AT&T

DELIVERING TODAY

SHAPING TOMORROW

2019/2020 CORPORATE RESPONSIBILITY SUMMARY

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WE ARE DEFINED BY OUR COMMITMENT TO CORPORATE RESPONSIBILITY

RANDALL STEPHENSON
Chairman and Chief Executive Officer

COVID-19 has changed our world in profound and challenging ways, with major implications for how we congregate, work, learn, travel and interact. In such a world, the power of connectivity – keeping us in touch, informed and entertained – has never been more important.

At AT&T, we've been connecting people, communities and businesses for more than 140 years, and we take that responsibility very seriously. Thanks to the resilience of our people and our networks, we've weathered many crises over the decades. And every time, we've emerged stronger than before.

Whether they're in the field serving customers and maintaining our network, on the front lines putting their lives at risk to report breaking news, or at home remotely supporting key business operations, AT&T employees are always there for our communities and for one another – giving their all to continue providing essential services.

To help ease the burden on the people who keep our company strong, we took a number of steps, including bonuses for front-line employees and managers, as well as temporary paid family leave to help all employees cover a broad range of COVID-related needs. And our Employee Relief Fund – a 501(c)(3) public charity supported by employee donations and matching grants from the AT&T Foundation – is helping colleagues experiencing financial hardship due to circumstances beyond their control.

We also launched a $10 million Distance Learning and Family Connections Fund to help give parents, students and teachers tools for at-home learning. We've temporarily extended service and waived late fees for customers who let us know they needed help as a result of coronavirus disruptions. And we offered additional news, educational and entertainment channels for free to our customers during this time.

The work we do is critical to millions of people around the world, and we're committed to being there when our colleagues and communities need us most.

Through FirstNet®, we're providing advanced connectivity to the true heroes – first responders, healthcare providers, government agencies, military, police, fire and EMS. As a public safety partner, it's an honor to serve and support them. We've also helped provide meals to those on the front lines and are using our text-to-donate capabilities to encourage others to contribute.

The events of 2020 have also highlighted the critical need for society to do better for our Black neighbors and colleagues. The deaths of George Floyd, Breonna Taylor, Ahmaud Arbery and far too many others expose deep-rooted injustices that continue to impact the Black community. We can and will help address systemic racism by supporting law enforcement reform and enhanced access to education, health care and economic opportunities for underserved communities.

AT&T has long been committed to advancing social and racial equality and inclusion, and we know there is much more work to do. We believe it's a moral and business imperative for large companies to speak up when people are treated unfairly, to help influence needed policy change and to be an example for others by encouraging frank dialogue and learning among employees and community partners.

I'm proud of how our employees and our company have been there for our communities when they've needed us most. In addition to leadership on critical issues affecting society, we continue to encourage people not to text behind the wheel of a vehicle. We're working to address climate change as one of the top U.S. purchasers of renewable energy, and we're adopting science-based targets for our operations and supply chain. We remain committed to skills-building for our current and future employees. And we're active in our communities, providing hands-on support through corporate giving, the AT&T Foundation and the generosity of our employee volunteers.

AT&T's historic commitment to doing business responsibly – and to our values of living true, being there, and making a difference – is foundational to who we are as a company and as individuals. Our strong governance structure will continue to guide and support these efforts, proving that great things can happen when we all come together to address important issues facing our communities and our world.

– June 2020

WE ARE HERE TO MAKE A DIFFERENCE

CHARLENE LAKE
Senior Vice President, Corporate Social Responsibility and Chief Sustainability Officer

Despite how unpredictable things may be today, AT&T's desire to positively impact our world has helped sustain our company for generations. Through our leadership in telecommunications and the inherited legacy of our WarnerMedia brands, AT&T delivers essential services, entertains, informs and fosters innovation.

Our employees are the soul of our efforts. Whether shaping the next generation of technology or pushing the boundaries of purposeful storytelling, they never stop dreaming. We share an unwavering pledge to serve customers and support our neighbors through selfless volunteerism and dedication to important societal issues.

Long-term success requires us to be deliberate in our planning, but responsive to the needs of stakeholders and communities.

The dramatic impact of the COVID-19 pandemic highlights the importance of our legacy programs, and how quickly companies can be called to act in times of need.

Because the core of our operations is considered essential by the U.S. Department of Homeland Security,[1] we continue to ensure our workforce has the technical and leadership skills for the jobs of tomorrow. Each year we invest approximately

$200 million in programs that help our employees gain expertise in fields such as data science, coding and computer analytics. We also help cultivate the future talent pipeline for AT&T – and industry at large – by supporting skills development and career readiness in our communities.

For more than a decade, our AT&T Aspire initiative has been investing in projects and organizations that provide access to education and training for those who need it most. In these unprecedented times, we've reinforced our commitment and relationships to help provide parents, students and teachers the tools they need for home learning and resources to maintain meaningful connections when it's not possible to be together in person.

Today's societal issues also underscore the importance of localized, community support. That's where the passion and service of AT&T employees really delivers. Our employees lead AT&T Believes℠, our grassroots effort that blends corporate financial support with sweat equity, and leverages our expertise, time and company scale to maximize impact. COVID-19 has heavily impacted our communities, so we've dedicated $5.5 million to help provide needed meals for first responders, medical personnel and others serving around the clock.

AT&T Believes volunteers also are working to promote social justice. For example, Believe Atlanta℠ and Believe Indy℠ volunteers

are working to strengthen ties between law enforcement and the community. And Believe Chicago℠ and Believe Los Angeles℠ are working to create opportunities for Black communities through hiring, education and skills development.

To help amplify critical messages in support of racial equity, our WarnerMedia brands are donating advertising inventory and production assistance to civil rights organizations. In fact, we're offering platforms to raise voices in many ways, such as our CNN town hall with characters from Sesame Street designed to help kids and families talk about race and inclusion.

While we're focused on today's critical issues, we're maintaining our commitments to help tackle the ongoing climate emergency. AT&T has signed agreements surpassing 1.5 gigawatts of renewable energy capacity, making us one of the largest corporate purchasers in the U.S.

To enhance the resiliency of our operations, our Climate Change Analysis Tool currently helps visualize climate-related risks to network infrastructure and operations in the southeastern U.S. up to 30 years into the future. And we're making the data sets we use available to external organizations conducting their own research.

In the pages of this report, you'll see how AT&T is delivering solutions to leading global challenges and working to ensure our

business – and our society – is prepared for a more resilient tomorrow.

We're proud of our efforts and collective impact over the past year. We know our work will never be done, and we are committed to the challenges that lie ahead. I welcome your feedback, questions and thoughts.

– June 2020

GLOBAL CHALLENGES & OPPORTUNITIES

COVID-19

The coronavirus (COVID-19) pandemic has impacted virtually every corner of the globe – upending commerce; temporarily closing schools, businesses and public areas; and disrupting the cadence of everyday life. At AT&T, we believe it's part of our civic duty to help keep our customers and communities connected.

The ability to communicate is essential for consumers and businesses. Our services help friends, families and colleagues maintain important connections even when society may be urged to stay apart.

First Responders and Our Communities
For first responders, doctors, nurses and others delivering vital services during a public crisis, reliable connectivity can be a matter of life and death. This type of event is exactly why the FirstNet platform was created.

When the U.S. hospital ship Mercy docked in Los Angeles to provide temporary care, AT&T activated a 1 gigabit connection within 24 hours of the ship's arrival and deployed a portable cell site nearby to increase capacity for the influx of first responders. In New York City, we helped equip hundreds of ambulances with FirstNet Ready™ devices to enhance inter-agency communication. And because we understand that helping others around the clock can take a toll on those called to serve, AT&T supports FRONTLINEHELP.org, a free emotional wellness program for COVID-19 healthcare workers and first responders. We also committed $5.5 million to provide nourishing meals for front line workers and others in need impacted by COVID-19.

As the public seeks up-to-the-minute information on the pandemic and treatment efforts, millions look to AT&T for valuable news and updates. In March, CNN continued to be the #1 global news brand, reaching 362 million worldwide and 246 million in the U.S. – a record 75% of Americans, our biggest audience ever.[2]

Our Employees
As the need for social distancing grew, AT&T implemented a sweeping work-from-home policy. We authorized temporary compensation increases for employees on the front lines who can't do their job from home, and implemented guidelines to help keep them safe. And we committed more than $100 million to help WarnerMedia cast and crew while on production hiatus.

Company-wide, we temporarily increased available paid, excused time off to 160 total hours for quarantined employees testing positive or at higher risk for COVID-19, for parents or guardians of children whose school or daycare closed, and for primary caregivers of someone diagnosed with COVID-19 and unable to provide self-care.

Read more about our efforts at att.com/COVID.

HOW WE'RE RESPONDING

SMALL BUSINESS & INNOVATION
As part of the Stand for Small coalition, AT&T is helping small businesses in the U.S. maintain their vital role in our communities and economy. The coalition provides valuable offers and tools as business owners work to reduce operating expenses, manage teams remotely and enhance their digital capabilities during the pandemic. We also joined the Open COVID Pledge initiative, offering free temporary licenses for AT&T patents that might aid in the fight against COVID-19.[3]

CHILDREN & FAMILIES
We've collaborated with Sesame Workshop to expand its Caring for Each Other initiative, to help kids and caregivers face challenges such as the do's and don'ts for face coverings, illness of a family member and transitioning to a new normal. Cartoon Network also launched CNCheckIn, a platform where popular characters share tips like how to social distance with friends.

DISTANCE LEARNING
AT&T launched a $10 million Distance Learning and Family Connections Fund to support online learning and help family and friends stay connected. We're working with groups such as Khan Academy, Caribu and the SETDA Coalition for eLearning. And we've added the ESCUELA+ learning channel for DIRECTV customers in all Spanish-speaking parts of Latin America.

CUSTOMER CONNECTIVITY
As a participant in the Keep Americans Connected Pledge, through at least June 30, 2020 we temporarily kept our public Wi-Fi hotspots open for anyone who needed them and temporarily suspended broadband overage fees for home internet and Fixed Wireless Internet customers. We temporarily waived late payment fees and termination of service for any wireless, home phone or broadband residential or small business customer notifying us of payment concerns resulting from the pandemic. For this period, we also extended availability of low-cost home internet access for qualifying households through our Access from AT&T program.

BUSINESS CONTINUITY

Millions worldwide depend on AT&T to stay connected. In the face of disruption or disaster, our ability to respond quickly and effectively is critical to protecting our workforce, maintaining essential operations and serving our customers.

The U.S. Department of Homeland Security includes the communications industry among 16 critical infrastructure sectors. At AT&T, we design our network and operations to be resilient – so we're prepared to provide essential communications and data connectivity for our customers and communities.

Our global team of certified and experienced business continuity experts, led by our President of AT&T Network Engineering and Operations, works to maintain operations of key business processes by utilizing documented business continuity strategies, plans and procedures that are updated and exercised on an annual basis. Regular reports on our business continuity efforts are shared with the Audit Committee of the AT&T Board of Directors.

Our Business Continuity Management Program is certified to the international business continuity standard ISO 22301:2012. It's also aligned with the Disaster Recovery Institute International Professional Practices, Business Continuity Institute Good Practice Guidelines, U.S. Department of Homeland Security National Incident Management System and ISO 31000. Alignment with such standards demonstrates that AT&T is equipped to maintain business operations and serve our customers in the vital hours, days or weeks after disaster strikes.

Maintaining Operations

AT&T employees are essential to the continuity of our operations during the unexpected. When the situation requires us to decentralize to help ensure the health and safety of our workforce, many of our employees are able to work remotely using the same network access and web conferencing tools we provide customers – maintaining collaboration among our teams while providing secure access to the systems and applications available at the office. Virtual work helps us ensure critical business functions continue, even in unpredictable circumstances.

To help ensure the resilience of the AT&T network, our systems collect billions of service-assurance measurements across our wired and wireless infrastructure every hour, informing us of events such as unforeseen outages or spiking bandwidth demands. We analyze this data in near real time, 24/7, to help optimize performance. If disruption occurs, network technicians – and if needed, our Network Disaster Recovery personnel and fleet – are deployed to rapidly restore communications to affected areas.

FIRSTNET

FirstNet is the only nationwide wireless broadband communications platform dedicated to America's first responders and public safety community. Built with AT&T in a public-private partnership with the First Responder Network Authority, FirstNet provides first responders a reliable, highly secure nationwide wireless network – giving firefighters, law enforcement, paramedics, 911 offices and others unthrottled connectivity to coordinate emergency response plans across agencies and jurisdictions.

FirstNet subscribers also have access to a dedicated fleet of deployable cell sites and network assets that can support disaster sites, quarantine zones, airports, and emergency operations or other public safety centers.

Learn more at firstnet.com.

Learn more in our Network Quality and Reliability issue brief at about.att.com/csr/reporting.

HUMAN CAPITAL MANAGEMENT

We rely on our ability to attract, educate and retain talented people. With employees in more than 60 countries, our workforce mirrors the rapidly evolving global economy, requiring us to continually balance how we help current workers and future generations prepare for success.

A T&T invests approximately $200 million in employee education and training each year, to actively engage current employees and ensure they have the tools needed for the future. We offer multiple avenues to gain expertise in high-demand areas such as data science, coding and computer analytics. And we combine internal resources – like our award-winning AT&T University curriculum – with external programs from organizations like the University of Notre Dame, Udacity and LinkedIn Learning. Participants can earn short-term badges, Nanodegree credentials, master's degrees and other achievements.

As part of our commitment to workforce development, we created a continuous learning model that helps employees take control of their career growth. In 2019, we developed a skills assessment tool that uses artificial intelligence (AI) and machine learning to help employees see what jobs are available within the company, the skills required for each position and whether demand in that particular area is projected to grow or shrink in the years ahead.

In addition to fostering employee skills growth, we continually evolve our compensation

ENGAGEMENT BOOSTS RETENTION

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

AT&T employees engaged in community work:

Have higher employee Net Promoter Scores

Have higher employee engagement scores

Say they will stay with AT&T long term

and benefits plans to maintain competitive packages that reflect the needs of our workforce – including health and welfare benefits for fertility services, adoption, childcare, elder care and gender reassignment. We offer moms or dads up to 8 weeks of paid parental leave. This time may be extended for birthing moms, when paired with applicable short-term disability benefits.[4]

AT&T also offers an Employee Assistance Program, which provides confidential assistance to employees who may be experiencing work-related or personal issues affecting their quality of life. And the AT&T Employee Relief Fund is available to help provide financial support for our employees in times of unforeseen need. Funded by employee donations and matching grants from the AT&T Foundation, the 501(c)(3) public charity helps colleagues experiencing

challenges beyond their control – including natural disasters, house fires or unexpected family death.

We continuously invest in our employees so they can deliver incredible technology, media and telecommunications services to millions of individuals, families and businesses every day. We are committed to maintaining a rewarding workplace that helps our employees refine the skills that they – and our company – need today and in the future.

At AT&T, we're helping to create a strong talent pipeline by investing in the future workforce. Learn more in Economic Opportunity on pg. 10.

Read more in the Our Workforce and Building Digital Skills issue briefs at about.att.com/csr/reporting.

SUPPORTING VETERANS

In 2013, we pledged to hire 20,000 veterans by the end of 2020. We achieved that goal a year early and remain committed to supporting our nation's heroes and their families through employment opportunities at AT&T. We're also committed to helping address the staggering unemployment of veteran spouses by supporting the Blue Star Families' Spouseforce initiative.

DIVERSITY & INCLUSION

We strive to create an inclusive workplace that is as diverse as the communities we serve – working across cultures, geographies and languages. Doing so ensures a broad range of perspectives, helps attract and retain the best talent, and brings deeper insight into our global customers and partners.

Our commitment to diversity and inclusion starts at the top and is embedded at every level of our organization. We believe the composition of the AT&T Board of Directors (Board) should encompass a broad range of backgrounds, industry knowledge, skills and expertise relevant to AT&T's business. In addition, our Board includes 3 women and 3 people of color.

Our investment in the success of people of all races, ethnicities and genders is reflected not only in the diversity of our Board, but also our company's management and workforce. Our U.S. management employees are 36% female and 39.4% people of color; and our overall U.S. workforce is 33.2% female and 44.8% people of color.

To create a culture of inclusion in our workforce, we encourage employees to join one or more of 50+ employee groups. These groups support the company's commitment to diversity and inclusion – through efforts in the workplace, marketplace and community – while focusing on members' professional development and opportunities for community service. They represent the diverse cultural and experiential dimensions of our workforce – women, African American/Black, Asian/Pacific Islander, Hispanic/

Latino, Native American, LGBTQ+ individuals, people with disabilities, military veterans, parents, multigenerational – and individuals with similar professional interests such as engineering, project management, and media and entertainment technology. Several of our employee groups, such as Mujeres en Acción and Pulse of India, specifically engage employees outside the U.S. And all AT&T employees are welcome to join any of our employee groups.

DIVERSITY COUNCILS

To promote employee engagement and cross-functional diversity and inclusion initiatives across all our operating companies, we convene 4 diversity councils, including the CEO's Diversity Council led by our most senior executive. Read more about our focus on diversity and inclusion around the globe at att.com/diversity.

We support and obey laws that prohibit discrimination. AT&T encourages success based on employees' individual merits and abilities without regard to race, color, religion, national origin, gender, gender identity, gender expression, sexual orientation, age,

DIVERSITY IN STORYTELLING

The stories our media brands tell help shape culture and the aspirations of people across the globe. WarnerMedia was the first major entertainment company to release a Production Diversity Policy, our unequivocal commitment to ensuring our production partners and content reflect the diversity of the world around us.

We also work to help inspire the next generation of content creators. In collaboration with organizations such as Reel Works, Hollywood CPR and Black Girls CODE, we encourage women, people of color and other often underrepresented populations to pursue careers in science, technology, engineering and media production.

disability, marital status, citizenship status, military status, protected veteran status, employment status or other protected status. AT&T fully considers all qualified applicants for employment, including those with a criminal history.

As a leading global employer, we also have a responsibility to strengthen and support diversity in the communities where we operate. AT&T is part of the Business Coalition for the Equality Act – a group of leading U.S. employers that support

the addition of LGBTQ+ individuals to the list of groups afforded basic protections under U.S. federal law. And we endorse the United Nations (U.N.) Standards of Conduct for Business, which offer a holistic framework of best practices to help combat discrimination based on sexual orientation and gender identity.

Read more in the Our Workforce issue brief at about.att.com/csr/reporting.

ECONOMIC OPPORTUNITY

Global forces are shaping the way we work, highlighting the role of technology, digitization, automation and AI. AT&T invests in education and job training to help create a skilled and diverse workforce that can power our company – and our country – for the future.

Through the AT&T Aspire initiative, we invest in programs that address the multidimensional nature of today's skills gaps – "hard" skills, such as coding and data analytics, and equally important "soft" skills like leadership, collaboration and decision-making. We focus our support in the areas of technology, media production and innovation in education.

Technology

AT&T and our operating companies have supported Girls Who Code since 2012, with financial and in-kind contributions totaling more than $16 million. Through the organization's Summer Immersion Program, AT&T hosts aspiring female coders as part of a 7-week experience teaching the skills needed to pursue technology careers. WarnerMedia hosted a 3rd Girls Who Code class in 2019, helping students learn STEM skills through media-making. And Xandr, our advertising and analytics division, introduced Girls Who Code participants to the world of digital advertising for the 6th year.

Media Production

We believe in empowering new content creators by helping them gain skills and opportunities in the media industry.

We support organizations that share our objective, including Veterans in Media & Entertainment, Ghetto Film School and, in the United Kingdom (U.K.), The Media Trust.

We also directly engage diverse storytellers with financial support and training for media careers through programs such as the AT&T Media Fellowship, AT&T Veterans Media Fellowship, AT&T Hello Sunshine Filmmaker Lab, WB First Cut, Faciuni in Latin America and WB Creative Talent in the U.K. Participants learn from our media professionals through tours, shadowing and presentations, and educational sessions with industry experts.

Innovation in Education

We launched the AT&T Aspire Accelerator in 2015 to invest in education technology startups that are pioneering new approaches to student learning and career preparation. Since graduating from the program, our Accelerator participants – which are 66%

ECONOMIC OPPORTUNITY CONTINUED

women-led and 49% minority-led – have attracted more than $48 million in outside investment. To celebrate the 5th anniversary of the Accelerator, last year we created the $1 Million AT&T Skills Building Challenge, which focuses on startups that are redefining how students prepare for promising futures. Overall, solutions developed by Accelerator participants are reaching more than 32 million students.

We also bring digital education to underserved communities outside the U.S. In early 2020, AT&T Latin America joined the Inter-American Telecommunication Commission of the Organization of American States to promote digital education programs in schools throughout the

Americas. AT&T will support this effort in Latin America via our ESCUELA+ program, which for the past 13 years has used satellite technology to help bridge the digital divide by deploying equipment, producing educational content and innovative audio/ visual teaching methodologies to transform classrooms and help drive student success. ESCUELA+ currently serves more than 9,800 schools across 9 territories in the region.

Read more in our Building Digital Skills and Community Engagement issue briefs at about.att.com/csr/reporting.

SUPPORTING OPPORTUNITIES FOR YOUTH

We support programs for opportunity youth on their pathway to career success. By collaborating with organizations such as Year Up and Genesys Works, we're helping talented young adults who are unemployed or underemployed gain valuable skills and work experience. Through the end of 2019, we've hosted a total of 91 Year Up interns in AT&T offices around the U.S.

STRENGTHENING OUR COMMUNITIES

Together with our employees, we're expanding AT&T Believes – a company-wide, localized effort to create positive change in our communities. AT&T Believes harnesses our employees' generosity, supports it with company resources, and joins with municipalities and external partners to make a stronger impact on local communities and society at large.

Approximately 300,000 Michigan kids live in low-opportunity neighborhoods.[5] Believe Detroit[SM] is helping connect youth with opportunities to change the trajectory of their lives. In collaboration with 16 non-profit organizations, we've provided job training, educational opportunities and meals to more than 5,000 recipients.

Believe Los Angeles is collaborating with non-profit organizations like the Los Angeles Community College District to offer students – approximately 80% of whom are from underserved communities[6] – the tools, skills and education needed to work in the entertainment and digital industries.

Through public education and advocacy, Believe Phoenix[SM] is working to address the growing problem of food insecurity that affects 1 in 5 Arizona children.[7] AT&T, together with our employees, retirees and the AT&T Foundation, has harvested food, prepared and delivered meals, and donated more than $200,000 to local non-profit food outreach programs.[8]

In 2019, we began leveraging the AT&T Believes framework to expand the reach of our AT&T Supplier Diversity program and align our supplier diversity goals with philanthropic and social activities. For example, we hosted a Believe Chicago Supplier Diversity Day, which included a hiring fair for jobs with AT&T suppliers and helped our diverse suppliers align with our larger prime suppliers.

And since community needs don't stop at the U.S. border, we want to help address local issues everywhere we do business. In 2020, we plan to expand the AT&T Believes movement internationally – in the U.K., Ireland, Slovakia, Czech Republic and India.

Learn more about AT&T Believes at attbelieves.com.

CLIMATE CHANGE

Leaders across the public and private sector identify climate change as an ongoing risk to global commerce. AT&T is acting alongside other companies to help address climate change by drawing down our global emissions and fortifying operations to be resilient in the face of future climate impacts.

To guide our efforts, we set science-based targets that align with international consensus on limiting global temperature increases. Approved by the Science Based Targets initiative – a joint effort of CDP, WWF, the U.N. Global Compact and the World Resources Institute – we've committed to:

- Reducing our absolute Scope 1 and Scope 2 greenhouse gas (GHG) emissions 26% by 2030, from a 2015 base year.

- Working to ensure that 50% of our suppliers (covering purchased goods and services, capital goods and downstream leased assets as a portion of spend) set their own science-based Scope 1 and Scope 2 targets by 2024.

Renewable Energy

We're also continuing to purchase renewable energy. In 2019, we made additional purchases expanding our clean energy portfolio to more than 1.5 gigawatts of capacity, maintaining AT&T's position as one of the largest corporate purchasers of renewable energy in the U.S.[9] Our agreements support new wind and solar

projects, creating hundreds of construction jobs and dozens of permanent careers in the fast-growing clean energy sector.[10]

As our initial renewable energy purchases from 2018 come on line, we're beginning to realize a measurable reduction in our reported emissions. These renewable energy purchases deliver important benefits to the environment, local economies and our bottom line.

2019 TOP U.S. RENEWABLE ENERGY BUYERS[11] (GIGAWATTS)

1.546	1.107	0.960	0.624	0.581
Facebook	Google	AT&T	Microsoft	T-Mobile

"In 2019, we made additional purchases expanding our clean energy portfolio to more than 1.5 gigawatts of capacity, maintaining AT&T's position as one of the largest corporate purchasers of renewable energy in the U.S."[9]

CLIMATE CHANGE CONTINUED

Energy Efficiency

Even as customer demand for data and bandwidth has increased dramatically, we've reduced our global Scope 1 and 2 emissions (those from operations and energy consumption, respectively). Our electricity consumption relative to data traffic has decreased 80% from a 2013 baseline, and we realized $39.8 million in annualized energy savings from approximately 26,700 energy efficiency projects completed in 2019.

Scenario-Based Planning

To help ensure our future climate resilience, we're identifying risks to the company and adapting our operations where necessary. Collaboration with the U.S. Department of Energy's Argonne National Laboratory led AT&T to develop an industry-leading Climate Change Analysis Tool, which will help visualize climate change risk to our infrastructure and operations in the southeastern U.S. up to 30 years into the future. Such scenario-based analysis will enable us to better plan for maintenance, construction and disaster recovery needs.

We believe everyone can benefit from a better understanding of climate risk. That's why we're working with Argonne National Laboratory to make the climate datasets we use available to the public, to help local communities prepare. Through the AT&T Climate Resiliency Community Challenge, we're providing financial support to 5 universities in the southeastern U.S. as they partner with local governments to conduct climate risk analyses using the data shared by AT&T.

> **"Even as customer demand for data and bandwidth has increased dramatically, we've reduced our global Scope 1 and 2 emissions."**

External Collaboration

Our technology can also play a role in reducing emissions beyond our company. That's why we committed to helping enable customer GHG emissions savings 10 times the footprint of our operations by 2025. In our most recent progress report, customer-specific case studies detail how we've reached more than 20% of this goal.

We also collaborate with a number of global organizations. A member of our CSR team serves on the board of the Global e-Sustainability Initiative, and we are a founding member of both the Net Positive Project and Ceres' Corporate Electric Vehicle Alliance.

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

GREEN PRODUCTION

We implement sustainable practices on Warner Bros. (WB) and HBO sets. Each production designates a person who helps determine environmental goals and implements recommendations to incorporate environmentally-responsible materials, reduce waste and conserve energy. This includes utilizing LED set lighting, which is 85% more energy-efficient than conventional methods.

In 2019, WB, HBO, CNN and TBS were recognized by the Environmental Media Association (EMA) – a non-profit dedicated to environmental progress in the entertainment industry – with 19 EMA Gold Seals and 29 EMA Green Seals for progress in sustainable production and 4 EMA Award nominations, including 2 wins, for environmental messaging in content.

When a production wraps, we donate surplus items to non-profit community partners. In 2019, WB contributed more than 34,000 meals, 1,500 pieces of furniture and 34,000 articles of clothing to 66 non-profits. HBO donated 24,000 meals and distributed wardrobe and household items to underserved communities in Los Angeles and New York City.

2019 WB AND HBO PRODUCTION CONTRIBUTIONS

- **More than 58,000 meals**
- **1,500 pieces of furniture**
- **34,000 articles of clothing**

TECHNOLOGY INNOVATION

New technologies, including AI, virtual reality (VR) and the Internet of Things (IoT), are changing how we live, work and engage with the world. Broad deployment of 5G wireless technology will dramatically increase adoption of these solutions, as carriers work to deliver a faster, more responsive network experience to an immense number of users and connected devices.

We're continuously building out our wireless and wired networks to enhance reliability, coverage, speed and overall performance for consumers and businesses. Since 2015, we've invested more than $135 billion in our networks – more than any other public company in the U.S. Through these investments, AT&T is helping lead the shift to 5G, which we expect will bring significant economic, social and environmental benefits.

Public Safety

AT&T supports smart city initiatives throughout the country to help city planners improve safety and sustainability for citizens. With connected IoT technology, we enable solutions that help streetlights self-report outages, track air quality and even detect gunshots in the area. In San Jose, Calif., we worked with the city to place Wi-Fi extenders and smart lighting controllers in 14 parks to provide internet access, help improve public safety and reduce the city's energy use.

IoT and video intelligence enable near real-time situational awareness from the remote monitoring of things such as objects, traffic and people (with privacy protection) to help improve municipal security, efficiency and safety.

Healthcare

XENEX germ-zapping robots connected with AT&T IoT technology are using intense pulsed xenon ultraviolet light to deactivate viruses, bacteria and spores on surfaces and help hospitals avoid infections and save lives. High-speed, lower-latency 5G networks using millimeter wave spectrum ("5G+") can also help make telemedicine more effective by allowing clinicians to conduct virtual patient visits while downloading an entire MRI scan in seconds. And AT&T is helping VITAS® Healthcare, an end-of-life care provider, explore the benefits of 5G-enabled VR content to help ease pain and anxiety among terminally ill patients.

Education

AT&T is working to deploy 5G at Deloitte's Dallas-area training center, where development programs plan to use augmented reality and VR-based curricula to help make education more immersive and engaging. We're also working with the University of Miami to deploy 5G and Multi-access Edge Computing on its Coral Gables campus, to help support innovative teaching and research methods.

AI at AT&T

By combining machine learning with human expertise and experience, AT&T is using AI to fight fraudulent behavior and robocalls on our network and to improve customer service and field technician responsiveness. AI and machine learning also contribute to the ongoing development of our Climate Change Analysis Tool, which analyzes millions of data points to model climate-related scenarios that could affect our business operations for several decades.

Read more in our Technology Innovation issue brief at about.att.com/csr/reporting.

AI GUIDING PRINCIPLES

At AT&T, AI and machine learning are woven into our customer interactions, technology development and our planning for the future. We've adopted a set of principles that guide our decisions for using AI in our business:

BY PEOPLE, FOR PEOPLE
We incorporate human oversight into applications of AI. By keeping people at the core, AI can enhance our workforce, expand capabilities and benefit society as a whole.

ACCESSIBLE AND SHARED
We support open-source communities whenever appropriate – to further access to technology, collaboration, standardization and participation in industry discussion.

SECURE AND ETHICAL
We are grounded in ethics, safety and values at every stage of AI development and deployment, incorporating our privacy principles and security safeguards.

PRODUCT RESPONSIBILITY

We're committed to the digital safety and well-being of our customers and to sharing solutions, tools and resources to help everyone adopt safer digital habits.

Our *It Can Wait* program, active in the U.S. and Mexico, has encouraged people to drive free of distractions for more than a decade. As causes for smartphone-related driving distractions have extended beyond texting to include social media, web surfing, selfies and video chatting, we've expanded our efforts to discourage all forms of smartphone-distracted driving – whether in a car or on a scooter. Through the end of 2019, more than 40 million people have taken the *It Can Wait* pledge to never drive distracted.

Digital and device safety no longer pertain just to *when* consumers use our products and services, but *how* they use them as well. We provide parents with resources to help guide their family's technology use and manage digital habits. The AT&T Secure Family™ app helps parents restrict children's mobile device use by location, time of day or type of content. Our ScreenReady℠ program provides online resources for setting parental controls as well as tips on digital parenting. And our viewing platforms, including AT&T TV, DIRECTV and HBO Max, offer settings that help parents restrict unsupervised content.

BULLYING PREVENTION

As part of our commitment to digital safety and well-being, we're working to help prevent bullying before it starts. Through our Cartoon Network Stop Bullying: Speak Up campaign in the U.S. and CN Buddy Network campaign in Europe, the Middle East and Africa, we're inspiring kids to promote acceptance and kindness by advancing strategies to help everyone feel included.

Together with our employees and non-profit collaborators, we're also supporting initiatives that teach digital citizenship. As part of our AT&T Believes effort in Boston, we launched AT&T Positively Digital℠, a program that helps teens address issues such as cyberbullying, online safety and diversity.

CYBERSECURITY EDUCATION

AT&T is committed to helping protect our customers and to helping customers protect themselves online. People of all ages are at risk when it comes to online safety, but users over the age of 60 are frequent targets for cybercrime. Cyber Aware is our information hub that provides tips to stay more secure online and avoid scams and fraud. We're also working with non-profit organizations, such as The Oasis Institute and the Air Force Association, to support programs teaching cybersecurity skills to older adults.
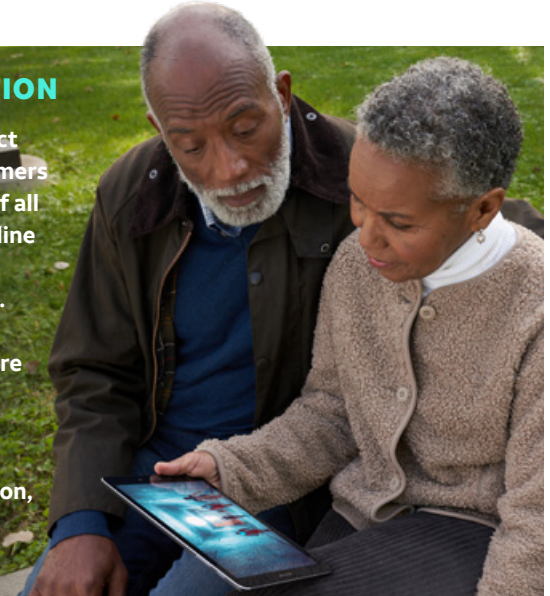
Our approach to product responsibility also focuses on the content we create. We have depiction policies that govern aspects of feature films such as tobacco use, particularly for content of interest to younger audiences. And in 2019, guided by consumer warnings from groups such as the Centers for Disease Control and Prevention, American Medical Association and the American Lung Association, WarnerMedia discontinued advertising from tobacco and e-cigarette companies on our basic cable channels, such as TNT and TBS.

Our commitment to responsible, fair and accurate journalism guides our news business. Stories at CNN are thoroughly reviewed by producers and editors, and those involving particularly sensitive topics are further reviewed by a team of senior editors, standards and practices executives, and attorneys before

broadcast or publishing. In all cases, we hold our journalists to the highest standards of ethics, accuracy and integrity.

AT&T also strives to use our platforms to increase awareness of important causes. Through WarnerMedia, DIRECTV and Xandr, we donate airtime to qualifying non-profit and government organizations for public service announcements. In 2019, we introduced It's OK, an initiative encouraging conversations around mental health issues. On select HBO episodes, bumpers let viewers know whether mental health issues are depicted and list resources that can facilitate conversations for those seeking help.

Read more in our Responsible Use of Products & Services and Media Pluralism, Ethics & Integrity issue briefs at about.att.com/csr/reporting.

PRIVACY

Data helps us create more reliable products and services, improve security and detect fraud, and provide customers with customized offers. But customers count on AT&T to protect their information and respect their privacy. We take this responsibility seriously and work hard to maintain their trust.

We provide our customers with information – and choices – about how their data might be used. We publicly post privacy policies and give customers the ability to opt-in to some programs and say no to others. To help customers understand our practices, at att.com/privacy, we describe our technology and services in simple terms and provide a consolidated resource for privacy policies, rights such as those under the General Data Protection Regulation in Europe and the California Consumer Privacy Act, and a link to ask questions.

Our advertising unit, Xandr, optimizes media spend across TV and digital properties, for buyers and sellers. As part of our efforts to boost transparency, we offer an Online Advertising & Ad Tech Glossary to educate consumers on the advertising industry's many technical terms. We ensure the data Xandr collects does not reflect names, email addresses or other information that directly identifies a user. And Xandr never sells data from our platform pertaining to any individual that we know is a minor.

The AT&T Chief Privacy Officer is responsible for overseeing and enforcing the company's privacy principles, policies and commitments across all operating companies – regularly updating executive leadership and the AT&T Board of Directors about privacy-related topics.

"We believe that industry collaboration is an important way to reach agreement on the principles that should form the foundation of consumer privacy law."

Network and data security are critical components for protecting customer privacy. Our Chief Security Office (CSO) establishes global policy and programmatic requirements to ensure security is a part of every organization within the company.

AT&T has dedicated CSO professionals and additional department-level security specialists working across our business and around the globe.

OUR PRIVACY PRINCIPLES

TRANSPARENCY:
We're open and honest about how we use data.

CHOICE AND CONTROL:
We give customers choices about how we use their data.

SECURITY:
We use strong safeguards to keep customer data confidential and secure.

INTEGRITY:
We do what we say.

In addition to our actions as a company, we believe one of the best ways to protect privacy is for our customers to follow strong digital security practices. We provide customers with information on how to maintain privacy, safety and security in an increasingly connected world.

Beyond our operations, we advocate for consumer privacy protection in public policy. As a member of the Digital Due Process Coalition, AT&T joins U.S. companies, think tanks and other privacy advocates to campaign for the simplification and unification of the legal standards in the Electronic Communications Privacy Act. AT&T also advocates for the adoption of U.S. federal consumer privacy legislation ensuring a unified approach to privacy, data security and breach notification that is consistent with Federal Trade Commission standards.

We believe that industry collaboration is an important way to reach agreement on the principles that should form the foundation of consumer privacy law. We participate in the Freedom Online Coalition's Advisory Network, IAB Europe's Transparency and Consent Framework and the Organisation for Economic Co-operation and Development Privacy Guidelines Expert Group. We also regularly engage with the Center for Democracy and Technology, the Future of Privacy Forum, the Information Accountability Foundation, Access Now, Red en Defensa de los Derechos Digitales, ARTICLE 19 and RightsCon.

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

HUMAN RIGHTS

AT&T has a longstanding commitment to human rights that is embedded throughout our operations and managed by a committee of senior executives from across the business. We operate with transparency, engage with stakeholders and promote responsiveness and accountability around human rights issues.

In 2019, we updated the AT&T Human Rights Policy by evaluating the work of our peers and identifying best practices across industries. Our approach is informed by international bodies and human rights frameworks such as the International Labour Organization, OECD Guidelines for Multinational Enterprises and U.N. Guiding Principles on Business and Human Rights. Last year, AT&T became the first U.S.-based telecommunications service provider to join the U.N. Global Compact to promote accountability and stakeholder dialogue in the areas of human rights, labor and the environment.

AT&T's Human Rights policy reflects considerations for all our operating companies. For instance, WarnerMedia's integration into our business reinforced our historical commitments to a free press, journalistic integrity, freedom of expression and broad accessibility of information.

The AT&T Human Rights Policy also reflects our commitment to human rights due diligence. For example, a recent internal human rights assessment in Mexico informed us of sensitivities to placing cellular infrastructure on indigenous land.

"WarnerMedia's integration into our business reinforced our historical commitments to a free press, journalistic integrity, freedom of expression and broad accessibility of information."

We're following guidance from the United Nations, including the U.N. Declaration on the Rights of Indigenous Peoples and the U.N. Guiding Principles on Business and Human Rights, as we plan future infrastructure investments. In 2020, we're conducting similar internal assessments across Latin America and will use the results to optimize our business practices.

The size and scale of our operations allow us to be a leader in protecting human rights around the world through numerous industry collaborations. As a member of the Joint Audit Cooperation (JAC), AT&T works alongside 17 global telecommunications companies to help ensure our suppliers are operating in accordance with our corporate social responsibility and human rights expectations.

AT&T is also an active member of Tech Against Trafficking, a coalition of technology companies and global experts who seek to eradicate human trafficking through the use of technology. We formed an internal Online Safety Committee in 2019 to assess the risk of online child exploitation across our operating companies and to explore opportunities to include prevention efforts in our corporate responsibility initiatives. And in 2020, we are undertaking a comprehensive assessment of all business operations to ensure consistent, rigorous policies and practices are in place to protect children from exploitation.

Read more in our Human Rights issue brief at about.att.com/csr/reporting.

CONNECTING FAMILIES

We recognize our services can play a role in promoting human rights around the world, and we developed a program in accordance with the U.N. Convention on the Rights of the Child. The initiative supports unaccompanied migrant children fleeing violence in their home countries with free telephone calls to let family at home know they are safe.

GOVERNANCE

CSR GOVERNANCE & LEADERSHIP

Our commitment to addressing environmental, social and governance (ESG) issues is embedded at every level of the company. It includes Board of Directors oversight, officer-level engagement and teams of dedicated corporate responsibility professionals who engage leaders across the business.

Board of Directors Oversight

The Public Policy and Corporate Reputation Committee (PPCRC) of the AT&T Board of Directors oversees our corporate responsibility work, including volunteerism, philanthropy, education, privacy, diversity and inclusion, advocacy, environmental policy, ESG reporting, and disclosures of political contributions and government data requests.

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

Members of the PPCRC come from diverse professional backgrounds, giving them the experience, depth of knowledge, judgment and vision needed to provide insight and guidance on policies and practices – as we work to address the breadth of ESG issues that can impact a complex enterprise like AT&T. They push us, challenge our assumptions and improve our work.

In addition to discussions with individual PPCRC members throughout the year, our Chief Sustainability Officer formally presents at scheduled committee meetings 3 times annually. With committee member guidance, we seek continuous improvement in areas such as climate resilience, privacy, political engagement, philanthropic giving, human rights, diversity, digital well-being and the education of our current and future workforce.

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

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

CSR GOVERNANCE
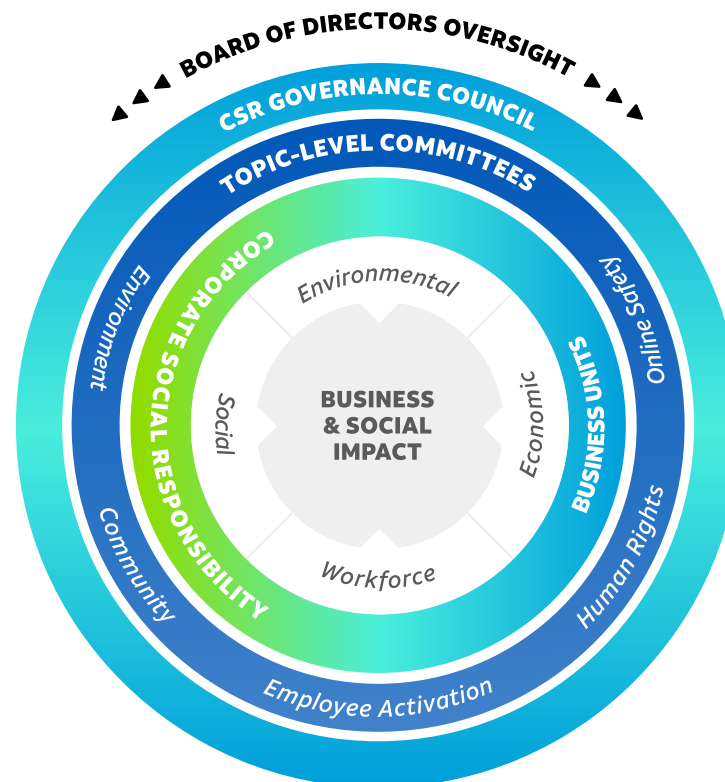
PUBLIC POLICY AND CORPORATE REPUTATION COMMITTEE

Glenn H. Hutchins, (PPCRC Chairman), Chairman, North Island and Co-Founder, Silver Lake

Samuel A. Di Piazza, Jr., Retired Global Chief Executive Officer, PricewaterhouseCoopers International Limited

William E. Kennard, Former U.S. Ambassador to the European Union and Former Chairman of the U.S. Federal Communications Commission

Debra L. Lee, Chief Executive Officer, Leading Women Defined, Inc. and Former Chairman & CEO, BET Networks

* Laura D. Tyson, Distinguished Professor of the Graduate School and Director, Institute for Business and Social Impact, University of California, Berkeley Haas School of Business

* Former PPCRC Chairwoman, retired April 2020.

CSR GOVERNANCE COUNCIL & CSR COMMITTEES

Our CSR Governance Council (Council) is led by our Chief Sustainability Officer and is comprised of officers from each of our operating companies with responsibility for business operations aligned to our most important ESG focus areas.

The Council meets 3–4 times per year and demonstrates collaboration across a broad range of issues, competencies and perspectives.

In addition to the Council, we convene 5 core issue committees led by senior CSR management:

- Community
- Employee Activation
- Environment
- Human Rights
- Online Safety

These committees work closely with CSR teams across all our operating companies and regions, along with experts from our business units, to implement and enhance programs and policies that address ESG issues throughout AT&T.

CSR GOVERNANCE COUNCIL

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

Len Cali, Senior Vice President, Global Public Policy

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

Keith Cocozza, Executive Vice President, Marketing and Communications – WarnerMedia

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

Michael Hartman, General Counsel and Secretary – AT&T International

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

Jerrie Kertz, Senior Vice President, Compliance

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

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

Amir Rozwadowski, Senior Vice President, Finance and Investor Relations

Larry Solomon, Chief Communications Officer

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

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

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

STAKEHOLDER ENGAGEMENT

Stakeholder engagement is a critical part of our corporate responsibility governance, and we participate in regular dialogue and structured collaboration throughout the year.

Every 2–3 years, we systematically engage a broad sampling of internal and external stakeholders to identify and prioritize the most significant ESG impacts, risks and opportunities our company should address to help ensure long-term business success. This stakeholder engagement assessment provides insight into how AT&T should focus our resources, reporting and communications. We continuously monitor pressing and emerging ESG issues and current events, and prioritize programmatic and managerial efforts on those topics, as appropriate.

In 2019, we conducted our 5th such assessment – which represents our global operations including WarnerMedia and Xandr – using a combination of electronic surveys and live interviews. Nearly 1,000 stakeholders provided insights and helped prioritize 29 ESG topics. These participants represented virtually every aspect of our business, including AT&T employees and officers across our operating companies, business and consumer customers, investors, suppliers, distributors, government and non-government organizations as well as programmatic and community organizations.

In 2020, we plan to conduct assessments across our Latin American operations to gain additional, targeted insights that will further inform our work in those countries.

Reputation Measurement

AT&T has developed an instrument to survey stakeholders and assess their perceptions of our corporate reputation and brand. On a monthly basis, the system measures AT&T's overall reputation – or emotional attachment – among consumers who state they are familiar with our company's operations. We're able to measure interest and awareness of specific AT&T corporate responsibility programs and emerging social issues, and sample impressions of new programs under development.

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

Leadership Oversight

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

Read more about the findings from our latest stakeholder engagement at about.att.com/csr/reporting.

2019 STAKEHOLDER ASSESSMENT TIER 1 PRIORITIES

- Customer privacy
- Network data & security
- Network quality & reliability
- Employee diversity, equality & inclusion
- Technology innovation
- Energy efficiency & renewables
- Affordability & accessibility
- E-waste & product end-of-life management
- Talent attraction, engagement & retention
- Climate change & GHG emissions
- Building digital skills

- ● Environmental
- ● Social
- ● Governance/Economic
- ● Workforce

CORPORATE RESPONSIBILITY REPORTING

Each year, we highlight ESG performance and progress toward publicly stated goals through robust corporate responsibility reporting.

Our objective is best-in-class transparency, and we strive to present data in a modular format that is responsive to a variety of stakeholder needs and interests. The governance of our reporting is internally validated by our Finance organization, and quantitative environmental measures (emissions and energy use) are externally assured.

Our corporate responsibility reporting website details AT&T's approach to stakeholder engagement, alignment to the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB) frameworks, our commitment to the CDP climate change disclosure and the Task Force on Climate-related Financial Disclosures, and our efforts to support the U.N. Global Compact and Sustainable Development Goals (SDGs).

We publish detailed issue briefs describing how we manage 21 of our most important ESG topics, and discuss ESG efforts and achievements in a dedicated corporate responsibility section of our corporate proxy statement. In addition to our holistic corporate responsibility reporting, we publish regional GRI-aligned reports detailing efforts across our Latin American operations.

AT&T also publishes 2 annual diversity and inclusion reports detailing our commitment to workplace diversity at AT&T and production diversity across WarnerMedia.

Through our biannual Political Engagement Report, we publicly disclose our involvement in the political process and our U.S. political contributions. Our political engagement decisions are grounded in our company values, codes of business conduct, AT&T public policy positions and the best interests of our business and employees – without regard to political party affiliation. The AT&T Board of Directors receives the full list of corporate political contributions and has an opportunity to review and provide guidance with respect to the company's contributions. In accordance with applicable law, campaign finance and disclosure rules, and our own internal policies, we also publicly identify organizations that report using some or all of our contributions for lobbying activities.

"AT&T was named one of the 10 most transparent S&P 500 companies for ESG reporting, according to a 2019 study commissioned by Financial Times' Agenda."

In 2019, AT&T scored 97.1 (out of 100) on the CPA-Zicklin Index of Corporate Political Disclosure and Accountability, earning the organization's top "Trendsetter" designation. AT&T was also named one of the 10 most transparent S&P 500 companies for ESG reporting, according to a 2019 study commissioned by Financial Times' Agenda.

Like all companies, we're also required by law to provide information to government and law enforcement entities, as well as to parties to civil lawsuits, by complying with court orders, subpoenas, lawful discovery requests and other legal requirements. The AT&T Transparency Report provides data regarding the number and types of legal demands that compelled AT&T to provide information about communications or our customers as well as information permitted by law to be disclosed about Foreign Intelligence Surveillance Act requests.

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

WINNING AT THE CORPORATE GOVERNANCE AWARDS

Our 2018/2019 reporting was recognized with the Corporate Governance Award for Best ESG Reporting by Corporate Secretary magazine.

PROGRESS TOWARD GOALS

We're making progress on our roadmap of goals and targets that serve as milestones for 2020 and 2025.

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.

Topic	Target	Progress
Scope 1 Emissions	**Reduce our Scope 1 emissions by 20% by 2020 using a 2008 baseline of 1,354,054 metric tons CO_2e.**	**Reduced 26.8%** We emitted 990,955 MT CO_2e (Scope 1) in 2019. This represents a 26.8% decrease compared to our 2008 baseline. Year-over-year, our Scope 1 GHG emissions are down 2.8% from 2018.[12]
Fleet Management	**Reduce the GHG emissions of our U.S. fleet 30% by 2020 using a 2008 baseline of 865,777 metric tons CO_2e.**	**Reduced 31%** By the end of 2019, AT&T reduced U.S. fleet emissions by 267,379 MT CO_2e or 31% from our 2008 baseline. In addition to reducing the size of our domestic fleet by more than 8,200 vehicles, 100% of passenger sedans procured for our domestic fleet since 2017 were hybrid vehicles.
Electricity Intensity	**Reduce electricity consumption 60% relative to data traffic on our network** (our energy intensity metric) by 2020 from our 2013 baseline of 233 MWh electricity/petabyte of network traffic.	**Reduced 80%** In 2019, our energy intensity was 45.5 MWh electricity/petabyte of network traffic.[13] This represents an 80% reduction from our 2013 baseline of 233 MWh/PB.

PROGRESS TOWARD GOALS CONTINUED

OUR NETWORK AND CUSTOMERS

Topic	Target	Progress
Alternative Energy	**Expand alternative energy through on-site capacity and pursuing off-site renewables.**	**Expanded our clean energy portfolio** In addition to our on-site solar and fuel cell installations, in 2019, we signed agreements to expand our clean energy portfolio to more than 1.5 gigawatts of capacity, maintaining AT&T's position as one of the largest corporate purchasers of renewable energy in the U.S. The estimated energy production of our entire renewable energy portfolio is more than 2.2 billion kWh annually, with nearly 300 million kWh coming from on-site sources and more than 1.9 billion kWh from our off-site solar and wind contracts currently in production.
Product Efficiency	**Provide sustainability information for all AT&T-branded network-connected consumer mobile devices.**	**Rated 100% of eligible devices** In 2019, 100% of eligible mobile device models were scored under our Eco-Ratings system, which rates products from 1 to 5 stars for 20 different environmental and social criteria across 5 different categories.
Device Recycling	**Collect 200 million devices for reuse, refurbishment or recycling by end-of-year 2020.**	**Refurbished or recycled 204 million devices** Through the end of 2019, AT&T has refurbished or recycled approximately 204 million devices since 2007. This includes approximately: • 107 million DIRECTV devices • 13.5 million broadband devices • 22.3 million U-verse devices • 61 million mobility devices
Customer Greenhouse Gas Methodology	**Develop and deploy a robust methodology to understand the impact of the AT&T network's GHG emissions on society.**	**Measuring and reporting our GHG impact** Working 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

Topic	Target	Progress
Social & Environmental Impact	**Demonstrate positive social and environmental impacts of AT&T-connected devices and solutions through internal and external collaboration.**	**Developing innovative solutions and sharing case studies** AT&T continues to develop innovative technologies such as artificial intelligence (AI), virtual reality (VR) and the Internet of Things (IoT) that can, by collaborating internally and externally, improve quality of life and the world around us, especially in the areas of greenhouse gas reduction, health, accessibility, public safety, education and more. We collaborate internally and externally on these initiatives and highlight our solutions in published case studies. Read more at att.com/IoT-for-Good and att.com/10x.
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.[14]**	**Reached 14 million locations** By the end of 2019, we deployed all-fiber internet access to 14 million locations.

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.

Topic	Target	Progress
Network Efficiency	**Enhance network efficiency to achieve a net-positive ratio between our operational footprint and the carbon reductions our technology makes possible for customers using our services.**	**Continuing emissions reductions** We continue to reduce our GHG 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.
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.**	**Enabled reductions 2.2x our footprint** Our calculations have verified that through the end of 2018, AT&T technology has enabled customer GHG emission reductions approximately 2.2 times that of our operational footprint. We're working to enable far more emissions reductions than that, and we will continue to report our progress biannually.

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.[15]

Topic	Target	Progress
Sustainable Sourcing Standards	**Incorporate sustainability-oriented sourcing standards and analysis into sourcing decisions with strategic suppliers.**	**Conducted supplier assessments and audits** In 2019, 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 contract agreements. We led 5 on-site supplier factory audits as a member of JAC. We continue to incorporate sustainability-oriented standards and analyses into sourcing decisions, including the insertion of sustainability clauses into 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.

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.

Topic	Target	Progress
Supplier Sustainability Measurement	**Help establish clear, agreed-upon industry sustainability metrics to measure the environmental and social impact of technology supply chains.**	**Collaborating with industry-leading organizations** To evaluate our suppliers on social and environmental criteria, we work with multiple industry organizations, including: • **TIA-QuEST Forum:** AT&T helps lead the working group advancing the adoption of the TIA Sustainability Assessor tool, which we also use with our own suppliers. • **CDP:** AT&T requests our strategic suppliers respond to the annual CDP supply chain survey, which we use to gather their GHG emissions data, reduction goals and associated progress. • **Joint Audit Cooperation (JAC):** We work with JAC to conduct 5 corporate social responsibility audits of our suppliers' manufacturing facilities, the results of which are shared with JAC member telecommunications companies. • **Sustainable Purchasing Leadership Council (SPLC):** AT&T uses guidance documents provided by the SPLC, which provide information on sustainable purchasing standards, tools in the market and guidance for conducting RFx evaluations.

PROGRESS TOWARD GOALS CONTINUED

OUR SUPPLY CHAIN

Topic	Target		Progress
Industry Sourcing		**Promote the use of sustainability metrics in industry sourcing.**	**Encouraging tier 1 supplier reporting** AT&T suppliers use the CDP supply chain and TIA Sustainability Assessor metrics to report GHG emissions and sustainability progress, which allows AT&T and other TIA companies the ability to benchmark supplier emissions and work with suppliers to make improvements.
Sustainability Performance		**Develop and follow an industry roadmap toward truly sustainable performance among our suppliers.**	**Collaborating with suppliers and organizations** AT&T moves 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 GOALS

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 the class of 2020.[16]

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

Topic	Target	Progress
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.**	**Committed more than $550 million** Since 2008, we've committed more than $550 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.**	**Launched Aspire Accelerator $1 Million Skills Building Challenge** In 2019, to celebrate the 5th year of the Accelerator, we launched the Aspire Accelerator $1 Million Skills Building Challenge, which provides financial investment, access to expert services and mentorship to education startups dedicated to skills development. The participants from the 5 previous Accelerator classes are currently reaching more than 32 million students and have attracted more than $48 million in funding after graduation.
Veteran Career Opportunities	**Hire more than 20,000 veterans and their family members between 2013 and 2020.**	**Reached 100% of our hiring goal** We achieved our goal in November 2019, more than a year early. In addition, we have various mentoring programs that pair veterans who are transitioning from military life to civilian careers with AT&T veteran employees who can provide experience and guidance.

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.[17]

Topic	Target	Progress
Advanced degrees	**Promote STEM training through ongoing education programs.**	**Investing in credential & degree programs** In 2019, we continued to invest in credentialing, certification or specialized degree programs that help propel students in their careers. Highlights include: • Supported Udacity Nanodegree programs that provide online educational pathways to industry-relevant skills, • Contributed to General Assembly to help to democratize access to digital skills and credentials via online bootcamps and scholarship delivery to the AT&T Aspire network and • Collaborated with the University of Texas at El Paso, Hampton University, Champlain College and others to create opportunities for degrees or certifications in specialized fields.
Internship opportunities	**Host 200 Year Up interns annually by 2022**	**Hosted 63 Year Up interns** In 2019, we hosted 63 Year Up interns in AT&T offices around the U.S.

KEY PERFORMANCE INDICATORS

To assess our progress, we measure annual performance in areas most important to our stakeholders and our business.

KEY PERFORMANCE INDICATORS

HIGHLIGHTS

13%
Year-over-year reduction in global GHG emissions, largely resulting from renewable energy purchases coming online in 2019

26.4%
Percentage of AT&T Communications spend with businesses owned by minorities, women, veterans, LGBTQ+ people and those with disabilities[18]

$143.9 million
Amount of corporate and foundation philanthropic giving in 2019

GREENHOUSE GAS (GHG) EMISSIONS

Carbon Footprint
U.S. Scope 1, 2 & 3 carbon footprint (GHG emissions)[19]

metric tons CO_2e
9,387,488

'15 11,611,524
'16 11,620,252
'17 10,716,169
'18 11,081,005
'19 9,387,488
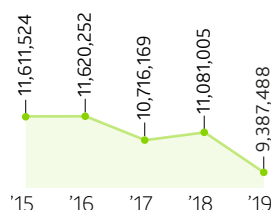
Global Scope 1, 2 & 3 carbon footprint (GHG emissions)[19]

metric tons CO_2e
10,419,308

'15 11,795,685
'16 12,295,999
'17 11,639,219
'18 12,035,873
'19 10,419,308
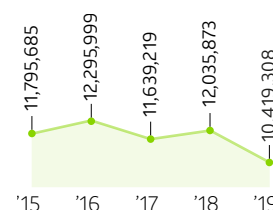
GHG Emissions Intensity
GHG emissions relative to annual revenue[19]

metric tons CO_2e/$ million revenue
36.01

'15 59.03
'16 54.33
'17 49.96
'18 44.99
'19 36.01
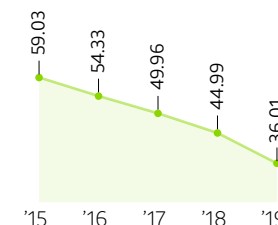
GHG emissions relative to network traffic[20]

metric tons CO_2e/petabyte of network traffic
21.15

'15 84.58
'16 35.39
'17 30.52
'18 26.89
'19 21.15
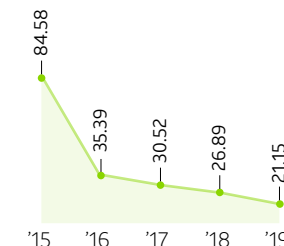
ENERGY MANAGEMENT

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

MWh (million)
14.1

'15 14.9
'16 15.1
'17 14.3
'18 14.3
'19 14.1
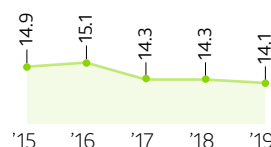
Energy Intensity
Electricity consumption relative to annual revenue

MWh electricity/$ billion revenue
77,557

'15 102,415
'16 94,091
'17 91,274
'18 85,803
'19 77,557
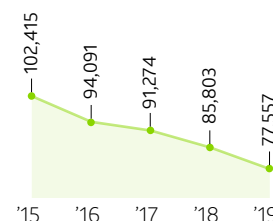
Electricity consumption relative to network traffic[13]

MWh electricity/petabyte of network traffic
45.5

'15 147.0
'16 139.0
'17 122.0
'18 51.0
'19 45.5
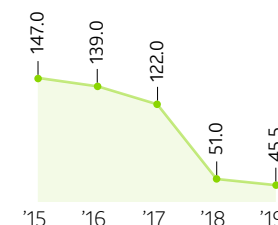
Energy Projects
Annualized energy cost savings from energy projects

U.S. dollars (million)
39.8

'15 119.1
'16 101.0
'17 148.0
'18 51.1
'19 39.8
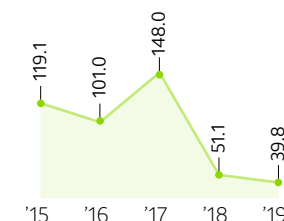
KEY PERFORMANCE INDICATORS CONTINUED

WASTE MANAGEMENT

Total Waste
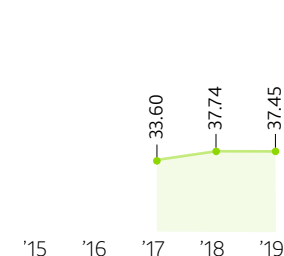Total waste managed by AT&T[21]

pounds (million)
541.55

452.00 423.00 541.55
'15 '16 '17 '18 '19
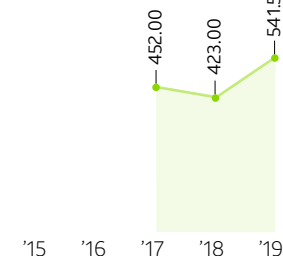
Waste Recycled
Percentage of waste recycled

%
37.45

33.60 37.74 37.45
'15 '16 '17 '18 '19

E-Waste
Number of broadband devices reused or recycled

million
3.4

4.6 5.5 3.4
'15 '16 '17 '18 '19
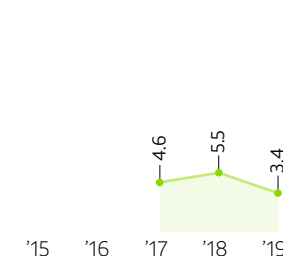
Number of mobility devices reused or recycled

million
7.80

7.30 6.98 8.00 8.20 7.80
'15 '16 '17 '18 '19
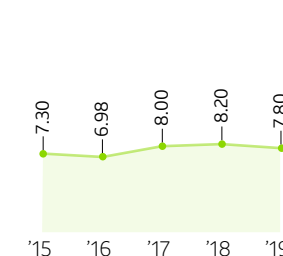
Number of U-verse devices reused or recycled

million
3.6

2.8 5.0 4.0 3.6
'15 '16 '17 '18 '19
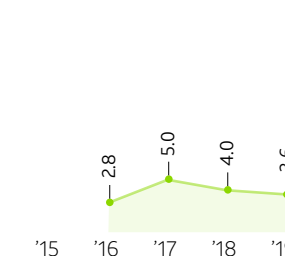
Number of DIRECTV devices reused or recycled

million
15.2

12.1 11.2 11.7 15.2
'15 '16 '17 '18 '19
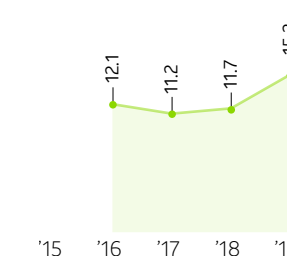
WATER MANAGEMENT

Water Footprint
Gallons of water used for domestic operations[22]

gallons (billion)
3.011

3.089 2.702 2.600 2.551 3.011
'15 '16 '17 '18 '19
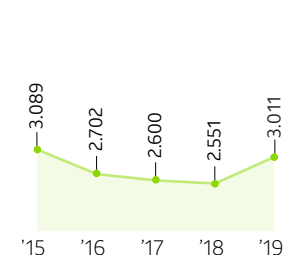
Water Intensity
Water consumption relative to annual revenue

gallons/$ thousand revenue
16.63

21.04 19.87 19.74 19.02 16.63
'15 '16 '17 '18 '19
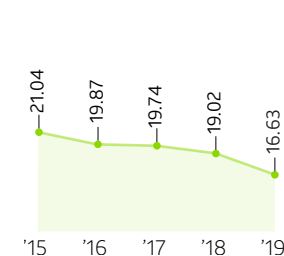
Water consumption relative to network traffic[20]

gallons/petabyte of network traffic
9,758

30,146 24,316 21,693 8,930 9,758
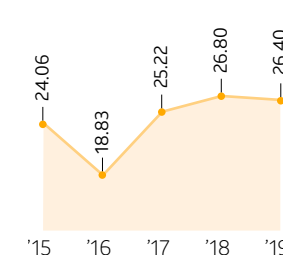'15 '16 '17 '18 '19
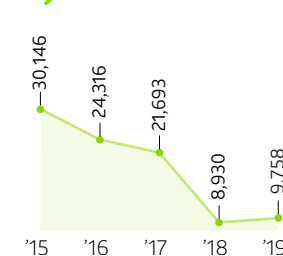
RESPONSIBLE SUPPLY CHAIN

Supplier Diversity
Percentage of spend with business enterprises owned by minorities, women, veterans, LGBTQ+ people and those with disabilities[18]
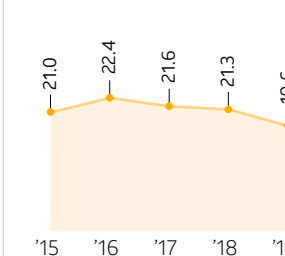
%
26.40

24.06 18.83 25.22 26.80 26.40
'15 '16 '17 '18 '19

NETWORK QUALITY & RELIABILITY

Network Investment
Investment in wired and wireless networks

U.S. dollars (billion)
19.6

21.0 22.4 21.6 21.3 19.6
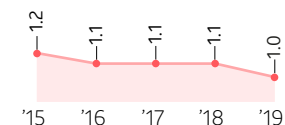'15 '16 '17 '18 '19

KEY PERFORMANCE INDICATORS CONTINUED

WORKFORCE

Employee Health & Welfare
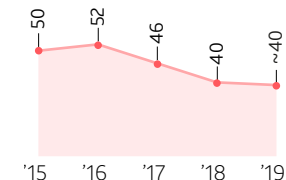Number of employees, retirees and eligible dependents offered health and welfare benefits[23]

million

1.0

1.2 — '15
1.1 — '16
1.1 — '17
1.1 — '18
1.0 — '19

Union Jobs
Percentage of union-represented employees[23]

%

~40

50 — '15
52 — '16
46 — '17
40 — '18
~40 — '19

Code of Business Conduct
Percentage of employees who completed Code of Business Conduct training[24]

%

98.8

99.4 — '15
98.0 — '16
99.0 — '17
99.0 — '18
98.8 — '19
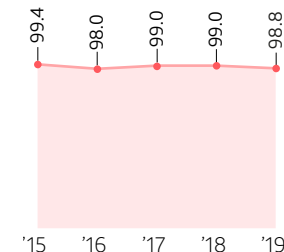
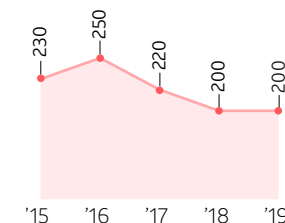### Employee Training Investments
Amount invested in direct employee training and development programs[23]

U.S. dollars (million)

200

230 — '15
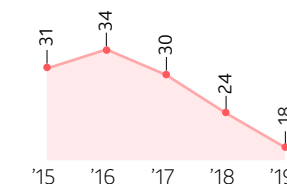250 — '16
220 — '17
200 — '18
200 — '19

Amount invested in tuition assistance for both management and non-management employees[23]

U.S. dollars (million)

18

31 — '15
34 — '16
30 — '17
24 — '18
18 — '19

Employee Safety
OSHA total recordable occupational injury and illness rate[23]

per 100 employees

1.90

1.62 — '15
1.75 — '16
1.85 — '17
2.02 — '18
1.90 — '19
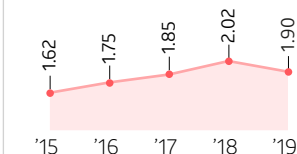
COMMUNITY ENGAGEMENT

Philanthropic Giving
Amount of corporate and foundation giving

U.S. dollars (million)

143.9

121.6 — '15
102.3 — '16
121.0 — '17
120.7 — '18
143.9 — '19
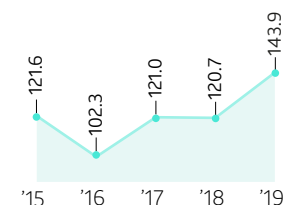
Employee Participation
Percentage of employees that participate in volunteer programs[25]

%

17

12 — '15
13 — '16
15 — '17
15 — '18
17 — '19
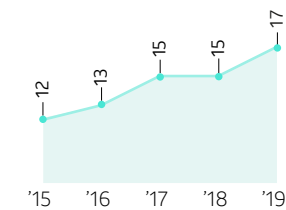
Average giving, per employee donor[26]

U.S. dollars

344

279 — '15
312 — '16
300 — '17
309 — '18
344 — '19
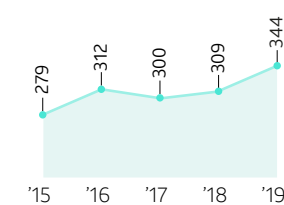
RECOGNITION

Barron's
100 Most Sustainable U.S. Companies

Bloomberg
Gender Equality Index

CDP
Climate Change Leadership Tier (A-)

Corporate Secretary Magazine
Corporate Governance Award, Best ESG Reporting

CR Magazine
100 Best Corporate Citizens

DiversityInc
Top 50 Companies for Diversity

Dow Jones Sustainability Index North America

Ethisphere
World's Most Ethical Companies

Financial Times, Agenda
10 Most Transparent S&P 500 Companies on ESG

Fortune
Best Big Companies to Work For
World's Most Admired Companies

Great Place to Work
Best Workplaces for Diversity

Hispanic Association on Corporate Responsibility
Corporate Inclusion Index

Human Rights Campaign
Corporate Equality Index

JUST Capital
America's Most JUST Companies (JUST 100)

National Organization on Disability
Leading Disability Employer

Points of Light
The Civic 50

ENDNOTES

1   Identification of essential critical infrastructure workers during COVID-19 response: https://www.cisa.gov/sites/default/files/publications/Version_3.0_CISA_Guidance_on_Essential_Critical_Infrastructure_Workers_4.pdf

2   U.S reach via Comscore Xmedia Total View Audience Analysis Report. Live +7. Period: March 2020. Television numbers are based on broadcast month, digital and mobile are based on calendar month. International TV data based on the digital domestic to international reach ratio. P2+ data for TV, & desktop and 13+ for mobile. Based on a selected list of competitors. Worldwide reach includes U.S. and international TV data, U.S. and international digital video and non-video. Does not include out-of-home viewing, radio, OTT app usage and off-platform usage where attribution tracking does not exist within Comscore.

3   AT&T Communications participation in Open COVID Pledge initiative: https://about.att.com/story/2020/open_covid_pledge.html

4   Benefits and policies vary by country and operating company.

5   The Food Trust: http://thefoodtrust.org/uploads/media_items/michigan-mapping-final.original.pdf

6   California Department of Education (CDE) Data Reporting Office: http://www.cde.ca.gov/ds/sd/sd/filescupc.asp

7   Feeding America: https://www.feedingamerica.org/hunger-in-america/arizona

8   Includes $50,000 in funding from the AT&T Foundation as of end-of-year 2019.

9   Renewable Energy Buyers Alliance. Corporate Renewable Deal Tracker: https://rebuyers.org/deal-tracker/

10 AT&T Renewable Energy Website: https://about.att.com/csr/home/environment/renewable-energy.html

11 Renewable Energy Buyers Alliance. Top 10 U.S. Large Energy Buyers in 2019: https://rebuyers.org/blog/renewable-energy-buyers-alliance-announces-top-10-u-s-large-energy-buyers-in-2019/

12 In 2017, AT&T restated our 2008 Scope 1 baseline to 1,354,054 MT CO_2e to include a back-cast of DIRECTV's business Scope 1 emissions for the baseline period. In addition, natural gas fuel cell emissions are excluded from all annual Scope 1 emissions figures. The fuel cell emissions are included in Scope 2 emissions in accordance with guidance from the GHG Protocol.

13 Electricity use is the numerator and is a proxy for total energy use. Total traffic volume (network traffic payload and calculated satellite payload) is the denominator and is a proxy for our production. As of 2018, we include satellite traffic in our total network traffic.

14 Consistent with the requirements of the FCC DIRECTV merger order.

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

16 Graduation rate as measured by GradNation, a campaign of America's Promise Alliance: https://gradnation.americaspromise.org/

17 Degree/credential rate as measured by the Lumina Foundation: https://luminafoundation.org/stronger-nation/report/2020/#nation

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

19 As of 2019 and moving forward, AT&T will report all emissions data containing Scope 2 emissions using the market-based Scope 2 calculation method in accordance with the GHG Protocol Scope 2 Guidance, unless otherwise specified. Emissions data for 2018 and earlier was calculated using the location-based emissions methodology, unless otherwise specified. Select historical data has been restated due to improvements in data collection, analysis and reporting methodology.

20 As of 2018, we include satellite traffic in our total network traffic. Learn more about how we calculate total traffic for our GHG emissions intensity metric in our Energy Management issue brief.

21 The totals and percentages shown represent all waste accounted for through AT&T's domestic e-waste, general solid waste, investment recovery and regulated (hazardous and non-hazardous) waste programs, including select WarnerMedia and Xandr locations. Our 2019 increase in total waste use is the result of Xandr and WarnerMedia integration into our operations. We will continue to integrate WarnerMedia and Xandr facility data into our reporting.

22 Our 2019 increase in total water use is the result of WarnerMedia integration into our operations.

23 Inclusive of AT&T Communications.

24 Inclusive of AT&T, Inc., AT&T Communications, Xandr, AT&T Mexico and Vrio.

25 Inclusive of AT&T Communications, WarnerMedia and Xandr.

26 Inclusive of AT&T Communications and Xandr.

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.

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

about.att.com/csr/reporting

- ESG Reporting Indexes (GRI, SASB, TCFD, UNGC, UN SDGs)
- Detailed Issue Briefs
- Stakeholder Engagement
- CDP Climate Change Response
- Latin America CSR Reports
- Diversity & Inclusion Annual Reports
- AT&T Transparency Report
- Political Engagement Report

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