that powers and connects many of these innovations, AT&T is mindful of our opportunity to help strengthen communities, reduce environmental impacts and improve health and safety.

We see that great good can come from technology. Through our IoT for Good program, we measure the societal and environmental impacts of our products and services. Our IoT and Smart Cities projects are helping reduce resource use and emissions, improve the longevity of infrastructure and make cities safer and more accessible. By delivering sustainable customer solutions, we're helping others achieve cost and environmental savings – in fields such as shipping and agriculture.

A key component of success in these initiatives will be the deployment of 5G. This next generation of mobile communication will offer a new network experience: faster, smarter and able to respond to users and connected devices with very low latency in nearly real-time. And as we work to deliver 5G, we will continue to improve the impact of our network, helping to close the digital divide by bringing faster internet speeds to more people.

By focusing on emerging technologies and the utility they can provide, AT&T is helping ensure that sustainability will be an integral part of how we live, work and play in the future.

“A lot of technology doesn't live up to the hype. But some solutions, like the emerging smart city, use technology to enhance citizens' quality of life – socially, economically and even environmentally. It's a great example of what I like to call 'IoT for Good'.”

Chris Penrose, Senior Vice President, Internet of Things Solutions – AT&T Communications



OUR 10X CARBON REDUCTION GOAL

We know that our technology can help customers reduce their carbon emissions. That's why we set our 10x Carbon Reduction goal to enable carbon savings 10 times the footprint of our operations by 2025. We've made progress. At the end of 2018, we calculated that AT&T technology enabled customer GHG emissions reduction approximately 2 times the GHG emissions footprint of our operations. See our 10x update for details and case studies highlighting scalable customer solutions.



Read more at att.com/10x



Learn more at att.com/lot-for-good

Customer Privacy

Customers count on AT&T to deliver the best communications and entertainment experiences in the world. Our combination of strong direct-to-consumer relationships and premium video content helps us develop data-driven insights to better serve our customers and continuously innovate our services.

But at a foundational level, customers rightfully expect us to protect their information and respect their privacy. We take this responsibility very seriously, and our customers have choices about how we use their data. They have the ability to opt-in to some programs or say no to others.

More broadly, consumers deserve a single set of privacy rules they can understand and rely on across the nation. That's why we're advocating that Congress pass legislation to protect consumers' privacy, promote online competition and ensure

“Privacy is a fundamental commitment at AT&T. We have policies and procedures in place to inform customers and help them feel comfortable about how AT&T protects and uses their data.”

Tom Moore, Senior Vice President, Compliance and Chief Privacy Officer

consumer choice. We believe the best way to achieve these goals is to create a law that applies consistently to all companies, fosters innovation and competitiveness, and designates a single regulator.

Security is a critical component to maintaining privacy, and our Chief Security Office (CSO) ensures security is built into the fabric of every organization within AT&T. With more than 700 dedicated CSO professionals and more than 1,400 additional security specialists

working in organizations across the business, AT&T is committed to the management of our security policies and the protection of our global network.



WE'RE COMMITTED TO 4 PRIVACY PRINCIPLES:



TRANSPARENCY
Being open and honest about how we use data.



CHOICE AND CONTROL
Giving customers choices about how we use data.



SECURITY
Using strong safeguards to keep data confidential and secure.



INTEGRITY
Managing data in a respectful, deliberate way to maintain the trust our customers have placed in us.



Read more in our **Network and Data Security** and **Customer Privacy** issue briefs at about.att.com/csr/reporting

Human Rights

Our network connects people across the globe every day, making it possible to share opinions freely and seek out the ideas of others. This exchange is at the very core of what we do as a company.

Because of our size and scale of operations, we have an opportunity to help preserve human dignity and protect human rights for all individuals, including the millions of people who do business with us or use our technology. We believe that freedom to access information and media, freedom of expression and respect for personal privacy are essential to advancing human potential – and all are integral to our relationship with our employees, our suppliers, our customers and our communities.

At AT&T, our commitment to human rights is supported by our [Human Rights Policy](#), [Code of Business Conduct](#), [Privacy Policy](#) and [Principles of Conduct for Suppliers](#).

We recognize that the way we treat our employees reflects our core values. As a result, we insist on a positive work environment that treats all employees with respect and dignity. We comply with child labor laws and we do not employ forced labor. And, as the global work landscape continues to change, we recognize the need to continually adapt our policies – including the formation of guiding principles, as our operating units develop and implement artificial intelligence.

AT&T expects suppliers to treat their employees the way we do our own. Threats of violence, physical abuse or other forms of coercion, harassment, or intimidation are not tolerated, and suppliers' employment, wage and benefits practices cannot be based on employee classifications protected under AT&T policies.

Our approach also includes collaboration with independent third-party organizations such as the Joint Audit Cooperation, whose audits help ensure human rights and fair labor practices are protected throughout our supply chain, and Tech Against Trafficking, which seeks to create technology solutions that disrupt and reduce human exploitation.



Read more in our [Human Rights](#) issue brief at about.att.com/csr/reporting

EXPECTATIONS FOR SUPPLIERS

Our [Principles of Conduct for Suppliers](#) outlines our expectations on a variety of issues, including environment, health and safety, diversity, ethics, freedom of association, conflict minerals, labor practices and human rights.



Responsible Use of Products and Services

Communications technology and media can open many doors, providing seemingly endless convenience at our fingertips, opportunities to explore innovative educational resources and ways to connect with family, friends and cultures around the world.

As people enjoy our products, services and content, we are committed to helping them do so responsibly. With the support of organizations such as the Oasis Institute and Common Sense Media, we reach across generations to help children, parents and seniors build the online skills they need.

We're working to help customers identify and avoid harmful situations such as scams, cybercrime and bullying. Cartoon Network's Stop Bullying: Speak Up and AT&T's #LaterHaters and Great Game campaigns are designed to help curb bullying before it starts, and combat the toxicity that has crept into social media and the online gaming world.

Platforms such as AT&T Secure Family™ help parents guide children's mobile device use by location, time of day

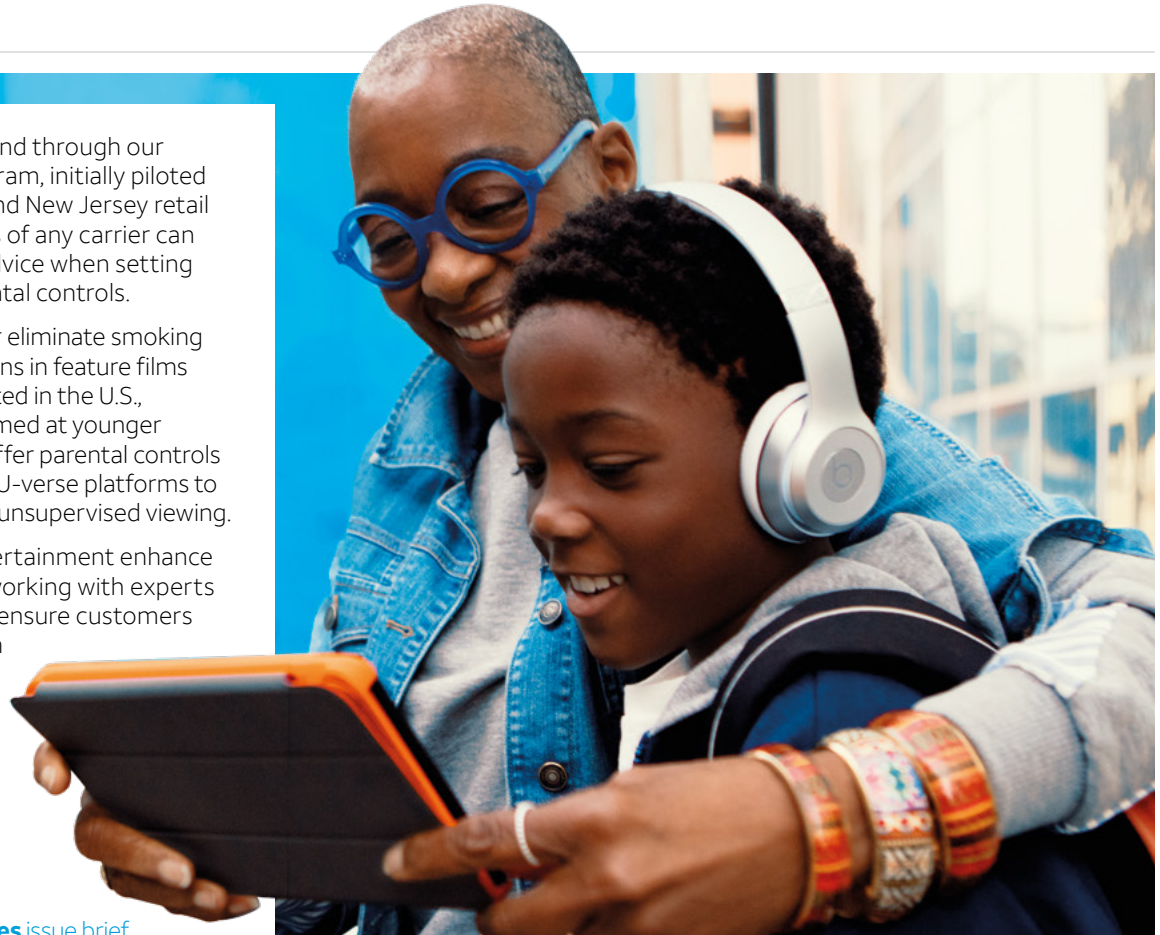
or type of content. And through our ScreenReadySM program, initially piloted in select New York and New Jersey retail locations, customers of any carrier can request hands-on advice when setting their individual parental controls.

We work to reduce or eliminate smoking and tobacco depictions in feature films produced or distributed in the U.S., especially in those aimed at younger audiences. And, we offer parental controls on our DIRECTV and U-verse platforms to help parents restrict unsupervised viewing.

Technology and entertainment enhance our lives, and we're working with experts around the world to ensure customers have the information and tools they need to consume them responsibly.



Read more in our **Responsible Use of Products and Services** issue brief at about.att.com/csr/reporting



To meet our goal of reaching 10,000 seniors in 2019, AT&T and the Oasis Institute are holding events and producing online safety videos on topics such as phishing, social media scams and what to do if personal information is stolen.

Media Pluralism

Media plays a critical role in society. The industry can empower citizens with a spectrum of views from which to make informed decisions, and we believe it's important that people have an opportunity for their voice or perspective to be represented. We achieve this by producing and enabling access to content that is diverse and purposeful – ensuring producers and journalists have freedom to pursue stories creatively and to deliver the facts responsibly.

We practice and defend the highest principles of journalistic integrity and ethical standards. In our news coverage, our journalists strive to present the whole story, fairly and completely, so readers and viewers can make informed decisions. This commitment reflects one of our core company values – embrace freedom – which we apply to press, speech and beliefs.

We also understand the opportunity for media to deepen the public conversation on issues and subjects that matter. Through our AT&T Presents: Untold Stories and WarnerMedia OneFifty initiatives, we're developing content differently by curating untold narratives, investing in artists with authentic voices and incubating messages that resonate with diverse, global audiences.

“We are committed to building and nurturing a culture that encourages – and values – diverse perspectives in our workplace, and supports the unique voices of the talent and partners we work with. That is reflected in the world-class content we create.”

Jim Cummings, Executive Vice President and Chief Human Resources Officer – WarnerMedia

It is essential that our content and creative partners reflect the diversity of our society and the world around us. In 2018, WarnerMedia issued the media industry's first Diversity & Inclusion Policy with a commitment to ensuring there are greater numbers of women, people of color, the LGBTQ+ community, those with disabilities and other often underrepresented groups in front of and behind the camera.

Through programs such as the AT&T Media Fellowship, AT&T Hello Sunshine Filmmaker Lab, Cinema+, Turner Voices Youth Media Institute and Warner Bros. (WB) First Cut, we support young, diverse

filmmakers with grants and training for media careers. Students learn directly from our media professionals with tours, shadowing and presentations – as well as through educational sessions with industry experts working in the field.

#SEEHER

It will take brands, advertisers, celebrities and influencers collaborating to help girls and women see themselves reflected in media as they truly are. As one of the largest U.S. advertisers, AT&T joined the #SeeHer movement with the goal of increasing the accurate portrayal of women by reducing stereotypical narratives in our advertising 20% by 2020. AT&T exceeded this goal in 2018 – 2 years ahead of target.





CSR GOVERNANCE & LEADERSHIP

CSR Governance & Leadership

Our Corporate Social Responsibility (CSR) strategy accounts for long-term trends and allocates resources based on both social and business impact. A commitment to addressing environmental, social and governance (ESG) issues is embedded at every level of our company, including Board oversight, officer-level involvement and a team of dedicated CSR professionals who engage leaders across the business.

Foundational policies, including our [Code of Business Conduct](#), put our values into action and detail our commitments to ethics, diversity, privacy, the environment and our communities. Annually, we detail our ESG performance and progress through robust public corporate responsibility reporting — including our approach to stakeholder engagement, alignment to the Global Reporting Initiative (GRI) Standards, response to the CDP Climate Change survey, which aligns with TCFD recommended disclosures, and our detailed [issue briefs](#) covering 20 of our most important focus areas. Our recently updated [Political Engagement Report](#) implements an enhanced layer of public accountability for the support of issues that impact our business, our employees and our customers.

Board Oversight

The Public Policy and Corporate Reputation Committee (the Committee) of the AT&T Board of Directors oversees our CSR work, including volunteerism, philanthropy, education, privacy, diversity, advocacy, environmental policy, non-financial reporting to investors and stakeholders, and political contributions disclosures. Committee members bring unique professional expertise that provides the diverse experience, depth of knowledge, judgment and vision to guide a dynamic and varied enterprise like AT&T.



For more than 10 years, AT&T's governance has provided for board committee oversight of the company's leadership on critical ESG issues and opportunities. Board involvement and accountability on ESG issues are important as businesses, investors, citizens, and state and local governments are acting to address such issues at unprecedented speed and scale."

Laura D. Tyson, Chairwoman, Public Policy and Corporate Reputation Committee, AT&T Board of Directors

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

The Committee's expertise is valuable in identifying emerging trends that impact our business, and for setting our long-term ESG strategy. Our Chief Sustainability Officer presents to the Committee 3 times annually, and with committee member guidance, we examine topics including climate resiliency, privacy, political engagement, education and philanthropic giving. They push us, challenge our assumptions and improve our work.

PUBLIC POLICY AND CORPORATE REPUTATION COMMITTEE MEMBERS

Laura D. Tyson (Chairwoman)

Director, Institute for Business and Social Impact, *Berkeley Haas School of Business*

Samuel A. Di Piazza, Jr.

Retired Global Chief Executive Officer, *PricewaterhouseCoopers International Limited*

Glenn H. Hutchins

Chairman, North Island and Co-Founder, *Silver Lake*

William E. Kennard

Former U.S. Ambassador to the European Union, *U.S. State Department* and former Chairman, *U.S. Federal Communications Commission*

POLITICAL ENGAGEMENT REPORTING

We strive to bring our customers the innovation they demand, provide shareholders value on their investment and be a responsible corporate citizen. A critical component of these efforts is being an active participant in the political process. This year, we revised the [AT&T Political Engagement Report](#) to be more transparent, reader-friendly and responsive to the political disclosure and accountability policies and practices of the CPA-Zicklin Index of Corporate Political Disclosure and Accountability.

CSR Governance & Leadership *continued*

CSR GOVERNANCE COUNCIL AND SUBCOMMITTEES

Our CSR Governance Council (Council) is led by our Chief Sustainability Officer and is comprised of senior executives from business areas linked to the CSR topics most important to us and to our stakeholders. Council members represent their entire organization, collaborating across a broad range of issues and perspectives.

In addition to the cross-functional CSR Governance Council, we convene 4 core issue subcommittees: Community, Employee Activation, Environment and Human Rights. These subcommittees work closely with the CSR core working team and expert business unit functional teams to address CSR issues and execute programs throughout AT&T.

GOOD CORPORATE GOVERNANCE

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



Public Policy and Corporate Reputation Committee

AT&T Board of Directors committee responsible for Corporate Social Responsibility oversight



CSR Governance Council

Officer-level committee focused on CSR issues, led by our Chief Sustainability Officer



Core Issue Subcommittees

Company leaders with expertise on specific issues: Community, Employee Activation, Environment, Human Rights



CSR Core Working Team

Organization focused daily on CSR



Expert Teams

Business unit representatives working on CSR issues

CSR GOVERNANCE COUNCIL MEMBERS

Corey Anthony

Senior Vice President,
Human Resources and Chief
Diversity Officer

Len Cali

Senior Vice President,
Global Public Policy

Fiona Carter

Chief Brand Officer – AT&T
Communications

Keith Cocozza

Executive Vice President,
Marketing & Communications
– WarnerMedia

Michael Hartman

General Counsel and
Secretary – AT&T International

Abhi Ingle

Senior Vice President, Digital,
Distribution & Channel
Marketing, AT&T Business –
AT&T Communications

Susan Johnson

Executive Vice President,
Global Connection
Management & Supply Chain
– AT&T Communications

Mo Katibeh

Chief Marketing Officer
AT&T Business – AT&T
Communications

Jerrie Kertz

Senior Vice President,
Compliance

Charlene Lake

Senior Vice President,
Corporate Social
Responsibility and Chief
Sustainability Officer

Scott Mair

President, AT&T Operations –
AT&T Communications

Larry Solomon

Chief Communications Officer

Valerie Vargas

Senior Vice President,
Advertising & Creative
Services – AT&T
Communications

Mike Viola

Senior Vice President,
Investor Relations

Rick Welday

President, Xandr Media –
Xandr

CSR Across the Business

When it comes to tackling social, economic and environmental issues, we recognize the importance of AT&T's role in addressing the challenges of tomorrow. Our CSR organization continuously asks – *How can we pursue our business objectives while bringing additional benefits to the communities around us?*

We work collaboratively across our company to develop and evaluate CSR programs based on both the social and business impact of our efforts, and we allocate resources to the areas with the greatest potential for shared value.

Some highlights of how we integrate CSR principles into our business strategy include:

- Lifting Communities from Within [page 18](#)
- Investing in Diversity [page 19](#)
- Supporting Renewable Energy [page 20](#)
- Scaling Carbon Reduction [page 21](#)

Our approach to CSR is designed to unify internal teams, bridge employees from diverse organizations and develop sustainable programs that drive business value from solutions to societal and environmental issues.

We believe that's good for our customers, communities, the environment – and AT&T.



CSR Across the Business *continued*

LIFTING COMMUNITIES FROM WITHIN

Our company's success is inextricably tied to the health and prosperity of our local communities. In Chicago, AT&T has more than 2,000 employees and more than 115 stores and retail partners. After identifying 19 Chicago neighborhoods affected by violence and high unemployment, local AT&T employees coordinated resources to launch Believe ChicagoSM. This grassroots initiative focuses on hiring, volunteerism and contributions to lift neighborhoods and help people find opportunities in education, careers and life. In just over a year, we hired more than 500 employees from Believe Chicago neighborhoods, contributed more than \$3 million to community organizations and opened our first new retail store in the area.

Believe Chicago is making a difference for our employees, customers, neighbors and friends who live and work in the city. In addition to pushing economic growth and innovation in our communities, the initiative is re-energizing other facets of our community engagement and diversity programming. That's why we've expanded our work into a broader AT&T BelievesSM initiative to serve as a catalyst in more communities in which we operate, focusing on additional local needs such as homelessness and access to education. Through early 2019, we're helping create positive change in Atlanta, Dallas, Detroit, New Orleans and New York – with more cities to come.



Read more at attbelieves.com



Our employees are a reflection of our corporate culture, and their engagement is a key component of our approach to corporate citizenship. AT&T employees have a strong sense of community and want to get involved, and helping our employees support the causes they believe in can boost employee satisfaction and create a happier and healthier workplace. In 2018, they did a lot of good work: volunteering approximately 1.5 million hours and donating over \$31 million to more than 30,000 non-profits.

CSR Across the Business *continued*

INVESTING IN DIVERSITY

We have a longstanding belief that our differences make us stronger, and we work to encourage the very best and the brightest from all walks of life. From recruitment and training within our business to inspiring the next generation in collaboration with organizations such as Girls Who Code and programs like WB Access to Action, we actively encourage women and people of color to pursue careers in which they are often underrepresented – including those in science, technology, engineering, math and media production.

AT&T has 58 employee groups that reflect our company's diversity and include representation for women, Black employees, Asian/Pacific Islander employees, Hispanic/Latino employees, Native American employees, LGBTQ+ employees, employees with disabilities, and those who are military veterans, young professionals and experienced career professionals.² These organizations help members grow professionally and personally – supporting cross-functional

diversity around specific business issues, professional development topics and ways to serve the community.

\$173B+ SPENT
with diverse businesses over the
past 50 years

Through our Supplier Diversity program, which recently celebrated its 50th anniversary, we make measurable contributions to the economic growth of diverse companies and communities. Over the past 50 years, AT&T spent more than \$173 billion with businesses owned by minorities, women, service-disabled veterans and LGBTQ+ people – each adding value to our company through their innovation and fresh ideas.

We're proud our efforts were recognized by DiversityInc with the top spot on the 2019 Top 50 Companies for Diversity list.



Read more at att.com/diversity



CSR Across the Business *continued*

SUPPORTING RENEWABLE ENERGY

Our data centers, retail locations and other facilities require significant energy to serve our customers and keep them connected. While boosting the energy efficiency of our operations is an ongoing focus, we also believe it's wise to invest in a flexible and diverse energy supply that includes clean, renewable sources of power.

Through internal collaboration with our operations and finance teams, we committed in 2018 to fund several wind energy centers that make us one of the largest corporate purchasers of renewable energy in the U.S. Not only will these projects contribute to a cleaner environment and a dramatic reduction in AT&T's reported GHG emissions, they're also making a significant local impact – generating hundreds of potential construction jobs, dozens of full-time employment opportunities and millions of dollars in estimated property tax revenue and lease payments to landowners.

\$50K IN CONTRIBUTIONS to create the AT&T Wind Energy Scholarship fund

To further support the counties where AT&T-backed energy projects are located, we also launched the AT&T Wind Energy Scholarship fund at Texas State Technical College – providing scholarships for students who pursue careers in wind technology and renewable energy.

We believe support for renewable energy is good business for communities and for AT&T.



Read more at att.com/renewable-energy

CSR Across the Business *continued*

SCALING CARBON REDUCTION

Our 10x Carbon Reduction goal – to enable carbon savings 10 times the footprint of our operations by 2025 – shows our commitment to operating a net-positive business, and has opened the door to a new level of collaboration with our engineering, marketing and sales teams. Since developing a **methodology** to measure the carbon-reducing impact of both established and new technologies like IoT solutions, we've been working with customers and third-party collaborators to scale innovations such as: smart lighting, irrigation and energy metering; telecommuting and remote patient monitoring; and connected shipping and fleet logistics.

Specialized IoT sales and marketing teams are using real-world case studies developed through our 10x

2X OUR FOOTPRINT

in calculated customer GHG
emissions reductions

initiative to engage customers in new conversations about ways we can improve their efficiency, while reducing their environmental impact. This focus on "IoT for Good" turns the abstract idea of technology-enabled carbon reduction into a practical discussion about emerging technology solutions and positive impacts beyond the bottom line.



Read more at att.com/10x



PROGRESS TOWARD GOALS

WarnerMedia and Xandr data not included, unless otherwise noted.

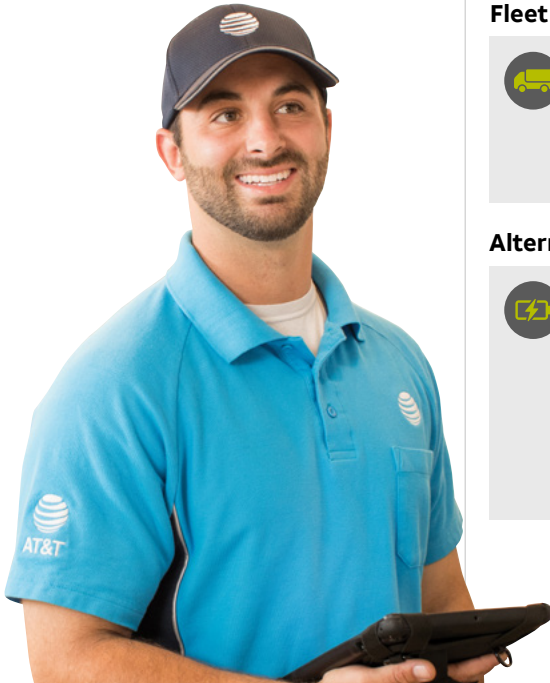
Progress Toward Goals

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

OUR NETWORK AND CUSTOMERS

2020 GOAL

We will continue to drive reductions in emissions and increases in resource efficiency and alternative energy deployment. We will enable AT&T customers to lead more sustainable lives by expanding access to technology, further integrating sustainability solutions into products and measuring the impacts.



GOAL

Scope 1 Emissions



Reduce our Scope 1 GHG emissions 20% by 2020

using a 2008 baseline of 1,354,054 metric tons CO₂e.

Electricity Intensity



Reduce electricity consumption 60% by 2020 relative to data traffic

on our network (our energy intensity metric) using a 2013 baseline of 233 MWh electricity/petabyte of network traffic.

Fleet Management



Reduce U.S. fleet emissions 30%

using a 2008 baseline of 865,777 metric tons CO₂e.

Alternative Energy



Expand alternative energy

through on-site capacity and pursuing off-site renewables.

PROGRESS

Reduced by 24.7%

We emitted 1,019,696 metric tons CO₂e in 2018. Year-over-year, our Scope 1 GHG emissions are down 4.6% from 2017.



Reduced by 78%

Our energy intensity was 51 MWh electricity/petabyte in 2018.³



Reduced by 26%

Our U.S. fleet emitted 638,189 metric tons CO₂e in 2018. Year-over-year, our fleet emissions are down 7.5% from 2017.



Invested in up to 820 MW of wind power

In 2018, we invested in up to 820 MW of wind power through agreements with subsidiaries of NextEra Energy Resources, the world's largest operator of renewable energy projects. Our Bloom natural gas fuel cells bring our total on-site alternative energy capacity to 50.8 MW.



³ In 2018 and going forward, we include satellite traffic in our total network traffic (total production). Prior to this addition, our 2018 energy intensity metric would have been 100 MWh/PB. Learn more about how we calculate total traffic for our energy intensity in our Energy Management issue brief.

Progress Toward Goals *continued*

OUR NETWORK AND CUSTOMERS

2020 GOAL

We will continue to drive reductions in emissions and increases in resource efficiency and alternative energy deployment. We will enable AT&T customers to lead more sustainable lives by expanding access to technology, further integrating sustainability solutions into products and measuring the impacts.



GOAL

Product Efficiency



Provide consumer device sustainability information

for all AT&T-branded network-connected consumer wireless devices.

Device Recycling



Collect 200 million devices

for reuse, refurbishment or recycling by end-of-year 2020.

Greenhouse Gas Methodology



Understand our GHG impact

by developing a robust methodology to measure the impact of the AT&T network's greenhouse gases on society.

PROGRESS

Rated 100% of eligible devices

Our Eco-Ratings system provides customers with a rating for environmental and social details about how the devices we sell are made.



Refurbished or recycled 175 million devices

As of the end of 2018, AT&T has refurbished or recycled approximately 175 million devices since 2007. This includes approximately:

- 92 million DIRECTV devices
- 18.7 million U-verse devices
- 10 million broadband devices
- 53 million mobility devices



Developed methodology and measuring GHG impact

With leading non-government organizations, industry groups and peer companies, AT&T developed a credible methodology to measure the GHG impacts of customers' use of AT&T technology in an effort to track progress against our 10x Carbon Reduction Goal. Read more at att.com/10x



Progress Toward Goals *continued*

OUR NETWORK AND CUSTOMERS

2020 GOAL

We will continue to drive reductions in emissions and increases in resource efficiency and alternative energy deployment. We will enable AT&T customers to lead more sustainable lives by expanding access to technology, further integrating sustainability solutions into products and measuring the impacts.

GOAL

Fiber & Broadband Deployment



Reach 12.5 million locations with all-fiber internet access

such as residences, home offices and very small businesses, by mid-2019.⁴

Social & Environmental Impact



Demonstrate positive social and environmental impacts

of AT&T-connected devices and solutions through internal and external collaboration.

PROGRESS

Reached 11 million locations

By the end of 2018, we deployed all-fiber internet access to 11 million locations.



Developing innovative solutions and case studies

AT&T continues to develop innovative technologies by collaborating internally and externally to improve quality of life and the world around us. Our IoT for Good and 10x initiatives highlight solutions and case studies demonstrating positive impacts in the areas of health, accessibility, disaster relief and more. Read more at att.com/IoT-for-Good and att.com/10x



⁴ Consistent with the requirements of the FCC DIRECTV Merger Order.

Progress Toward Goals *continued*

OUR NETWORK AND CUSTOMERS

2025 GOAL

By 2025, AT&T will enable carbon savings 10 times the footprint of our operations by enhancing the efficiency of our network and delivering sustainable customer solutions.

GOAL

Operational Efficiency



Enhance operational efficiency

to achieve a net-positive ratio between our operational footprint and the carbon reductions our technology makes possible for customers using our services.

Customer Enablement



Deliver customer solutions

to achieve a net-positive ratio between our operational footprint and the carbon reductions our technology makes possible for customers using our services.

PROGRESS

Continued emissions reductions

We continue to reduce our greenhouse gas emissions through extensive energy efficiency efforts in our buildings and network, optimization of our vehicle fleet and through large-scale renewable energy purchases. We also continue to leverage our technology to identify opportunities for additional improvements in operational efficiency.

Enabled reductions 2X our footprint

At the end of 2018, we calculated that AT&T technology enabled customer GHG emissions reduction approximately 2 times the GHG emissions footprint of our operations.



Progress Toward Goals *continued*

OUR SUPPLY CHAIN

2020
GOAL

We will 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.⁵

GOAL

Sustainable Sourcing Standards

**Incorporate sustainability-oriented sourcing standards**

and analysis into sourcing decisions with strategic suppliers by the end of 2018.

PROGRESS

Conducted supplier assessments and audits

In 2018, AT&T Global Connections and Supply Chain continued to require suppliers to adhere to our Principles of Conduct For Suppliers through our Supplier Portal and supplier contract agreements. We received over 200 sustainability assessments from suppliers during 2018. We led 5 on-site supplier factory audits as a member of JAC. AT&T continues to make progress with efforts including the incorporation of sustainability clauses into 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. During 2018, we also provided sourcing managers with access to third-party supplier sustainability reports for use in sourcing decision-making for suppliers. AT&T will continue to expand incorporation of sustainability-oriented standards and analyses into sourcing decisions.



⁵ This goal is focused on network, consumer equipment and corporate services spend, and does not include video content and entertainment companies.



Progress Toward Goals *continued*

OUR SUPPLY CHAIN

2025 GOAL

We will work with our industry peers to develop and promote adoption of sustainability metrics that will transform the environmental and social impact of technology supply chains.



GOAL

Supplier Sustainability Measurement



Help establish clear, agreed-upon industry sustainability metrics

to measure the environmental and social impact of technology supply chains.

PROGRESS

Collaborated with industry-leading organizations

To evaluate our suppliers on social and environmental criteria, we work with multiple third-party industry organizations, including:

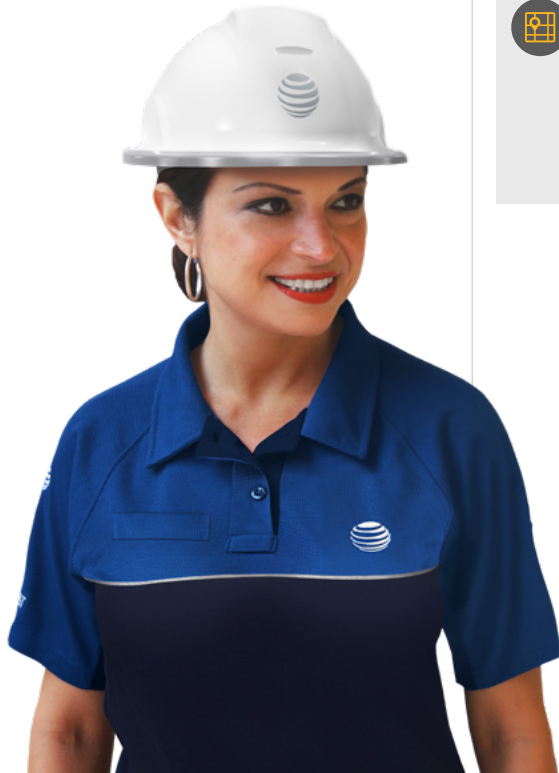
- **TIA-QuEST Forum:** AT&T helped lead the sustainability working group tasked with advancing the evolution and use of the TIA Sustainability Assessor tool. During 2018, we used this tool with our suppliers, replacing a proprietary AT&T supplier scorecard.
- **CDP:** AT&T annually notifies about 450 of our strategic suppliers, representing 80% of our spend, to respond to the CDP supply chain survey and report on GHG emissions. Using industry-accepted methods, we gather their emissions data, reduction goals and associated progress.
- **Joint Audit Cooperation (JAC):** We worked with JAC to conduct 5 Corporate Social Responsibility Audits of our suppliers' manufacturing facilities. JAC member telecommunications companies share supplier audit results, allowing for improvement while reducing supplier audit fatigue.
- **Sustainable Purchasing Leadership Council (SPLC):** AT&T uses guidance documents produced by the SPLC, which evaluates sustainable purchasing standards and tools in the market and publishes guidance for conducting RFx evaluations.

Progress Toward Goals *continued*

OUR SUPPLY CHAIN

2025 GOAL

We will work with our industry peers to develop and promote adoption of sustainability metrics that will transform the environmental and social impact of technology supply chains.



GOAL

Industry Sourcing



Promote the use of sustainability metrics
in industry sourcing.

Sustainability Performance



Develop and follow an industry roadmap
toward truly sustainable performance among
our suppliers.

PROGRESS

Encouraged tier 1 supplier reporting

AT&T suppliers currently use CDP supply chain and TIA Sustainability Assessor metrics to report GHG emissions and sustainability progress. This provides AT&T and other TIA-participating companies the ability to benchmark supplier emissions and work with suppliers on making improvements.

Collaborated with suppliers and organizations

AT&T is moving our suppliers along an industry roadmap with CDP, JAC and TIA-QuEST Forum to continuously improve measurements, benchmarking and results in sustainable supplier performance.

Progress Toward Goals *continued*

OUR COMMUNITIES

2020
GOAL

We will invest resources, develop initiatives and collaborate with stakeholders with the goal of increasing the U.S. high school graduation rate to 90% by 2020.⁶

GOAL

Education and Training

**Invest in education & 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.

PROGRESS

Committed \$500 million

In the 10 years since its inception, we've committed more than \$500 million to programs that help students as part of the AT&T Aspire program.

Educational Technology Solutions

**Support technology applications that solve educational challenges**

through the AT&T Aspire Accelerator.

Enrolled 8 new accelerator participants

In 2018, AT&T supported 8 organizations in the 4th Aspire Accelerator class with financial investment, access to expert services and mentorship. The 27 participants from the 4 classes have together reached more than 22.6 million students.

2020
GOAL

We are committed to hiring veterans and their family members into AT&T career opportunities.

GOAL

Veteran Career Opportunities

**Hire more than 20,000 veterans**

and their family members between 2013 and 2020.

PROGRESS

Reached 87.5% of our hiring goal

Through the end of 2018, we have hired 17,500 toward our goal. As we look past 2020, AT&T will continue pursuing programs and efforts to support veterans and their families. In support of our hiring needs, we will guarantee an interview to each veteran applicant who completes an AT&T-supported upskilling program and/or meets all requirements for a posted position.

⁶ Graduation rate as measured by GradNation, a campaign of America's Promise Alliance:
http://new.every1graduates.org/wp-content/uploads/2012/03/122_Building_a_Grad_Nation_Full_Report.pdf

Progress Toward Goals *continued*

OUR COMMUNITIES

2025
GOAL

We will invest resources, develop initiatives and collaborate with stakeholders to close the skills gap by increasing the number of Americans with high-quality post-secondary degrees or credentials to 60% by 2025.⁷

GOAL

Advanced Degrees



Promote STEM training through ongoing education programs.

PROGRESS

Invested in credential & degree programs

In 2018, we continued to invest in credentialing, certification or specialized degree programs that help propel students in their careers. Highlights included:

- Supported Udacity Nanodegree programs, which provided 50,000 learners with online job-ready skills training.
- Joined Udacity to provide more than 1,200 scholarships for underserved students through qualified non-profit organizations.
- Collaborated with Georgia Tech, Notre Dame, North Carolina A&T State University and others to create opportunities leading to degrees or certifications in specialized fields.



⁷ Degree/credential rate as measured by the Lumina Foundation:
<https://www.luminafoundation.org/lumina-goal>



KEY PERFORMANCE INDICATORS

WarnerMedia and Xandr data not included, unless otherwise noted.

Key Performance Indicators

GREENHOUSE GAS (GHG) EMISSIONS

Carbon Footprint

Domestic Scope 1, 2 & 3 carbon footprint (GHG emissions)⁸

metric tons CO₂e

11,010,537



Domestic and international Scope 1, 2 & 3 carbon footprint (GHG emissions)⁸

metric tons CO₂e

11,965,405

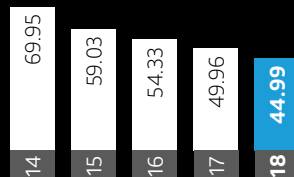


GHG Intensity

GHG emissions relative to annual revenue⁸

metric tons CO₂e/\$ million revenue

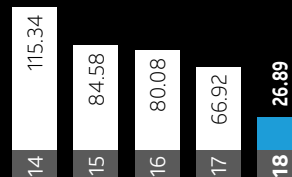
44.99



GHG emissions relative to network traffic⁹

metric tons CO₂e/petabyte of network traffic

26.89



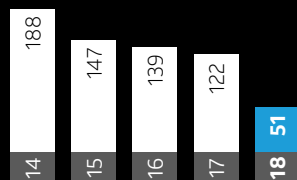
ENERGY MANAGEMENT

Energy Intensity

Electricity consumption relative to network traffic¹⁰

MWh electricity/petabyte of network traffic

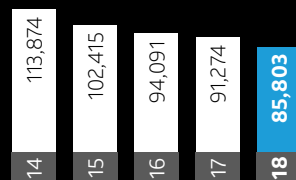
51



Electricity consumption relative to annual revenue

MWh electricity/\$ billion revenue

85,803

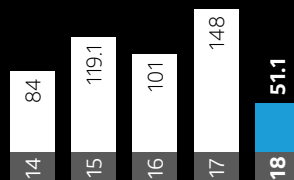


Energy Projects

Annualized energy cost savings from energy projects

U.S. dollars (million)

51.1

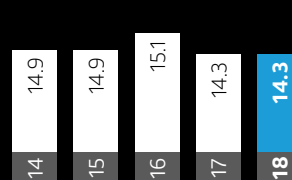


Electricity

Total electricity use (global direct billed and leased electricity)¹¹

MWh (million)

14.3



⁸ Historical data has been restated due to improvements in data collection, analysis and reporting methodology.

⁹ In 2018 and going forward, we include satellite traffic in our total network traffic. Prior to this addition, our 2018 GHG intensity metric would have been 52.2 metric tons CO₂e/petabyte. Learn more about how we calculate total traffic for our GHG intensity in our Energy Management issue brief.

¹⁰ Electricity use is a proxy for total energy use. In 2018 and going forward, we include satellite traffic in our total network traffic. Prior to this addition, our 2018 energy intensity metric would have been 100 MWh/petabyte. Historical data has been restated due to improvements in data collection, analysis and reporting methodology. Learn more about how we calculate total traffic for our energy intensity in our Energy Management issue brief.

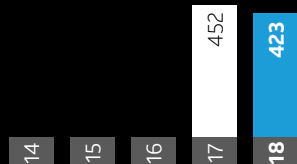
¹¹ Historical data has been restated due to improvements in data collection, analysis and reporting methodology. Additionally, beginning in 2017, we incorporated the production and consumption of our alternative and renewable energy portfolio (on-site solar and fuel cell energy, purchased wind) into our data.

Key Performance Indicators *continued*

WASTE MANAGEMENT

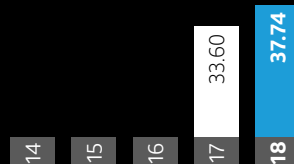
Total WasteTotal waste managed
by AT&T¹²

pounds (million)

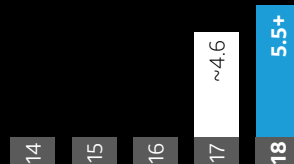
423**Waste Recycled**

Percent of waste recycled

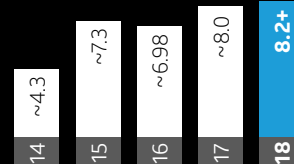
%

37.74**E-Waste**Number of broadband
devices reused or recycled

million

5.5+Number of mobility
devices reused or recycled

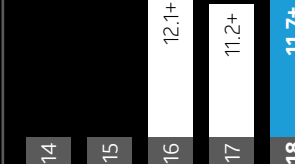
million

8.2+Number of U-verse
devices reused or recycled

million

~4.0Number of DIRECTV
devices reused or recycled¹³

million

11.7+

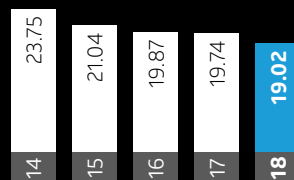
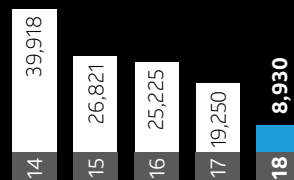
WATER MANAGEMENT

Water FootprintGallons of water used for
domestic operations

gallons (billion)

2.551**Water Intensity**Water consumption
relative to annual revenue

gallons/\$ thousand revenue

19.02Water consumption
relative to network
traffic¹⁴gallons/petabyte of network
traffic**8,930**

¹² Our total waste and recycling figures, and the diversion rate thereof, represent all waste accounted for through AT&T's e-waste, general solid waste, investment recovery and regulated (hazardous and non-hazardous) waste programs. Historical data has been restated due to improvements in data collection, analysis and reporting methodology. For data by waste type, see our Waste Management issue brief.

¹³ Historical data has been restated due to improvements in data collection, analysis and reporting methodology.

¹⁴ Prior to 2015, AT&T reported as gallons/terabyte network traffic. In 2018 and going forward, we include satellite traffic in our total network traffic. Prior to this addition, our 2018 water intensity metric would have been 17,343 gallons/petabyte. Learn more about how we calculate total traffic for our water intensity in our Energy Management issue brief.

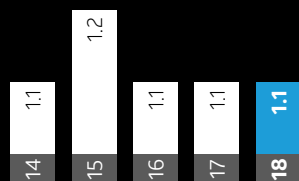
Key Performance Indicators *continued*

OUR WORKFORCE

Employee Health & Welfare

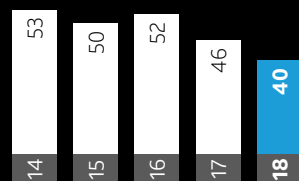
Number of employees, retirees and dependents afforded health and welfare benefits

million

1.1**Union Jobs**

Percentage of union-represented employees

%

40**Code of Business Conduct**

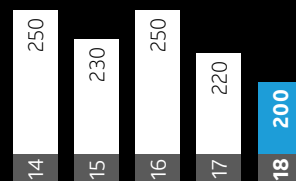
Percent of employees who completed Code of Business Conduct training¹⁵

%

99**Employee Training Investments**

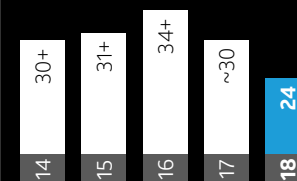
Amount invested in direct employee training and development programs

U.S. dollars (million)

200

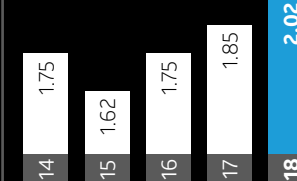
Amount invested in tuition assistance for both management and non-management employees

U.S. dollars (million)

24**Employee Safety**

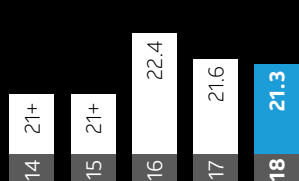
OSHA total recordable occupational injury and illness rate

per 100 employees

2.02NETWORK
ARCHITECTURE
& RELIABILITY**Network Investment**

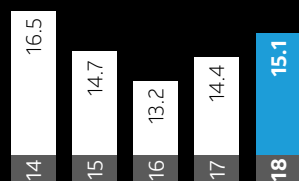
Investment in wired and wireless networks

U.S. dollars (billion)

21.3RESPONSIBLE
SUPPLY CHAIN**Supplier Diversity**

Spend with business enterprises owned by minorities, women, service-disabled veterans and LGBTQ+ people¹⁶

U.S. dollars (billion)

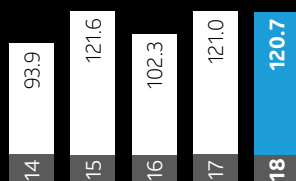
15.1

COMMUNITY ENGAGEMENT

Philanthropic Giving

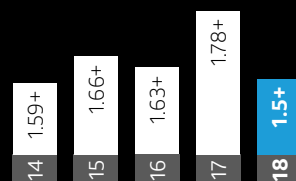
Amount of corporate and foundation giving¹⁷

U.S. dollars (million)

120.7**Employee Volunteering**

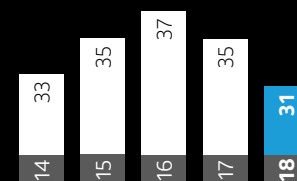
Number of hours volunteered through employee volunteer programs¹⁸

hours (million)

1.5+**Employee Giving**

Amount of total employee giving

U.S. dollars (million)

31

¹⁵ Not inclusive of AT&T Mexico, AppNexus, Vrio and WarnerMedia.

¹⁶ Supplier diversity spend and performance excludes content and programming spend.

¹⁷ Inclusive of WarnerMedia as of its acquisition in June 2018.

¹⁸ Prior to 2017, we included retirees in our reporting for volunteer hours. 2018 enhancements to our volunteer reporting systems continue to boost the accuracy of our data.

GO FURTHER

about.att.com/csr/reporting

This document represents a summary of our efforts and progress. Further reporting on our ESG performance and impact can be found online through the materials below.

- Global Reporting Initiative (GRI) Content Index
- Detailed Issue Briefs
- Stakeholder Engagement
- CDP Climate Change Response
- Latin America CSR Reports
- Diversity & Inclusion Annual Report
- AT&T Transparency Report
- Political Engagement Report