

ESG Key Performance Indicators (KPIs)

To assess our environmental, social and governance (ESG) performance, we measure KPIs in the areas most important to our stakeholders and business. For details on our managerial and programmatic approach to leading ESG issues, view our collection of [issue briefs here](#).

Footnotes below indicate the scope of data coverage by segment. In May 2021, we entered into an agreement to combine our WarnerMedia segment, subject to certain exceptions, with a subsidiary of Discovery, Inc. The transaction is subject to approval by Discovery shareholders and customary closing conditions, including receipt of regulatory approvals. In February 2021, we agreed to contribute our North America video business – including DIRECTV, AT&T TV and U-verse – to form a new company with TPG Capital. The transaction is pending customary closing conditions.

Environment

	2016	2017	2018	2019	2020
Energy Management					
Total energy consumption (megawatt hour [MWh])	20.0M	19.5M	18.7M	17.9M	17.5M
Electricity					
Total electricity use (MWh) (global direct billed and leased electricity) ¹	15.1M	14.3M	14.3M	14.1M	14.1M
Total electricity use (gigajoule [GJ]) (global direct billed and leased electricity) ¹	54.5M	51.4M	51.4M	50.6M	50.8M
Energy intensity (MWh electricity/1,000 subscribers) ^{2, 3}	84.73	77.31	72.83	65.88	61.89
Energy intensity (MWh electricity/\$ billion revenue)	94,091	91,274	85,803	77,557	82,144
Percent total electricity supplied from grid electricity	75.9%	73.2%	76.4%	77.7%	79.1%
Renewable energy					
Total on-site renewable energy capacity (kilowatt [kW])	5,046	4,611	4,611	4,478	4,478
Total on-site renewable energy production (kilowatt hour [kWh])	6.63M	6.63M	5.70M	5.31M	4.71M
Renewable energy certificates (RECs) purchased (MWh)	0	0	0	0	0
Energy projects					
Total energy projects implemented (approx.)	25,000	18,000	28,600	26,700	8,800

Energy projects (cont.)	2016	2017	2018	2019	2020
Total annualized energy conserved through energy savings projects (million kWh)	1,166	1,440	571	471	390
Total annualized energy cost savings from energy projects	\$101.0M	\$148.0M	\$51.1M	\$39.8M	\$40.0M
Environment Health & Safety Compliance⁴					
OSHA total recordable occupational injury and illness rate (per 100 employees) ⁵	1.81	1.86	2.07	1.90	1.16
Number of employee health/safety incidents reported to OSHA ⁶	248	141	104	114	76
Number of employee health/safety regulatory incidents ⁷	134	99	105	77	111
Number of reportable environmental incidents (spills)	49 ⁸	10 ⁹	6 ¹⁰	14 ¹¹	22 ¹²
Greenhouse Gas Emissions					
U.S. carbon footprint (Scopes 1, 2 & 3 in metric tons [MT] CO ₂ equivalent [CO ₂ e]) ¹³	11,620,252	10,716,169	11,081,005	9,387,488	7,932,357
Global carbon footprint (Scopes 1, 2 & 3 in MT CO ₂ e) ¹³	12,295,999	11,639,219	12,035,873	10,419,308	8,614,713
Greenhouse gas emissions intensity (Scopes 1 & 2 in MT CO ₂ e/\$ billion of revenue)	54,327	49,956	45,383	36,012	33,700
Greenhouse gas emissions intensity (Scopes 1 & 2 in MT CO ₂ e/1,000 subscribers) ³	42.92	36.61	38.21	30.59	25.39
Product Life Cycle					
Device reuse and recycling ¹⁴					
Total number of devices reused or recycled through AT&T	21M+	28M+	29M+	30M+	24M+
DIRECTV set-top boxes reused or recycled	12.1M+	11.1M+	11.8M+	15.2M+	6.6M+
U-verse set-top boxes reused or recycled	2.8M+	4.9M+	3.9M+	3.6M+	3.9M+
Broadband devices reused or recycled	--	4.7M+	5.5M+	3.4M+	3.1M+
Mobility devices reused or recycled	6.9M+	8.0M+	8.2M+	7.8M+	10.8M+
Electronic device materials from take-back programs ¹⁴					
Materials from take-back programs reused or sold	74.6%	82.8%	74.3%	79.2%	72.0%
Materials from take-back programs recycled	25.4%	17.2%	25.7%	20.8%	28.0%
Materials from take-back programs landfilled	0%	0%	0%	0%	0%

	2016	2017	2018	2019	2020
Paper use					
Amount of paper used for direct mail and office paper (MT)	26,193	27,628	13,762	16,353	12,588
Amount of paper recycled (MT)	2,619	3,274	1,345	1,661	1,137
Waste Management					
Total waste managed^{15, 16}					
Total domestic waste managed by AT&T (MT)	--	201,395	191,865	245,645	199,749
Total waste recycled/reused (MT)	--	67,585	72,412	91,995	80,008
Percent total waste recycled/reused	--	33.60%	37.74%	37.45%	40.05%
Non-hazardous waste¹⁵					
Total domestic non-hazardous waste generated (MT)	--	--	191,703	245,620	199,714
Percent domestic non-hazardous waste generated	--	--	99.92%	99.99%	99.98%
Total non-hazardous waste recycled (MT)	--	--	72,323	91,958	78,995
Percent non-hazardous waste recycled	--	--	37.70%	37.44%	39.55%
Total non-hazardous waste sent to landfill (MT)	--	--	116,024	152,707	117,698
Percent non-hazardous waste sent to landfill	--	--	60.50%	62.17%	58.93%
Total non-hazardous waste incinerated (MT)	--	--	9.80	2.49	2.10
Percent non-hazardous waste incinerated	--	--	0.010%	0.001%	0.001%
Total non-hazardous waste composted (MT) ¹⁷	--	--	--	--	1,296
Percent non-hazardous waste composted ¹⁷	--	--	--	--	0.65%
Total non-hazardous waste reused (MT) ¹⁷	--	--	--	--	999
Percent non-hazardous waste reused ¹⁷	--	--	--	--	0.50%
Other non-hazardous waste, not specified ¹⁸ (MT)	--	--	--	952.51	724
Percent other non-hazardous waste, not specified ¹⁸	--	--	--	0.39%	0.36%
Hazardous waste¹⁵					
Total domestic hazardous waste generated (MT)	--	--	162.20	24.89	35.51
Percent domestic hazardous waste generated	--	--	0.08%	0.01%	0.02%

Hazardous waste (cont.) ¹⁵	2016	2017	2018	2019	2020
Total hazardous waste recycled (MT)	--	--	79.96	4.84	13.90
Percent hazardous waste recycled	--	--	49.30%	19.45%	39.14%
Total hazardous waste sent to landfill (MT)	--	--	57.23	0	0.10
Percent hazardous waste sent to landfill	--	--	35.30%	0.00%	0.28%
Total hazardous waste incinerated (MT)	--	--	2.37	1.54	0.50
Percent hazardous waste incinerated	--	--	1.46%	6.19%	1.41%
Other hazardous waste, not specified ¹⁹ (MT)	--	--	22.70	18.50	21.01
Percent other hazardous waste, not specified ¹⁹	--	--	14.00%	74.33%	59.17%
Water Management²⁰					
Absolute (gallons) ²¹	2.702B	2.600B	2.551B	3.011B	2.678B
Absolute (million cubic meters) ²¹	11.62	11.50	11.37	11.40	10.13
Water intensity (gallons/\$ thousand revenue)	19.87	19.74	19.02	16.63	15.59
Water intensity (gallons/individual subscriber) ³	14.86	13.81	12.69	14.12	11.75

¹ Electricity is a subset of total energy. Electrical energy represents approximately 81% of total AT&T energy consumption globally. Other forms of energy include steam, chilled water and all types of fuel use.

² Electricity use is the numerator and is a proxy for total energy use. Total number of subscribers (North America wireless, wireline voice and domestic broadband) as identified in our [2020 Annual Report](#) is the denominator and is a proxy for our production.

³ From 2016 to 2019, AT&T utilized intensity metrics relative data traffic on our network (denominator), including satellite traffic. After achieving our 2020 water and energy intensity goals in 2019, we have transitioned to intensity metrics relative to our total number of subscribers (North America wireless, wireline voice and domestic broadband) as identified in our [2020 Annual Report](#).

⁴ Data not inclusive of AT&T operations in Latin America or WarnerMedia. 2020 data is inclusive of select Warner Bros. locations.

⁵ These incidents are employee injuries and illnesses that are required to be documented on the OSHA 300 log.

⁶ These incidents are employee injuries and illnesses that are required to be promptly reported directly to OSHA.

⁷ These employee health/safety regulatory incidents include government inspections and other agency inquiries requiring a response (e.g., inquiries via phone, fax and mail).

⁸ All spills were addressed promptly and cleaned up in accordance with regulatory requirements. 6 incidents were converted to long-term remediation events.

⁹ All spills were addressed promptly and cleaned up in accordance with regulatory requirements. 7 incidents were converted to long-term remediation events.

¹⁰ All spills were addressed promptly and cleaned up in accordance with regulatory requirements. 2 incidents were converted to long-term remediation events.

¹¹ All spills were addressed promptly and cleaned up in accordance with regulatory requirements. 3 incidents were converted to long-term remediation events.

¹² All spills were addressed promptly and cleaned up in accordance with regulatory requirements. 1 incident was converted to a long-term remediation event.

- ¹³ Carbon footprint not inclusive of supplier emissions.
- ¹⁴ Device recycling and reuse and product take-back data cover AT&T Inc., U.S. operations only.
- ¹⁵ 2019–2020 data inclusive of select WarnerMedia and Xandr locations.
- ¹⁶ 2017–2018 data for waste generation and management represent all waste accounted for through AT&T Inc.’s domestic U.S. general solid waste, investment recovery and hazardous waste programs. 2019–2020 data for waste generation and management represent all waste accounted for through AT&T Inc.’s domestic U.S. general solid waste, investment recovery, e-waste, furniture recycling, paper shredding, pallet recycling and regulated (hazardous and non-hazardous) waste programs, unless otherwise noted.
- ¹⁷ Due to improved reporting, total non-hazardous waste composted and reused are included as distinct categories for the first time in 2020.
- ¹⁸ This category represents non-hazardous waste for which data on the management method was unavailable. AT&T is continuously working with vendors to integrate enhanced waste reporting metrics into contracts.
- ¹⁹ This category consists of hazardous wastes for which the waste management vendors did not report the final disposal method, primarily because they were consolidated with wastes from other companies at the treatment, storage and disposal facilities prior to final disposition. Our EHS Waste team is continuously working with those vendors to more accurately report the final disposition of all AT&T hazardous wastes.
- ²⁰ 2016–2018 data inclusive of AT&T Communications, U.S. operations. 2019–2020 data inclusive of AT&T Communications and WarnerMedia’s U.S. operations.
- ²¹ This figure is equivalent to our water use for domestic operations, our freshwater consumption and our withdrawals from municipal sources.

Social

	2016	2017	2018	2019	2020
Community Engagement					
Philanthropic giving					
Total amount of corporate and AT&T Foundation giving	\$102.0M	\$121.0M	\$120.7M	\$143.9M	\$288.5M ²²
Total amount contributed or directed through corporate, employee and AT&T Foundation giving programs	\$139.3M	\$156.0M	\$151.7M	\$173.5M	\$314.8M
Education programs	\$67.9M	\$86.4M	\$74.4M	\$76.9M	\$69.7M
Community Support & Safety programs	\$34.1M	\$33.7M	\$32.5M	\$46.7M	\$97.9M
Human & Health Services programs	\$31.1M	\$31.1M	\$32.8M	\$35.7M	\$132.9M
Arts, Media & Culture programs	\$6.2M	\$4.8M	\$12.0M	\$14.2M	\$14.2M
Employee volunteerism & giving					
Number of hours volunteered through employee volunteer programs ²³	1.63M+	1.78M+	1.5M+	1.4M+	521,460+

Employee volunteerism & giving (cont.)	2016	2017	2018	2019	2020
Percent of employees who participate in volunteer programs ²⁴	13%	15%	15%	17%	9% ²⁵
Total value of employee volunteerism ^{23, 26}	\$38.4M	\$42.0M	\$35.0M	\$37.4M	\$14.5M ²⁵
Total amount of employee donations ²⁷	\$40.8M	\$31.6M	\$31.0M	\$29.6M	\$26.3M
Average employee giving per employee donor ²⁷	\$312	\$300	\$309	\$337	\$336
Our Workforce					
Total number of employees worldwide ²⁸	268,540	254,000	268,220	247,800	230,760
Number of global part-time employees ²⁹	--	6,685	11,766	10,692	3,943
Workforce diversity					
Average age of employees ²⁹	--	--	44	42	43
Total U.S. workforce diversity ³⁰	32% women; 43% people of color	31% women; 43% people of color	33% women; 44% people of color	33% women; 45% people of color	34% women; 46% people of color
Total U.S. management diversity ³⁰	35% women; 37% people of color	35% women; 37% people of color	37% women; 38% people of color	37% women; 40% people of color	37% women; 40% people of color
Union representation					
Percent of union-represented employees ³¹	~48%	~46%	~40%	~40%	~37%
Benefits & training					
Number of employees, retirees and eligible dependents offered health and welfare benefits ³²	1.1M	1.1M	1.1M	1.0M	1.0M
Amount invested in direct employee training and development programs ³¹	\$250M	\$220M	\$200M	\$200M	\$166M
Number of hours spent on employee training ³¹	20M	20M	16M	16M	16M
Amount invested in tuition assistance for employees ³¹	\$34.0M	\$30.0M	\$24.0M	\$18.0M	\$15.8M
Technology Innovation					
Research & development investments	\$1.6B	\$1.5B	\$1.2B	\$1.3B	\$1.2B

- ²² \$270.5 million of 2020 philanthropic giving was provided by AT&T and \$18 million was provided through the AT&T Foundation.
- ²³ 2016–2018 data not inclusive of AT&T operations in Latin America or WarnerMedia.
- ²⁴ 2016–2017 data not inclusive of AT&T operations in Latin America or WarnerMedia. 2018–2020 totals not inclusive of WarnerMedia.
- ²⁵ While we realized a 2020 decline in employee participation related to COVID-19 requirements for social distancing, average giving per employee donor remained at pre-pandemic levels, reflecting AT&T employees’ continued commitment and generosity.
- ²⁶ The value of volunteer time was calculated in coordination with True Impact, considered a leader in volunteer-hour valuation.
- ²⁷ 2016–2020 data inclusive of AT&T Communications and Xandr. 2019–2020 data also inclusive of WarnerMedia.
- ²⁸ 2016–2017 data inclusive of AT&T Communications. 2018 data inclusive of AT&T Communications and WarnerMedia. 2019–2020 data inclusive of AT&T Inc.
- ²⁹ 2017 data inclusive of AT&T Communications. 2018–2020 data inclusive of AT&T Communications and Xandr.
- ³⁰ 2016–2017 data inclusive of AT&T Communications. 2018–2020 data inclusive of AT&T Communications and WarnerMedia.
- ³¹ 2016–2020 data inclusive of AT&T Communications.
- ³² 2016–2019 data inclusive of AT&T Communications. 2020 data inclusive of U.S.-based AT&T Inc. employees.

Governance

	2016	2017	2018	2019	2020
Our Corporate Governance					
Employee training completion on the Code of Business Conduct ³³	98.0%	99.0%	99.0%	98.8%	98.4%
Network Quality & Reliability					
Capital expenditures	\$22.4B	\$21.6B	\$21.3B	\$19.6B	\$15.7B
Responsible Supply Chain					
Environmental sustainability					
Percent of spend with suppliers that track greenhouse gas (GHG) emissions ³⁴	>50%	>50%	64%	54%	60%
Percent of spend with suppliers that have specific GHG emissions goals ³⁴	>50%	>50%	49%	45%	56%
Audits & sustainability assessments					
Percent of spend with suppliers engaged with sustainability assessments on a 1- to 3-year cycle ³⁴	80%	80%	80%	80%	80%
Number of supplier facility audits led by AT&T	--	3 factory locations	5 factory locations	5 factory locations	2 factory locations

Audits & sustainability assessments (cont.)	2016	2017	2018	2019	2020
Number of supplier facilities audited by the Joint Audit Cooperation (JAC) program overall ^{35, 36}	69 factory locations	89 factory locations	132 factory locations	124 factory locations	76 factory locations
Individuals reviewed for human rights adequacy by AT&T-led JAC audits ³⁵	--	--	14,000	6,690	7,674
Individuals reviewed for human rights adequacy by the JAC program overall ³⁵	--	--	263,000	304,703	128,590
Supplier diversity					
Percent of total spend with business enterprises owned by minorities, women, veterans, LGBTQ+ people and those with disabilities ³⁴	24.3%	25.2%	26.8%	26.4%	24.5%
Supplier diversity (continued)					
Total spend with business enterprises owned by minorities, women, veterans, LGBTQ+ people and those with disabilities ³⁴	\$14.2B	\$14.4B	\$15.1B	\$14.2B	\$13.2B
Percent of diverse suppliers externally certified by third-party agencies ³⁴	100%	100%	100%	100%	100%

³³ 2018 data not inclusive of AT&T Mexico, AppNexus, Vrio or WarnerMedia. 2019–2020 data not inclusive of WarnerMedia, AT&T Mexico or Vrio.

³⁴ Supplier diversity and sustainability 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.

³⁵ AT&T joined JAC in mid-2016.

³⁶ JAC members, including AT&T, were not able to audit as many facilities in 2020 due to the COVID-19 pandemic.