



# The Value of Connection

AT&T 2023 Sustainability Summary

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# About our Sustainability Reporting

As AT&T's Chief Sustainability Officer, I'm proud to present our Sustainability Summary. This Summary highlights our commitment to making meaningful contributions across our operations, ensuring we create value while driving positive change in our world. It encapsulates how we work to do more for our shareholders, our customers, our employees, our suppliers and our communities.

The Summary is one piece of our comprehensive sustainability reporting suite on our [sustainability reporting website](#), which also includes our [issue briefs](#) and other relevant resources. It reflects the global operations of AT&T Inc. and relates to the financial year ending December 31, 2023, except where otherwise noted.

The issue briefs offer detailed analyses and discussions on corporate responsibility areas, addressing a variety of topics related to our business.

Please see our corporate [Annual Report](#) or [Form 10-K](#) for the year ended December 31, 2023, and other publicly filed documents available at [investors.att.com](#).

We invite you to explore our Sustainability Summary and accompanying resources as we continue our journey toward a more sustainable future.



**Charlene Lake is AT&T's  
Chief Sustainability Officer  
and Senior Vice President,  
Corporate Responsibility**



## Our sustainability reporting website also includes our:

- [Reporting Frameworks, including GRI, SASB, TCFD, UNGC and UN SDGs](#)
- [CDP Climate Change Disclosure](#)
- [Political Engagement Report](#)
- [Transparency Report](#)
- [2024 Proxy Statement](#)
- [Policies & Commitments](#)
- [Reporting Archive](#)

# Letter from the CEO



We have an enduring legacy of advancing connectivity, bringing forward innovations that transform how people live, work, learn and connect to what matters most to them. Today, we are investing significantly to enhance and expand our 5G wireless and fiber broadband networks. Through our leadership in high-performance networking, we continue to connect customers, employees and communities to greater possibility — all while generating long-term value for shareholders.

This report details ongoing investments, initiatives and innovations that positively address issues important to the sustainable success of our business.

## Bridging the digital divide

We believe connecting every American to the internet is a national imperative. We recently committed an additional \$3 billion, for a total of \$5 billion since 2021, to narrow the digital divide. This cumulative commitment includes an ambitious goal to help 25 million people get and stay connected to affordable, high-speed internet access throughout this decade. Our efforts in 2023 include:

- Enabling low-income households to access low-cost broadband services through our Access from AT&T service and participation in the FCC's Affordable Connectivity Program, a vital federal initiative that has lapsed at the time of this report.
- Expanding connectivity to more rural communities and Tribal lands, where internet access remains a pressing challenge.
- Reaching nearly 535,000 people in 2023 through digital inclusion initiatives, including distributing more than 40,000 computers to students and families in need.
- Launching 14 new Connected Learning Centers last year, for a total of 34 in cities across the United States. To connect even more people to the possibilities created by internet access, we opened our 50th center in July of 2024, and we plan to open many more in the coming years.

## Engaging employees

We are dedicated to building a “big tent” and an inclusive workplace where a wide variety of backgrounds and perspectives help us achieve our purpose and support employees’ personal and professional aspirations.

- We provide competitive and equitable pay and offer comprehensive benefits to support the total well-being of every employee.
- We offer education and upskilling opportunities at all levels of the business, including more than 20 internships and full-time development programs.
- More than 33% of employees engaged in volunteerism and giving in 2023, and we continue to foster a strong culture of community involvement.
- We are proud to be the only major U.S. telecommunications company with a largely union-represented frontline workforce, delivering working-class jobs that support our employees’ total well-being with competitive wages and benefits that are some of the best in the nation.

## Innovating with impact

Our investments in next-generation technology based on fiber and ubiquitous wireless connectivity increase our energy efficiency and set a foundation for others to contribute to a more sustainable world.

- As we migrate customers to fiber, which is the best and most energy-efficient internet access

technology available, we are retiring energy-consumptive network technologies of decades past. Fiber and wireless networks are significantly better for the environment than copper — they use 70% less energy. This improves the customer experience and furthers our goal to achieve carbon neutrality across our global operations by 2035.

- Through our Connected Climate Initiative, we are helping develop AT&T connectivity solutions that will enable our business customers to collectively reduce 1 billion metric tons of greenhouse gas emissions by 2035.
- We enable our customers and communities to innovate on high-bandwidth, low-latency networks, promoting a more sustainable future by providing the capacity required for remote work, smart cities, high-tech energy monitoring and controls, efficient manufacturing and more.

AT&T’s legacy of innovation and responsible stewardship is strong. We remain committed to operating sustainably for the long-term success of our business and everyone we serve.

**John Stankey**

Chief Executive Officer, AT&T Inc.

# Overview

AT&T's evolving Sustainability Strategy reflects our adaptability to changing times. With dynamic pillars focused on creating value through connection, our meaningful practices are fully integrated into our strategy and business operations. This approach helps us achieve our goals and drive accountability and transparency in our sustainability journey.



# Our Sustainability Strategy

For AT&T, a connection is more than just a physical link. It is the catalyst for relationships, the fuel for businesses and the key to unlocking breakthrough moments for our communities. Our Company purpose is to connect people to greater possibility—with expertise, simplicity and inspiration.

With our extensive network coverage and a rich legacy of technological innovation, we are uniquely positioned to realize this purpose. This purpose drives our core sustainability pillars for creating value.

At AT&T, we aim to be the premier provider of connectivity services through our resources, focus, expertise and people. Through the deployment of 5G and fiber networks, we are connecting communities and helping to make new innovations possible. We're committed to leveraging our strengths to address many of today's and tomorrow's sustainability challenges. Our substantial progress is made possible through the dedication of our employees and the invaluable support of our many suppliers and community partners.



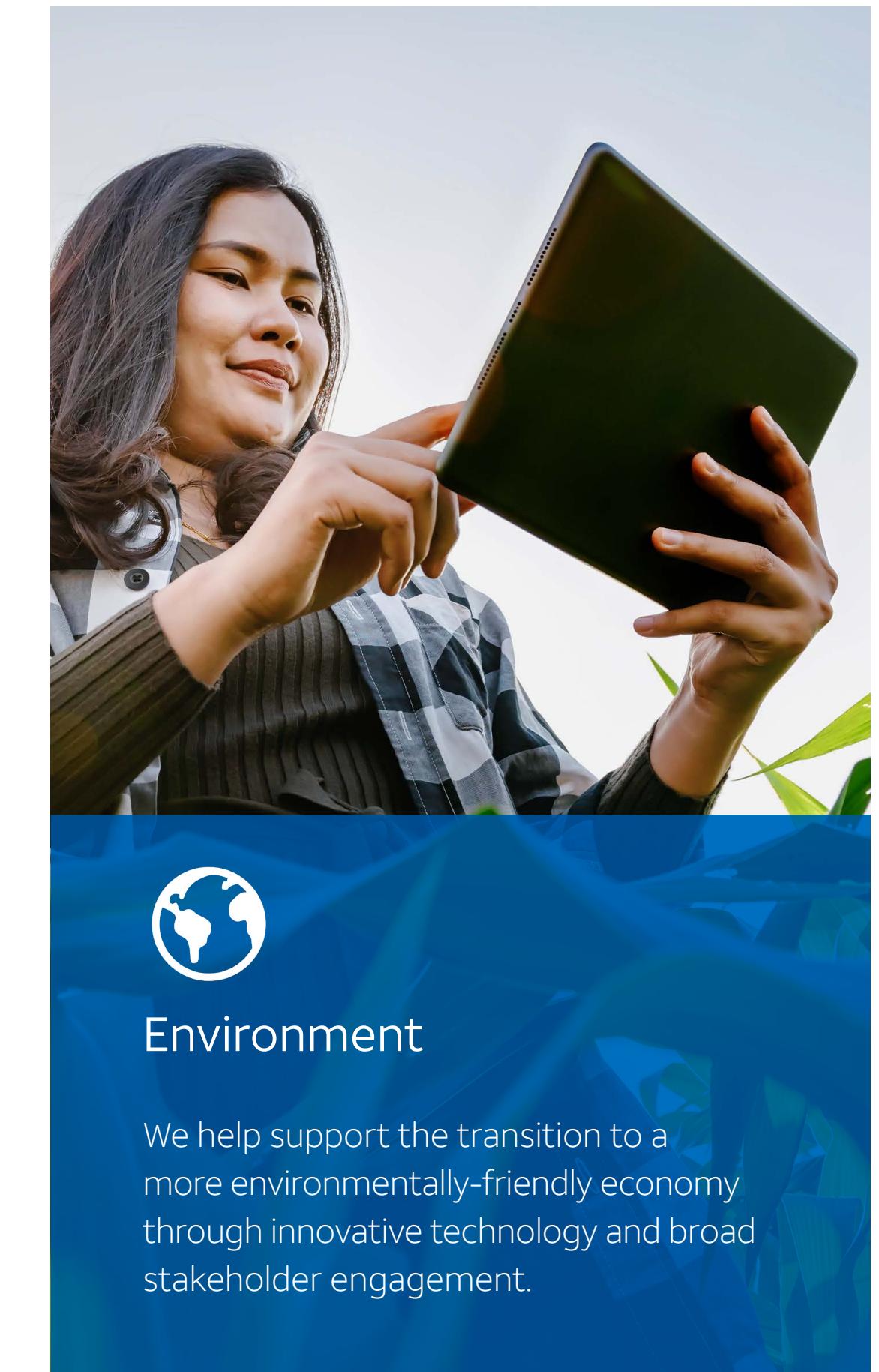
## Company

We respect the need for strong governance, and we prioritize operational resilience and long-term value creation, all aligned to our company purpose and culture.



## People & Community

We leverage our network, connections and scale to drive positive impact for our customers, employees and communities.



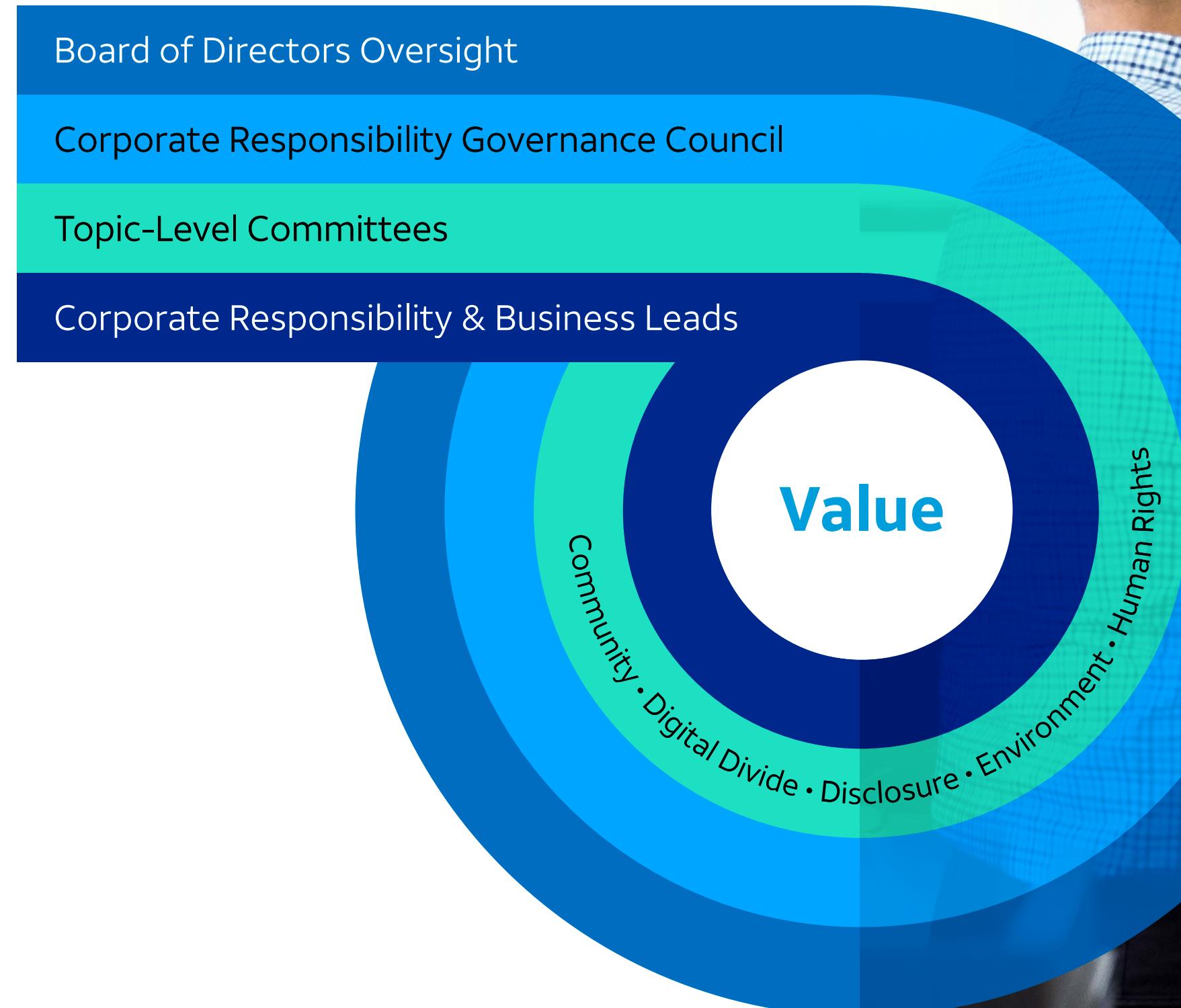
## Environment

We help support the transition to a more environmentally-friendly economy through innovative technology and broad stakeholder engagement.

# Sustainability Governance

Our commitment starts at the top, with oversight from the AT&T Board of Directors and senior management. Our Chief Sustainability Officer (CSO) manages our most important corporate responsibility focus areas, covered within this Summary. To ensure management of sustainability issues stretches across the business, our CSO leads a Corporate Responsibility Governance Council, comprising more than a dozen officers responsible for business operations aligned to those focus areas. We also convene five topic-level committees focused on community, digital divide, disclosure, environment and human rights.

☞ Read more in our [2024 Proxy Statement](#).



# Progress Toward Goals

## Communities

### Target

**2B**

Invest \$2 billion to help bridge the digital divide from 2021 through the end of 2023.

**1M**

Provide 1 million people in need with digital resources through AT&T Connected Learning® by the end of 2025.

**50%**

Engage 50% of our employees worldwide through grassroots volunteerism and giving initiatives by the end of 2030.

**1M**

Beyond emergency response and network disaster recovery, help 1 million people prepare for and recover from the impacts of disasters by the end of 2030.

### Progress



Completed our commitment to invest \$2 billion by the end of 2023 to help bridge the digital divide. Our efforts have promoted broadband affordability, accessibility and safe adoption.



Reached nearly 840,000 individuals. Through the end of 2023, we reached nearly 840,000 people, including nearly 535,000 in 2023 alone, through digital inclusion initiatives, such as collaborations to provide refurbished devices to low-income students and families, resources to support digital learning and literacy and investments in programs that deploy digital navigators<sup>1</sup> into communities. Launched 14 AT&T Connected Learning Centers®, bringing our total to 34 at the end of 2023.



33% of employees engaged in volunteerism and giving in 2023. Through a variety of corporate community engagement opportunities, employees donate time and money or make other personal commitments to their communities.<sup>2,3</sup>



Completed our commitment to help over 1 million people prepare for and recover from the impacts of disasters.

We delivered connectivity solutions and humanitarian relief serving more than 1.35 million people from 2021 through the end of 2023.

## Environment

### Target

**63%**

Reduce absolute Scope 1 and 2 GHG emissions<sup>4</sup> by 63% (2015 base year) — aligning with a 1.5°C pathway by the end of 2030.<sup>5</sup>

**Carbon Neutral**

Achieve carbon neutrality (Scope 1 and 2 emissions<sup>4</sup>) by the end of 2035.

**1GT**

Deliver connectivity solutions that enable business customers to reduce a gigaton (1 billion metric tons) of GHG emissions from 2018 through the end of 2035.

**30%**

Reduce the amount of U.S. waste we send to landfill by 30% (2019 base year) by the end of 2030.

### Progress



**Reduction of nearly 52%.<sup>4</sup>** 2023 Scope 1 and 2 emissions were approximately 4.2 million metric tons (MT CO<sub>2</sub>e equivalent (CO<sub>2</sub>e). This represents a reduction of nearly 52% from our 2015 base year (approximately 8.8 million MT CO<sub>2</sub>e) — 82% attainment toward our Scope 1 and 2 science-based targets.<sup>4</sup>



**Reduction of more than 4.5 million MT CO<sub>2</sub>e.<sup>2,6</sup>** 2023 Scope 1 and 2 emissions were approximately 4.2 million MT CO<sub>2</sub>e. This represents a reduction of more than 4.5 million MT from our 2015 base year (approximately 8.8 million MT CO<sub>2</sub>e) — nearly 52% attainment toward our carbon neutral target.<sup>2</sup>



**Enabled 188.3 million MT of customer emissions savings.** From 2018 through the end of 2023, AT&T identified 30 Smart Climate Solutions for which we've calculated emissions reductions. The use of these solutions has enabled emissions reductions of 188.3 million MT CO<sub>2</sub>e — approximately 19% of our Gigaton Goal.



**Reduction of 19.9%.<sup>7</sup>** Waste sent to landfill totaled 114,167 tons in 2023. This represents a reduction of 28,303 tons from our 2019 base year (142,470 tons).<sup>8</sup>

## Suppliers

### Target

**80%**

Integrate sustainability performance metrics into our sourcing decisions for 80% of our spend by the end of 2025.<sup>9</sup>

**50%**

**55% of suppliers have set science-based GHG emissions targets.** In 2022, we met our 50% Scope 3 science-based target two years ahead of schedule. By the end of 2023, 55% of our suppliers had set science-based Scope 1 and 2 targets.

### Progress



Reached 85% of spend, exceeding our goal for the third consecutive year. We continue to require suppliers to adhere to our [Principles of Conduct for Suppliers](#) through our Supplier Portal and contract agreements.

**100%**

**55% of suppliers have set science-based GHG emissions targets.** In 2022, we met our 50% Scope 3 science-based target two years ahead of schedule. By the end of 2023, 55% of our suppliers had set science-based Scope 1 and 2 targets.

# Company

Sustainable business practices underpin our purpose of connecting people to greater possibility. As we grow and improve our network, we're able to continue to reduce our environmental footprint, as well as that of our customers, to narrow the digital divide and to make communities safer and more resilient.

The transformative impact of connectivity supports lives and livelihoods, driving economic growth and prosperity. Our leadership in leveraging connectivity to advance sustainability unlocks opportunity for people, communities, businesses, our employees and our shareholders.

Read more in our issue briefs:

- [!\[\]\(f6db299203a21bbc7a1e378f008119a1\_img.jpg\) \*\*EHS Compliance\*\*](#)
- [!\[\]\(200e18550306e278aa55e9597d53de7a\_img.jpg\) \*\*Ethics & Integrity\*\*](#)
- [!\[\]\(00e9a7c1ab15c828e747c2d3c2516078\_img.jpg\) \*\*Network & Data Security\*\*](#)
- [!\[\]\(2e20bffb671f540a93f2d0945014a361\_img.jpg\) \*\*Network Quality & Reliability\*\*](#)
- [!\[\]\(c685f40ae019cf2ccb65856c20e76ce9\_img.jpg\) \*\*Privacy\*\*](#)



## Financial Performance

Our revenue growth in 2023 reflected our continued enhancements to North America's largest wireless network.<sup>10</sup> At the end of 2023, our fiber network—America's largest<sup>11</sup>—passed more than 26 million consumer and business locations, while our expansion of America's most reliable 5G network<sup>12</sup> extended our mid-band 5G coverage to more than 210 million people.

Subscribers valued the improved connectivity these network investments deliver. Our 2023 Mobility service revenues were up 4.4% compared to 2022. There were more than 1.7 million postpaid phone net adds for the year. Our 2023 consumer broadband revenues increased 8.1% year-over-year, driven by full-year AT&T Fiber revenue growth of 26.6%. With 1.1 million AT&T Fiber net adds in 2023, we've added 1 million or more AT&T Fiber net adds for six straight years.

Even as we continued to be a leading investor in America's broadband infrastructure, we were able to achieve substantial cost savings. In 2023, we hit our \$6 billion-plus run-rate cost-savings target and made strong early progress toward our mid-2026 run-rate cost-savings target of an additional \$2 billion-plus.

**2.4%**

Increase in postpaid phone subscribers

**15.1%**

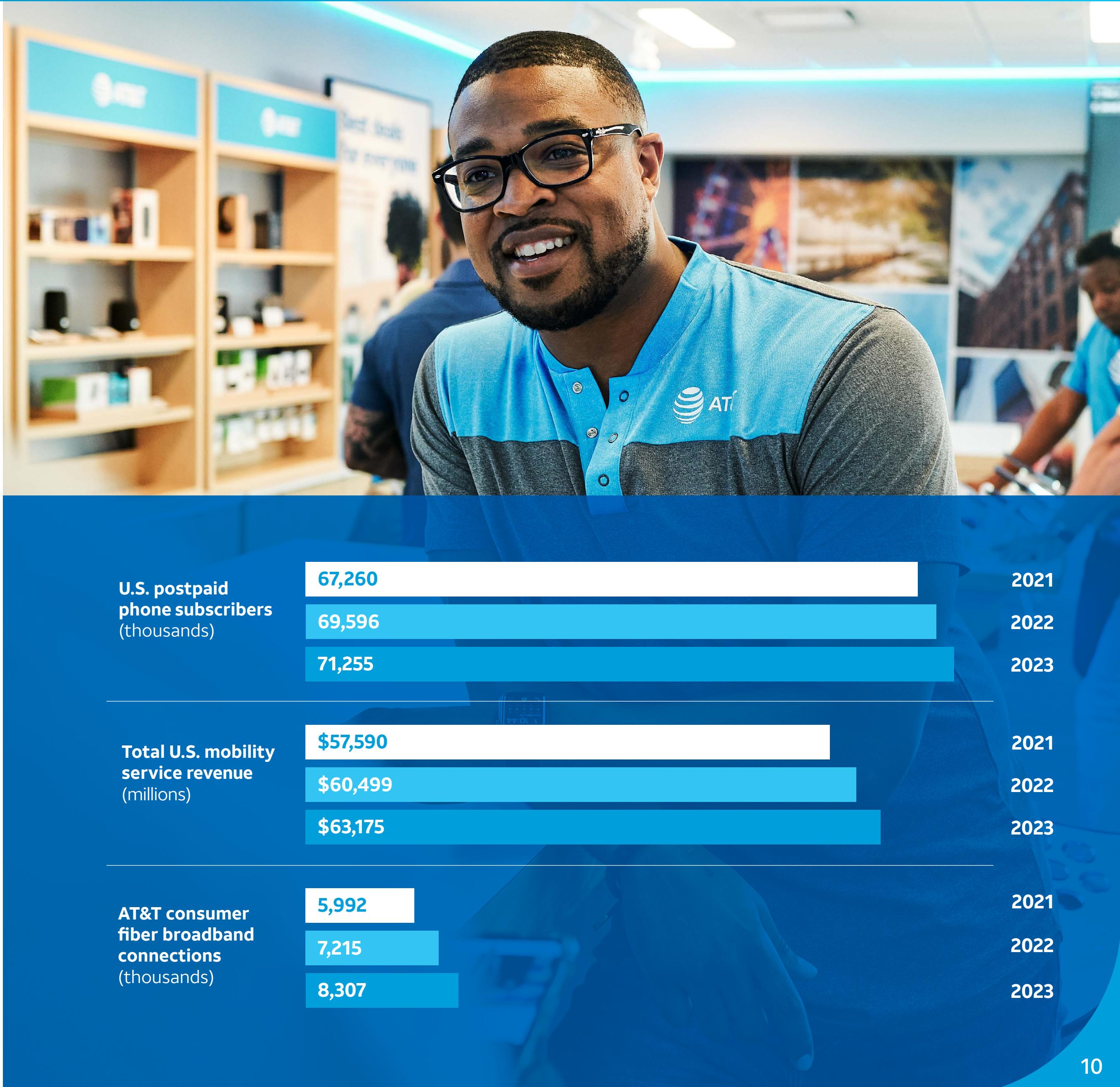
Increase in AT&T consumer fiber broadband connections

**26M+**

Locations passed by our fiber network

**210M+**

People covered by mid-band 5G



## Our Network: Bigger, Better, More Resilient

From families to businesses to first responders, we cover more than 99% of Americans.<sup>13</sup> To make sure we deliver the best possible experience, we've continued to invest heavily in increasing our network's reach, speed and reliability.

At the heart of our network growth strategy is our early and ongoing commitment to fiber and 5G — a combination of technologies that provide unrivaled speed and reliability. The communications industry has evolved into internet-based technologies capable of converging the offering of wireline and wireless services. As the owner and operator of scaled wireless and fiber networks, we are uniquely positioned to provide converged mobile and broadband/fiber solutions. And we'll be ready to provide more users with the reliable broadband access they'll need for tomorrow's even more data-intensive applications. Our software defined network enables a near real-time response to surges in network traffic, the need for extra capacity and new security threats.

**\$145B+**

We are one of the largest investors in digital infrastructure in the United States. Over the past five years (2019 through 2023), we've invested more than \$145 billion primarily in our wireless and wireline networks, including capital investments and acquisitions of wireless spectrum.<sup>14</sup>

**302M**

We've expanded our 5G network to reach more than 302 million people in nearly 24,500 cities and towns in the U.S. by the end of 2023. Our mid-band 5G+ network alone grew to cover more than 210 million people.





## Our Network: Bigger, Better, More Resilient

AT&T has a long legacy of innovation, and we're continuing it today. Starting in 1876 with the first phone call ever made, AT&T has been a pioneering leader in inventing and exploring the technologies that shape how people and businesses connect. Today we're developing the next generations of protocols, tools and applications to deliver our customers even more benefits.

AT&T Labs is the contemporary version of Bell Labs, the most storied corporate research institute in the world. There and at the AT&T 5G Innovation Studio, our scientists and engineers carry out cutting-edge research in artificial intelligence (AI), machine learning, quantum computing, virtual and augmented reality, data analytics and satellite communications, among many other areas. This computing power helps our network to get smarter, more resilient and more secure.

Collaborations also help drive our innovation. We've collaborated with Ericsson to lead the U.S. in commercial-scale open radio access network (Open RAN) deployment, helping to build a more robust ecosystem of network infrastructure providers and suppliers. This is critical to the 5G innovation cycle and all wireless generations to follow.

Read more in our [Network Quality & Reliability](#) issue brief.

**26M**

As of late 2023, AT&T fiber passed more than 26 million consumer and business locations.

**+159%**

Our global network carries an average of 680.6 petabytes of data per day, an increase of more than 159% since 2018.

**2.97M**

Our FirstNet network covered more than 2.97 million square miles at the end of 2023.

## Our Network: Bigger, Better, More Resilient

### A network of firsts

We are a company of innovators, leveraging both science and inspiration. Our pioneering history endures today. In 2023, we continued to build on that legacy:

- Makers of Internet of Things (IoT) devices face a challenge: How to build in low-cost, low-power connectivity without compromising on transfer speed or suffering from time lags. One solution is RedCap — a 5G Reduced Capability data transfer protocol specially designed to zip limited amounts of data at very low power to and from IoT devices that don't need full 5G features. Last year, AT&T became the first to demonstrate a working RedCap network in the field. That feat marks a significant advancement for IoT, promising to make fast remote communications within reach of countless smaller, less-expensive, low-power devices. And it helps solidify our leadership in this increasingly important segment of the industry. As of Q4 2023, we had more than 127 million device connections.
- Last year, our network became the first ever to connect an ordinary, unmodified smartphone to a call routed through an orbiting satellite. The connection to space was provided by AST SpaceMobile, which plans to offer connectivity to the nearly half the people in the world who lack cellular broadband access. This milestone moment with AST SpaceMobile is yet another step toward achieving

our shared vision of making broadband connectivity accessible to all.

- We created the first school safety solution to connect school staff, school information systems, 911 call takers and first responders to reduce emergency response times to school incidents. Created in partnership with FirstNet and Intrado, the mobile app includes a silent panic alarm, secure two-way faculty chat and integration with school information systems to account for all children in an emergency and quickly reunite students with parents or guardians.

# 127M+

Device connections as of Q4 2023

### Innovating to level the playing field

From inventing the modern-day huddle in 1894 to serving as the global leader in education for deaf and hard-of-hearing students today, Gallaudet University has long been a pioneer for innovation. Deaf and hard-of-hearing athletes have a long history of breaking down barriers and proving their innovation and talent on the field. Inventing the huddle to prevent opponents from seeing their signed play calls might seem like a contribution to the sport that's hard to top, but Gallaudet took a good shot at it last year when collaborating with AT&T to rethink the football helmet.

When it came to developing the helmet, AT&T saw the opportunity for 5G technology to make sports more inclusive — and there was no one better to take possibility to reality than Gallaudet. The collaboration led to the first-ever 5G-connected helmet. It sends the coach's play call from a device on the sidelines directly into a visual display on the lens of the helmet, meaning it does not rely on sound or hearing to communicate. Not only does that level the playing field for the Bison, it also opens the possibility of better coach-player communications for deaf and hard-of-hearing athletes in other sports — and even for construction workers, public-safety professionals and others who can benefit from fast, reliable transmission of critical visual information.

In October 2023, the Bison debuted the helmet against Hilbert College, winning their first game of the season 34–20. In gratitude to the players and coaches at Gallaudet University for their collaboration on the development of the helmet, AT&T donated \$500,000 to the school's football program and new helmets for all the players. It was a win for our employees, too, who were thrilled to be part of this unique and successful collaboration.



## Our Network: Bigger, Better, More Resilient

### Leading the way in AI

AT&T has been a pioneer in AI for nearly 70 years, with few companies holding more AI-related patents than we do. Today we are extending that lead by finding ways to apply machine learning and other types of AI to increasing the efficiency and reliability of our network, protecting our customers and improving our logistics. AI is a significant part of our goal of an incremental \$2 billion plus run-rate savings by mid-2026.

We are also enlisting generative AI (genAI) to make it faster and easier for customers and for our employees to get answers to questions and solve problems. Fraud is an area where we're deploying cutting-edge genAI to protect our customers and our data. Our employees, meanwhile, are using AI to produce better, quicker predictions of network maintenance needs and to gain faster access to HR information and benefits.

Employees across the company can access document and meeting summarization tools in Ask AT&T — our new generative AI tool. Our latest use case is what we call Ask Data, which can automatically detect fields, join tables and create the code to help us gain insights from the vast data flows we manage on our network.

More than 68,000 employees across AT&T had access to Ask AT&T as of the end of 2023. We've also created a formal process for those users to propose new use

cases and work collaboratively with the AT&T Chief Data Office to turn those ideas into live applications integrated into Ask AT&T. We have more than 500 use cases in our submission pipeline, including about 30 use cases focused on sustainability. As we continue to advance the integration of AI into our business, we'll streamline and improve decision-making throughout the company at all levels.

We pay close attention to the ethical risks that AI can present. Our AI Policy and AI Guiding Principles ground our employees in both our overall AI strategy and the concrete dos-and-don'ts for creating, deploying and executing AI at AT&T. And we are continuing to study ethical questions about AI with the goal of using AI in the safest, most inclusive way.

### AT&T AI Guiding Principles

Artificial intelligence, for all its capabilities and promise, needs humans for many things, including ethics. AT&T has a set of guiding principles for our employees:



#### By People, For People:

We incorporate human oversight into AI. With people at the core, AI can enhance the workforce, expand capability and benefit society as a whole.



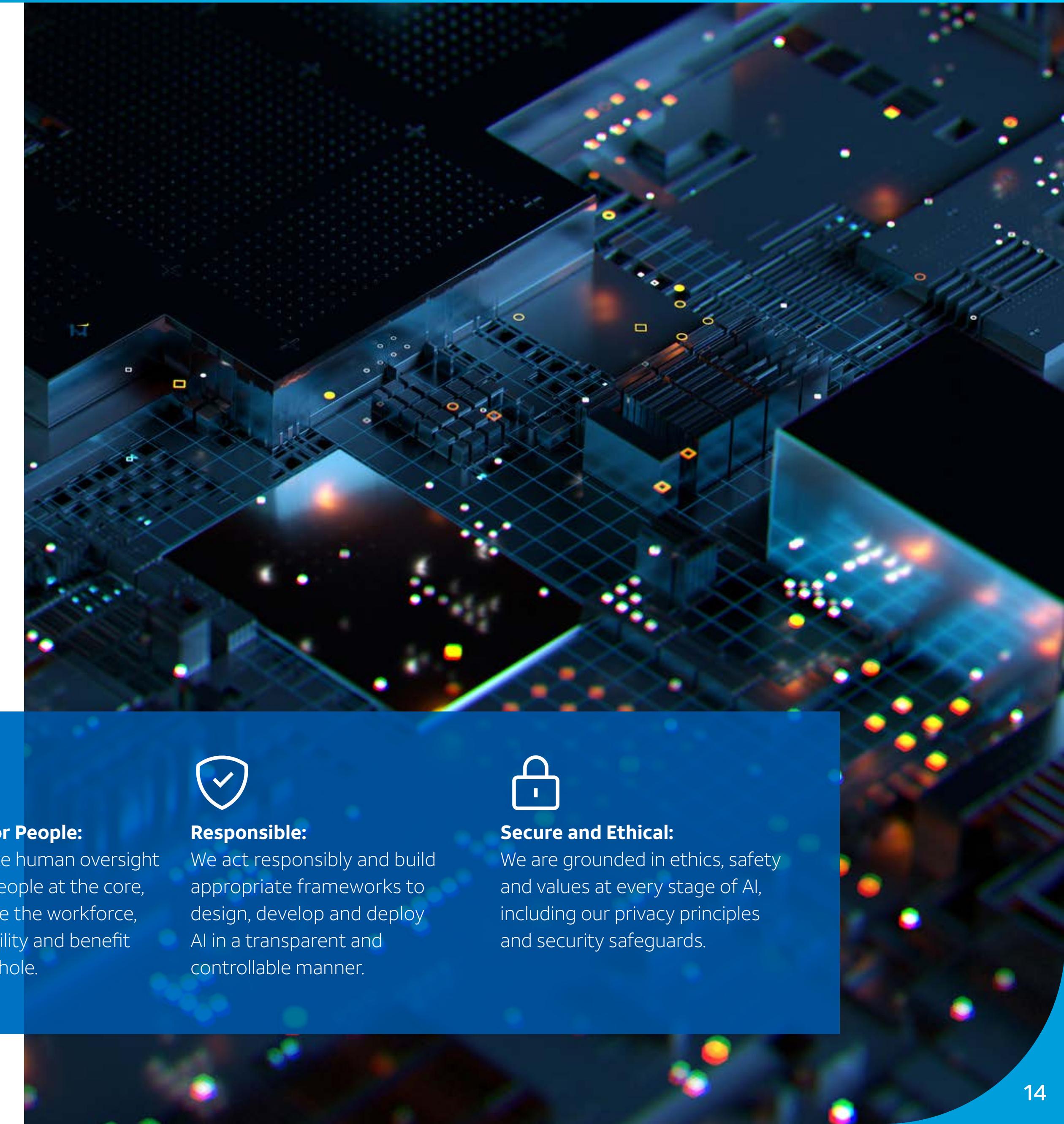
#### Responsible:

We act responsibly and build appropriate frameworks to design, develop and deploy AI in a transparent and controllable manner.



#### Secure and Ethical:

We are grounded in ethics, safety and values at every stage of AI, including our privacy principles and security safeguards.





## Our Network: Bigger, Better, More Resilient

### The resilient network

Climate-related weather events are on the rise and pose a risk to the stability of our network. To address this, we've introduced innovative approaches using climate data to make our network more resilient.

To stay ahead of weather events, the AT&T Weather Operations Center keeps a close eye on risks. If nature does strike, we're ready. We've installed battery backup or permanent generators at all our cell sites, and we've invested more than \$1.1 billion over the past three decades in our Network Disaster Recovery program, positioning disaster-response equipment and personnel in strategic locations to respond faster to disruptive weather events. Our employees have dedicated thousands of working hours to recovery exercises that test the preparedness of our equipment and capabilities.

One way we are building in resilience is by moving to more efficient and reliable fiber networks. Not only does the increased reliability of fiber provide better protection against weather-related outages, it cuts CO<sub>2</sub> emissions by reducing both network energy consumption and the number of repair calls. For neighborhoods that we transition from copper DSL to 1Gbps fiber, we reduce our energy consumption by more than 70%—even while providing customers with download speeds that are up to 166 times faster.

Another example of climate-resilience innovation is through a unique collaboration with researchers at the U.S. Department of Energy's Argonne National Laboratory. The result is a tool that enables us to visualize wind, drought, wildfire and flooding at the neighborhood level up to 30 years into the future. Thanks to some of the best climate data available anywhere, we can now run climate-related risk assessments to make strategic investments in critical facilities to better withstand higher heat, frigid temperatures, strong winds and flooding. The results are helping us shape the future of robust, sustainable operations in the face of evolving environmental challenges.

Our resiliency is enhanced when our value chain and the communities where we live and work are climate resilient as well. That's why, along with U.S. Department of Energy's Argonne National Laboratory and U.S. Federal Emergency Management Agency (FEMA), we've also launched the Climate Risk and Resiliency (ClimRR) Portal. This free tool allows local and state emergency planners and other interested parties to run extreme weather risk assessments for the communities they support.

☞ Read more in our [Climate Change & Greenhouse Gas Emissions](#) issue brief.

## Our Network: Bigger, Better, More Resilient

### Privacy and security

We maintain continuous and near-real-time security monitoring of the AT&T network with tools, where available, including data correlation, situational awareness reporting, active incident investigation, case management, trend analysis and predictive security alerting. Indeed, we have been a leader in security technology for more than a century — safeguarding systems from the telegraph to fiber and 5G. We recognize the challenging cyber landscape companies face today and are constantly working to ensure the most secure environment possible. We invest in our network's security using a broad array of resources including people, capital, and innovative technology advancements, and we are always looking for ways to improve.

In 2024, we are rolling out AT&T Dynamic Defense™, a new solution that detects and helps prevent cyberattacks in the network before they reach business customers' devices and systems. It is a network security platform embedded in our global network infrastructure, and it does not require purchasing or installing additional equipment or software. AT&T Dynamic Defense is currently available to select AT&T Dedicated Internet business customers.

We're making it easier for consumers to exercise their privacy choices, and we're giving them more control over and information about how their data is used.

We revised our AT&T Privacy Notice to make it simpler, shorter and clearer, so that consumers can better understand their privacy rights and choices. We also refreshed our Privacy Choices consent portal, which can be accessed from our AT&T Privacy Center, in our app or through a customer's online account. This portal makes it easier for consumers to make choices and provide consents where needed. For example, our consumers can see their personal information and request it be deleted. They also can opt out of email marketing. These changes were made with the customer in mind.

☞ Read more in our [Privacy](#) and [Network & Data Security](#) issue briefs.

### Data Incidents

Like all companies, AT&T combats threats from criminals and other bad actors every day. In 2024, we acknowledged two data security incidents that affected our customers. These two incidents were not connected; however, they reflect the

challenging cyber landscape we face today. Our security employees nationwide and globally are constantly assessing new risks, and we are continually taking actions to harden our systems and enhance our processes. We sincerely regret these incidents occurred and remain committed to protecting the information in our care.



# People & Community

Connectivity is a bridge to possibility, improving the way we move through our daily lives and enabling us to succeed in work and school. We recognize the profound impact of connectivity in helping shape communities worldwide. From facilitating education and healthcare access to nurturing economic opportunities and strengthening bonds, the internet plays an integral role in modern society. That's why we are committed to narrowing the digital divide and enabling more people to reap the full benefits of broadband connectivity. Through ongoing investments, we help more people access the internet reliably and acquire necessary skills to thrive in an increasingly digital world.

Our commitment to creating social value extends beyond connecting our customers and encompasses our communities, workforce and supply chain. In a world of rapidly evolving challenges, helping communities become more resilient is essential to their well-being. We know our connectivity can be a lifeline during a disaster, and we're working collaboratively to help ensure businesses and communities are connected and safeguarded against weather events for decades to come.

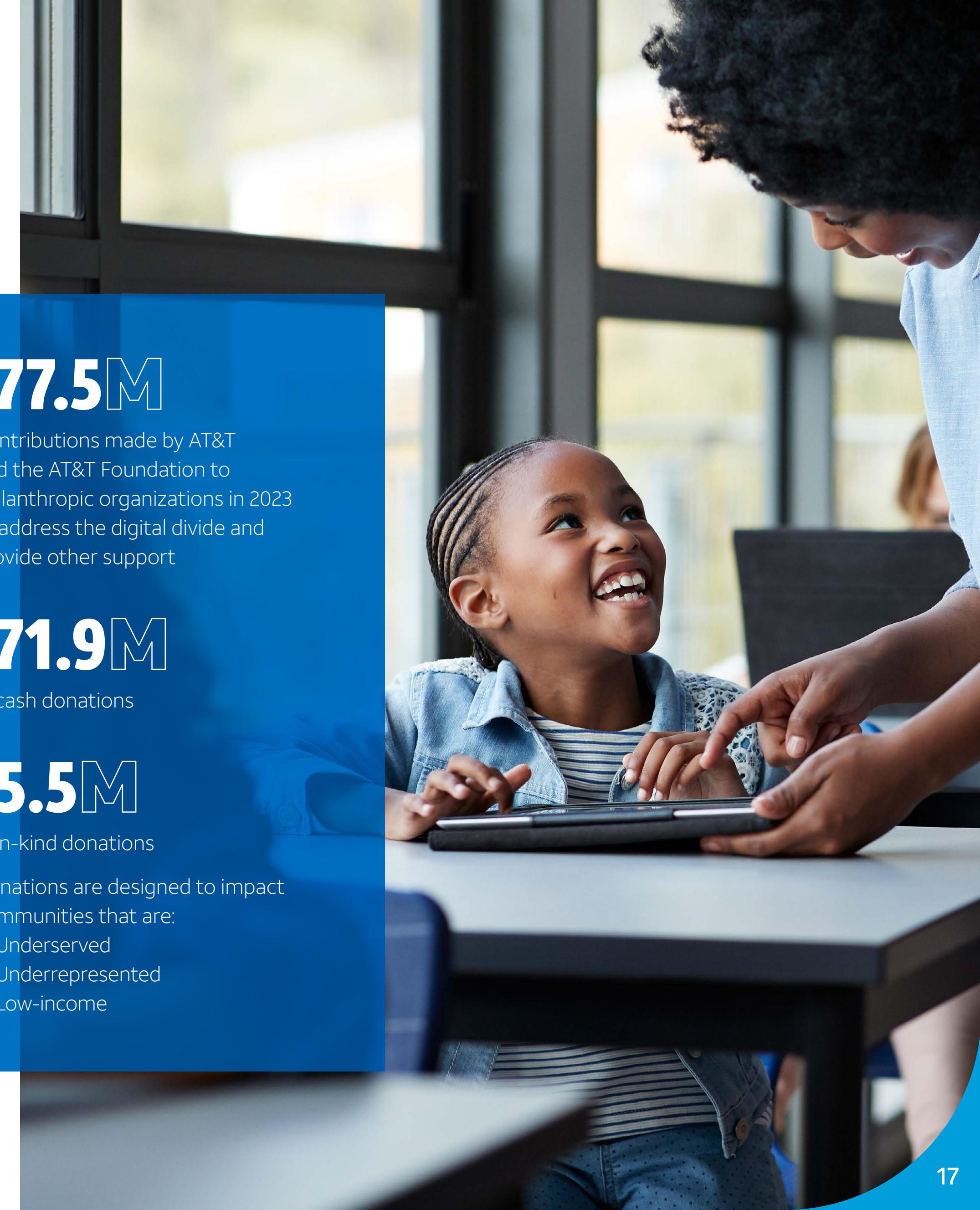
With employees across all 50 U.S. states and 52 countries, we strive to be an employer of choice. We offer equitable and market based compensation,

competitive benefits and skills development programs that propel career advancement. We take pride in bringing together talented people with a wide range of backgrounds and experiences who serve our customers every day.

We collaborate with trusted suppliers worldwide, prioritizing ethical standards and sustainable business practices to address pressing global challenges, such as climate change and human rights. Together, through partnership and shared values, we work toward a more connected and socially responsible future.

Read more in our issue briefs:

- [!\[\]\(35dca377df6fe3acb20df15606dcc982\_img.jpg\) \*\*Community Engagement & Philanthropy\*\*](#)
- [!\[\]\(770829426837c2da4fba425180da857c\_img.jpg\) \*\*Digital Divide\*\*](#)
- [!\[\]\(2272229d901540e10b376394dc645dc1\_img.jpg\) \*\*Human Capital Management\*\*](#)
- [!\[\]\(45dead273de4b12e9776168b4454b801\_img.jpg\) \*\*Human Rights\*\*](#)
- [!\[\]\(ad5ff15493c7528d0664e0d8f285ef12\_img.jpg\) \*\*Inclusion\*\*](#)
- [!\[\]\(a665db172ec0e9c3f11e0656bd07b9f4\_img.jpg\) \*\*Responsible Supply Chain\*\*](#)



**\$77.5M**

Contributions made by AT&T and the AT&T Foundation to philanthropic organizations in 2023 to address the digital divide and provide other support

**\$71.9M**

In cash donations

**\$5.5M**

In in-kind donations

Donations are designed to impact communities that are:

- Underserved
- Underrepresented
- Low-income

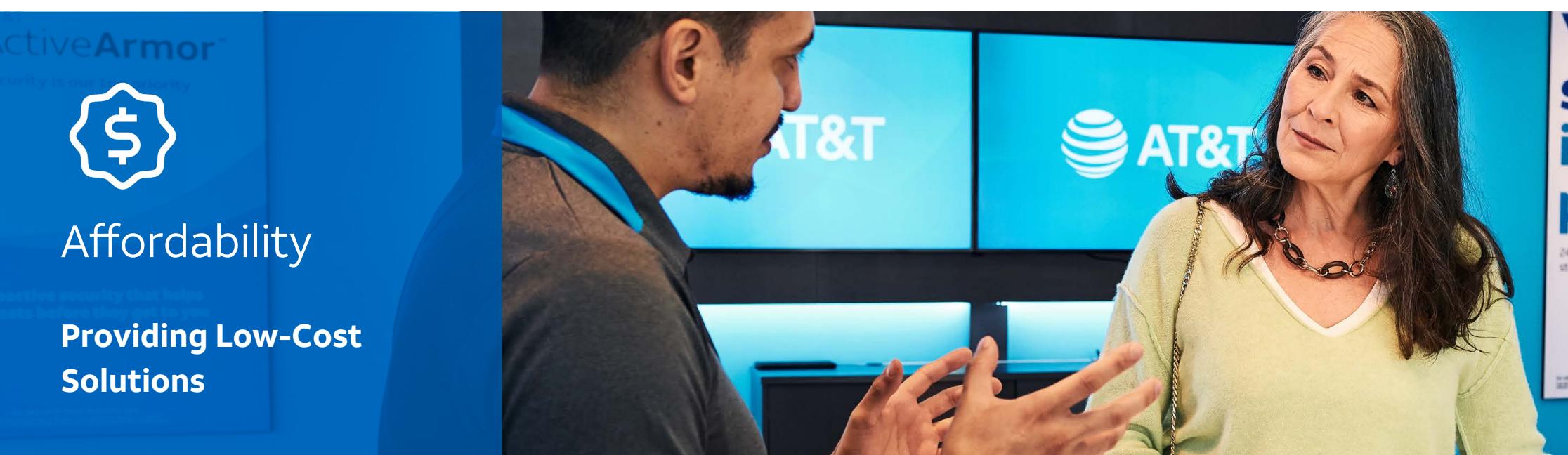
# Narrowing the Digital Divide

We have an opportunity to deliver transformative change to millions of Americans by narrowing the digital divide and bringing broadband's benefits to more people. Our focus extends beyond providing affordable high-speed internet access, to nurturing the skills and community resources that encourage safe and successful internet adoption.

From 2021 through the end of 2023, we invested \$2 billion in efforts to narrow the digital divide, focusing on access, affordability and adoption. We made significant progress on all three fronts by:

- Increasing the reach of our broadband network to cover geographical areas that have so far been left behind.
- Expanding our AT&T Connected Learning® initiatives to bring computers, broadband, digital literacy tools and mentoring to communities that need them.
- Helping more people and families afford the cost of home broadband.

☞ Read more in our [Digital Divide](#) issue brief.



## Goal and progress

### Target

**\$2B**

Invest \$2 billion to help bridge the digital divide from 2021 through the end of 2023.

### Progress

**100%**

Completed our commitment to invest \$2 billion by the end of 2023 to help bridge the digital divide

**\$3B**

We recently announced a new commitment of \$3 billion by 2030 to help close the digital divide, bringing our total commitment to \$5 billion since 2021.

## Narrowing the Digital Divide

### Rural connectivity

There is a geographic component to the digital divide: Many rural areas of the U.S. lack broadband access. In fact, nearly one in four rural Americans say that broadband internet access is a major problem in their community.<sup>15</sup>

We have been entering into numerous public-private partnerships with states and localities through broadband deployment grants to extend broadband service in rural America at speeds up to and potentially exceeding 1 Gbps.

One example: In 2023, we completed our public-private fiber build in Vanderburgh County, Indiana. Under the agreement, Vanderburgh County contributed \$9.9 million in public funds to the project and AT&T covered the remaining \$29.7 million. The combined \$39 million project is now delivering AT&T Fiber to 20,000 homes and small businesses in the county. We've collaborated on similar projects with Amarillo, Texas, and Oldham County in Kentucky, among other areas.

# 130,000

Customer locations reached by AT&T Fiber through public-private partnerships

# \$29.7M

Investment to bring AT&T Fiber broadband access to Vanderburgh County, Ind.



### Bringing connection to Tribal lands

More than a third of Tribal lands in this country lack broadband connectivity, and 18% of people living on Tribal lands don't have broadband access, according to the U.S. Government Accountability Office.

We are working to help address that inequity. We increased our network coverage on Tribal lands by more than 40% from 2020 through 2022. For example, we brought cell phone coverage to

Kenwood, Okla., on the Cherokee Nation reservation, saving some residents from driving up to 10 miles to get a connection. We've also been extending fiber through Valley Center, Calif., on the San Pasqual Band of Mission Indians' Tribal land, where it will bring broadband to over 500 customer locations. In addition, more than 70 Tribal nations are now on our FirstNet first-responders network.

**Narrowing the Digital Divide**

## Affordable connectivity

We believe people should have affordable broadband access in their homes. We've invested heavily in our 5G and fiber network to ensure that our fast broadband can extend to even more homes in America.

Our long-running Access from AT&T program offers low-cost internet access at \$30 or less per month for qualifying low-income households in the 21 states where we offer wireline home internet services, with speeds up to 100 Mbps where available. Throughout 2023, households that qualified for the Affordable Connectivity Program (ACP) were also automatically approved for Access from AT&T. ACP has been a federal government program that has lowered the cost of home internet service for eligible households by up to \$30 per month, or up to \$75 per month for households on qualifying Tribal Lands. Together, the two programs enabled millions of households in the U.S. to qualify for free broadband internet through AT&T. The FCC has announced that April 2024 is the last month that ACP households may receive a full ACP benefit unless additional funding is provided from Congress. We continue to work with leaders in Congress on options to support broadband access for low-income households.

🔗 Read more in our [Digital Divide](#) issue brief.



## A Miami welcome for a new community resource

In August 2023, community members attending the opening of the first Miami AT&T Connected Learning Center®—the second to open in Florida—received a special welcome from former Miami Heat basketball great Alonzo Mourning, along with Miami-Dade County Mayor Daniella Levine Cava.

Mourning had a special tie to the new center: It was opening in the Overtown Youth Center, which Mourning himself had founded 20 years earlier to offer a safe space and resources for at-risk neighborhood youth and families.

Mourning and Mayor Levine Cava's presence reflected the important role the new Connected Learning Center was set to play in the community. An estimated 75,000 K-12 students in Miami lack internet or computer access at home. The new center provides that access free to students or anyone else in the community who needs it, along with tools and mentorship to take better advantage of internet connections.

To make the center opening even more special, Florida-based AT&T employee volunteers

handed out Connected Learning Essentials Kits with digital literacy supplies to every student at the event. They also filled hundreds of backpacks with school supplies and digital learning tools, which later were handed out at both Florida Connected Learning Centers.

And AT&T made one more contribution to the community for the occasion: A \$50,000 donation to the Overtown Youth Center.

🔗 Read more in our [Digital Divide](#) issue brief.

**Narrowing the Digital Divide****AT&T Connected Learning®**

Through our AT&T Connected Learning® initiative, we're investing in technology, digital literacy and digital learning solutions to help connect today's learners with greater opportunities. We're guided by our target to reach 1 million people in need with digital resources through our community programs by year-end 2025. By the end of 2023, we had reached nearly 840,000 people.

Through AT&T Connected Learning®, we can help advance the nation's progress in closing the digital divide. This program includes our AT&T Connected Learning Centers®, free and reduced-cost computers, and digital literacy and educational resources, among other programs.

Our Connected Learning Centers have become integral to our digital divide efforts. Based in communities across the U.S. that most need connectivity, the centers provide underserved learners of any age with free broadband internet access, Wi-Fi, access to computing devices in partnership with Dell, digital education tools and digital literacy education. AT&T employees serve as volunteer tutors and mentors for community members served by the centers to help people take full advantage of these resources.

We couldn't do it without support from our collaborators — Dell Technologies and World Wide Technology — who donate their equipment and services for all AT&T Connected Learning Centers®. Dell provides computers and monitors with integrated audio and webcams to support virtual learning, and World Wide Technology donates its configuration and installation services.

**Working with local community organizations, in 2023, we opened new centers in:**

- Indianapolis, Ind.
- Dallas, Texas
- Miami, Fla.
- West Palm Beach, Fla.
- Houston, Texas
- St. Louis, Mo.
- Reno, Nev.
- New Orleans, La.
- Anaheim, Calif.
- El Paso, Texas

**And to further our efforts to bring better access to Tribal lands, in 2023, we opened centers on:**

- The Rincon Reservation in Valley Center, Calif.
- The Pinoleville Pomo Nation reservation in Ukiah, Calif.
- Cherokee Nation Tribal land in Catoosa, Okla.

**Goals and progress****Target****1M**

Provide 1 million people in need with digital resources through AT&T Connected Learning® by the end of 2025.

**Progress****84%**

At the end of 2023

**~840,000**

People served so far through AT&T Connected Learning® initiatives

**50**

Launch at least 50 AT&T Connected Learning Centers® through mid-2024.

**68%**

At the end of 2023

**34**

14 new centers in 2023, for a total of 34 centers at the end of 2023

**14,500+**

More than 14,500 visitors to centers in 2023

**Narrowing the Digital Divide**

## Digital literacy and education

In addition to providing better access to affordable broadband service, we want people to be able to take full advantage of that access by adopting the rich resources available through connectivity. But many do not have the skills, knowledge or confidence to navigate the web safely, responsibly and productively. To support them, we offer several free AT&T Connected Learning digital literacy resources that help people learn to use computers and mobile devices effectively and to safely manage the internet and commonly used apps. We also have tools and online platforms to support student education in and out of school.

# 180,000

The Achievery<sup>SM</sup> supported more than 180,000 K-12 students, caregivers and teachers with our free digital learning resources.

# 174,000

Provided nearly 174,000 people—including parents/caregivers—with our free digital literacy tools, courses and workshops.

### For parents and caregivers

Our collaboration with the Public Library Association (PLA) has produced a collection of 20 free virtual digital literacy courses for parents and caregivers, helping them to build the skills and confidence they need to use technology and support their children's online learning. Parents and caregivers can also visit our AT&T ScreenReady® website to find tips, tools and information to help them set parental controls on their connected devices, navigate digital parenting issues and create the right online and entertainment experience for their families. We also collaborate with the [American Academy of Pediatrics](#) to promote online tools aimed at creating healthy digital habits for families—an initiative that earned a Digital Health Award from the Digital Health Association.

### Workshops

Together with the PLA, [Connected Nation](#) and [Digitunity](#), as well as with our employee volunteers and other community partners, we offered nearly 3,500 in-person digital literacy workshops on 10 topics, training more than 32,000 people. We also partnered with [National PTA](#) to deliver a free workshop series in 35 underserved elementary schools, providing tools related to screen readiness and healthy digital homes. Our collaboration with the PLA also has brought bilingual digital literacy workshops to local libraries.

### Community helpers

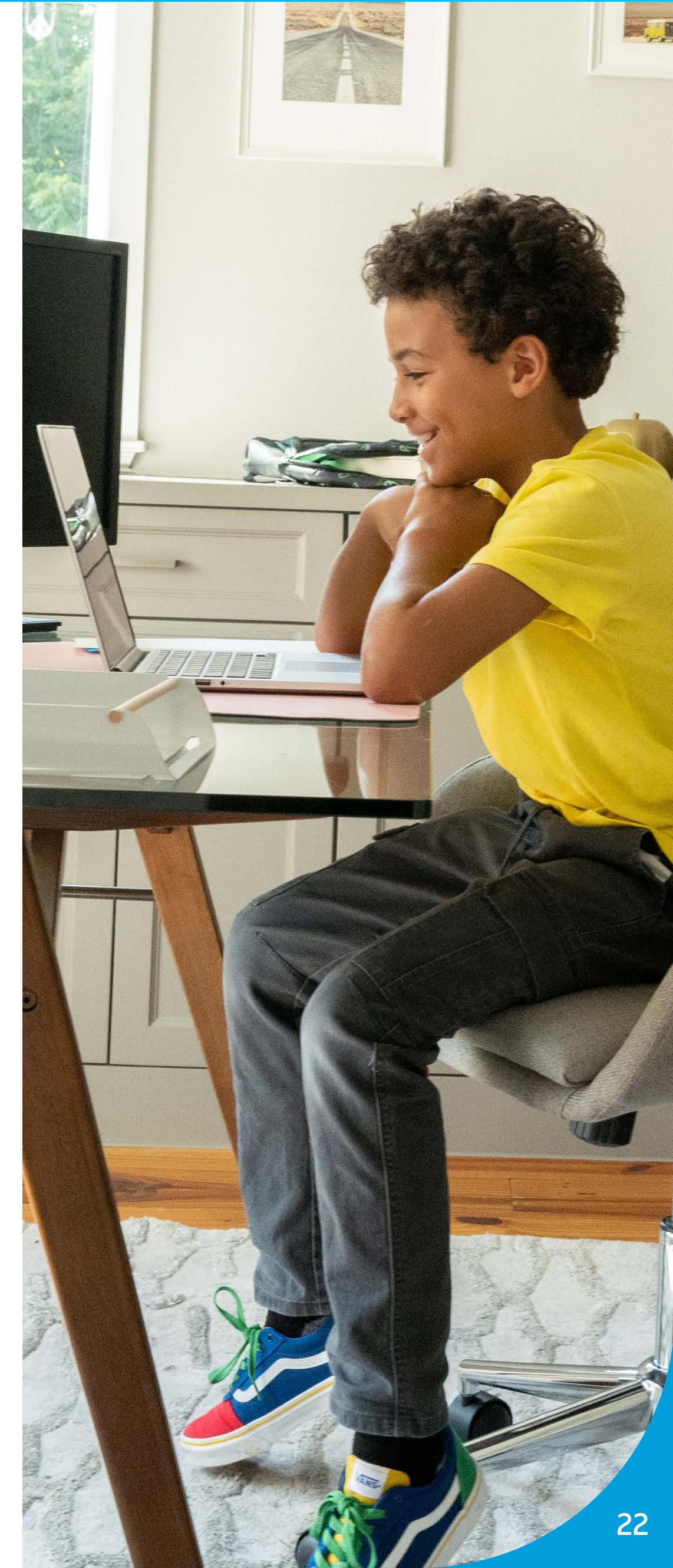
Our Digital Navigator program equips community members with the tools and expertise needed to act as facilitators for others in getting online and developing digital skills—an effort that has boosted internet adoption across underrepresented communities. We expanded the program in 2023 in partnership with three non-profits—[NPower, World Education, Inc.](#) and [Byte Back](#).

### Educational content

For students, we've made hundreds of educational videos, lessons and learning activities available through The Achievery<sup>SM</sup>, a free online distance learning platform. The Achievery<sup>SM</sup> offers educational content and lesson plans aligned with academic standards and helps counter the learning loss that happens over the summer.

AT&T Mexico and the Federal Education Authority in Mexico City launched a digital citizenship program for Mexico City's 2021–2022 school curriculum. Through the initial program, we helped 2 million students use digital technology efficiently, safely and responsibly, with videos and resources covering digital identity, digital behavior for healthy interactions, digital footprints and cybersecurity. In 2023, we continued the program, impacting an additional 500,000 primary and secondary students, now totaling 2.5 million students.

☞ Read more in our [Digital Divide](#) issue brief.





## Providing hardware and funding

We help put laptop computers and other devices into the hands of learners and others who need it most, working with nonprofit device refurbishment partners and Dell. In 2023, our laptop distribution provided more than 40,000 free laptops and Chromebooks to students and families in 33 states. Among our distribution programs:

- We collaborated with Human-I-T to fully subsidize computers to those in need, including 500 laptops to students and families from five Tribal nations at the Rincon Education Department in Valley Center, Calif.
- In June 2023, we partnered with the AT&T Dream in Black team and Compudopt to distribute 500 devices to students of STEM NOLA and Son of a Saint.

- In collaboration with United Way of Metropolitan Dallas, we supported distribution of more than 1,400 devices in southern Dallas, along with digital literacy workshops for youth and families.
- In February 2023, following the AT&T Pebble Beach Pro-Am, AT&T, Human-I-T and Monterrey Peninsula Foundation donated 300 laptops to The Village Project in Seaside, Calif.

We also provided \$11 million in new investments to our collaborators to support future device distribution efforts, including Human-I-T, Compudopt, Digitunity, LISC and United Way of Metropolitan Dallas.

☞ Read more in our [Digital Divide](#) issue brief.

**40,000+**

Distributed more than 40,000 computers nationwide to students and families in 2023

**\$11M**

Contributed \$11 million to support the distribution of free laptops to students and families across the country

**Narrowing the Digital Divide**

## Encouraging sound policy decisions

Corporations play a critical role in helping to close the digital divide, and at AT&T, we work hard to be part of the solution. Achieving the goal of connecting every American to broadband cannot be achieved without an all-hands-on-deck effort, with support from the private sector, public sector and non-profit organizations.

We see ourselves as connectors in the broader effort to achieve ubiquitous connectivity: We work with other private companies, collaborate with non-profit and community partners, and participate in federal and state programs designed to expand broadband access, affordability and adoption.

In the last three years, the federal government has provided an unprecedented amount of funding for broadband infrastructure, access and connectivity. The American Rescue Plan Act (ARPA) provided billions of dollars to local governments for a variety of purposes, including broadband. And the bipartisan Infrastructure Investment and Jobs Act (IIJA) committed \$65 billion to broadband, of which \$42.5 billion is being distributed to the states as part of the Broadband, Equity, Access and Deployment (BEAD) program.

In Washington, D.C., AT&T advocates for smart policies and regulatory approaches that are essential to getting the best infrastructure in place for ubiquitous U.S. connectivity. For example, we are working with federal policymakers in three critical areas:

**Wireless Spectrum:** A robust pipeline of wireless spectrum available for commercial use is critical to healthy mobile networks and to keep up with the ever-increasing demand for mobile broadband services.

**Low-Cost Broadband:** We've been at the forefront of advocating for continued funding of the Affordable Connectivity Program and ultimately the need for a sustainable, permanent approach through reform of the existing outdated funding models. Updating the federal Universal Service programs will help provide long-term support for consumers in rural areas and on limited incomes.

**BEAD Implementation:** We expect states may begin awarding funding for broadband projects as early as 2024 to help close the country's remaining broadband gap. We are working to support states that adopt policies that reflect market realities. The success of this program depends on states developing policy that ensures every dollar of taxpayer money attracts private capital to get all Americans connected to the internet as soon as possible.

Closing America's digital divide is critical, and AT&T is stepping up: In 2023, we were again a top investor in America's connectivity through our 5G and fiber networks.

The goal of closing the digital divide can only be reached with sound and rational policy frameworks designed to incentivize long-term private capital, both to supplement federal dollars and to modernize networks for the information age.





## Community Resilience

The needs of a community hit by a disaster or tragedy are many and acute. Many of the needs revolve around connection: the need to reach out to family and friends; the need to summon assistance from responders and care providers; the need to arrange for food, water, shelter and other critical resources; the need for information.

We recognize that the imperative for connections during a crisis means we have a special role to play, and we take that responsibility seriously. We are delivering through initiatives that can quickly restore essential communications after a disaster, that support first responders and that engage partners in providing the many supports that can make a difference.

Our 2023 efforts helped people impacted by earthquakes, hurricanes, wildfires, flooding, tornadoes and other disasters around the world, supporting them through strategic partnerships with the delivery of connectivity solutions, humanitarian relief and recovery resources.

☞ Read more in our [Community Engagement & Philanthropy](#) issue brief.

**Community Resilience**

## Supporting first responders

In a disaster or other crisis, first responders of all types must be able to communicate frictionlessly — without competing with civilian communications traffic jams or concerns about various first-responder agencies using different communications channels. When the U.S. government called for a telecommunications vendor partner to help meet this critical public-safety need on a nationwide basis, AT&T stepped up. We committed the expertise, innovation and investment to build a network unique in the history of first-responder communications. We built FirstNet.

FirstNet is a nationwide, high-speed broadband communications platform dedicated to America's first responders and the public safety community. Built and maintained by AT&T in public-private partnership with the U.S. First Responder Network Authority, the AT&T FirstNet network enables all first responders to count on being in touch with one another, even in the most demanding, urgent and even chaotic situations.

Covering more than 99% of the U.S. population and more than 2.97 million square miles, FirstNet connects millions of devices used by first responders belonging to thousands of local, state and federal agencies and organizations serving urban, rural and Tribal communities with seamless communications. FirstNet's always-on connectivity is supported by a nationwide fleet of more than 180 land-based and

airborne portable cell sites, including drone-mounted cell sites. The 800 AT&T employees who make up the FirstNet Response Operations team work tirelessly to ensure that FirstNet is working for the countless first responders who depend on it to help save lives.

We are continually expanding and improving FirstNet, to do the best possible job of keeping first responders in touch. They deserve no less.

# 5.5M

Connections provided by FirstNet  
as of the end of 2023

# 27,500

Emergency response and public  
safety agencies covered as of the  
end of 2023



### FirstNet and the Maui Fire

In recent years, the FirstNet first responder communications network, and the dedicated AT&T team behind it, has played an important role supporting first responders in some of America's most challenging disasters, including Hurricane Ian in 2022. But last year saw first responders facing a different daunting crisis: the devastating wildfires on the Hawaiian island of Maui.

When the fires, driven in part by winds from Hurricane Dora, began to sweep through the island, our FirstNet team immediately sprung into action to ensure first responders could stay in touch with one another and with their command centers. AT&T is the only carrier

with public-safety-dedicated portable cell sites — and we keep one housed on Maui, which proved critical to the response efforts, providing a dedicated communications band for the many different responding agencies.

We quickly had team members on the ground in Maui providing hands-on support and directing the deployment of additional FirstNet assets, as well as collaborating with the AT&T Network Disaster Recovery team that was working to recover the civilian network. With all that the first responders were dealing with during the crisis, being able to count on communications was vital.

**Community Resilience**

## Supporting first responders

### First responder wellness

We recognize the toll disaster response can have on our nation's first responder community. As many as one-fourth of first responders experience post-traumatic stress, according to estimates. That's why our FirstNet program supports first responders with more than communications—we also support their wellness.

One way we've done that is by helping to establish the FirstNet Health and Wellness Coalition. In 2023, FirstNet and the Coalition identified five key recommendations to improve the health and wellness of public safety, published in a white paper called "Helping the Helpers." The recommendations, which lay the foundation for public safety legislative advocacy, include integrating wellness education into training, allocating dedicated funding and resources, and defining national wellness standards. More than two dozen public safety organizations endorsed the paper.

As a first step toward implementing the recommendations, AT&T hosted the FirstNet Health and Wellness First Responders Summit in December 2023. In addition, FirstNet brought health and wellness trainings to more than 15,000 first responders in 2023.

We also provide the FirstNet "ROG the dog" therapy-dog program, which has pulled together a group of Labradoodles trained to serve as a proven source of calm and care for first responders who may be feeling overwhelmed after handling a crisis. We deployed our dogs 44 times in 2023 to support America's emergency responders, including after the Maui fires and following several line of duty deaths around the country.

☞ Read more in our [Community Engagement & Philanthropy](#) issue brief.

# 15,000+

FirstNet brought health and wellness trainings to more than 15,000 first responders in 2023.



**Community Resilience**

## Disaster response and preparation

Knowing how important communicating is during times of crisis, we put enormous resources into keeping our network operating during and after disruptive weather events and other disasters. But we also try to help with some of the many other daunting needs that communities face when impacted by disasters.

Helping hard-hit communities is a mission that remains front-and-center for our employees. Last year, we gave our Whitacre Award — the highest honor an AT&T employee can receive — to the AT&T employees who had worked around the clock to help the Florida communities devastated by Hurricane Ian in 2022.

We're also proactive about helping communities prepare for disasters and build the resilience needed to bounce back as quickly and fully as possible. In 2023, we surpassed our goal of helping 1 million people prepare for and recover from the impacts of disasters by 2030 — not including our FirstNet and network disaster recovery efforts.

To maximize our impact, we partner with and support several national and international relief organizations, including the Information Technology Disaster Resource Center (ITDRC), SBP, Télécoms Sans Frontières, American Red Cross and Salvation Army. In 2023, our giving toward disaster relief totaled more than \$1.8 million.



## Goal and progress

### Target

**1M**

Beyond emergency response and network disaster recovery, help 1 million people prepare for and recover from the impacts of disasters by the end of 2030.

### Progress

**100%****1.35M**

People helped since 2021

**Community Resilience**

## Communities' window into climate impact

With our exceptionally deep, longstanding record of technical and scientific innovation, we are positioned to help address some of the problems facing communities today. One such challenge is the need to build greater resilience to climate change impacts within communities. In particular, communities often have little way of knowing exactly which challenges, and of what severity, lie ahead.

That's the problem we're helping to tackle with the award-winning Climate Risk and Resilience Portal (ClimRR). We developed ClimRR in collaboration with FEMA and Argonne to make some of the most sophisticated climate-science modeling in the world publicly accessible to communities that want to prepare.

ClimRR provides state, local and territorial emergency managers and community leaders free access to localized data about projected future climate risks that can be used to explore strategies for resilience. ClimRR enables community leaders and public safety officials to understand how each type of climate risk is likely to impact their populations, which helps prioritize infrastructure and other investments, and formulate readiness plans.

## 2023 accolades for ClimRR



### 2023 Climate Leadership Awards

Winner in the Innovative Partnership Certificate category



### 2023 U.S. Chamber of Commerce Foundation Citizens Awards

Finalist in the Best Community Resilience and Disaster Response Program category



### 2023 R&D 100 Awards

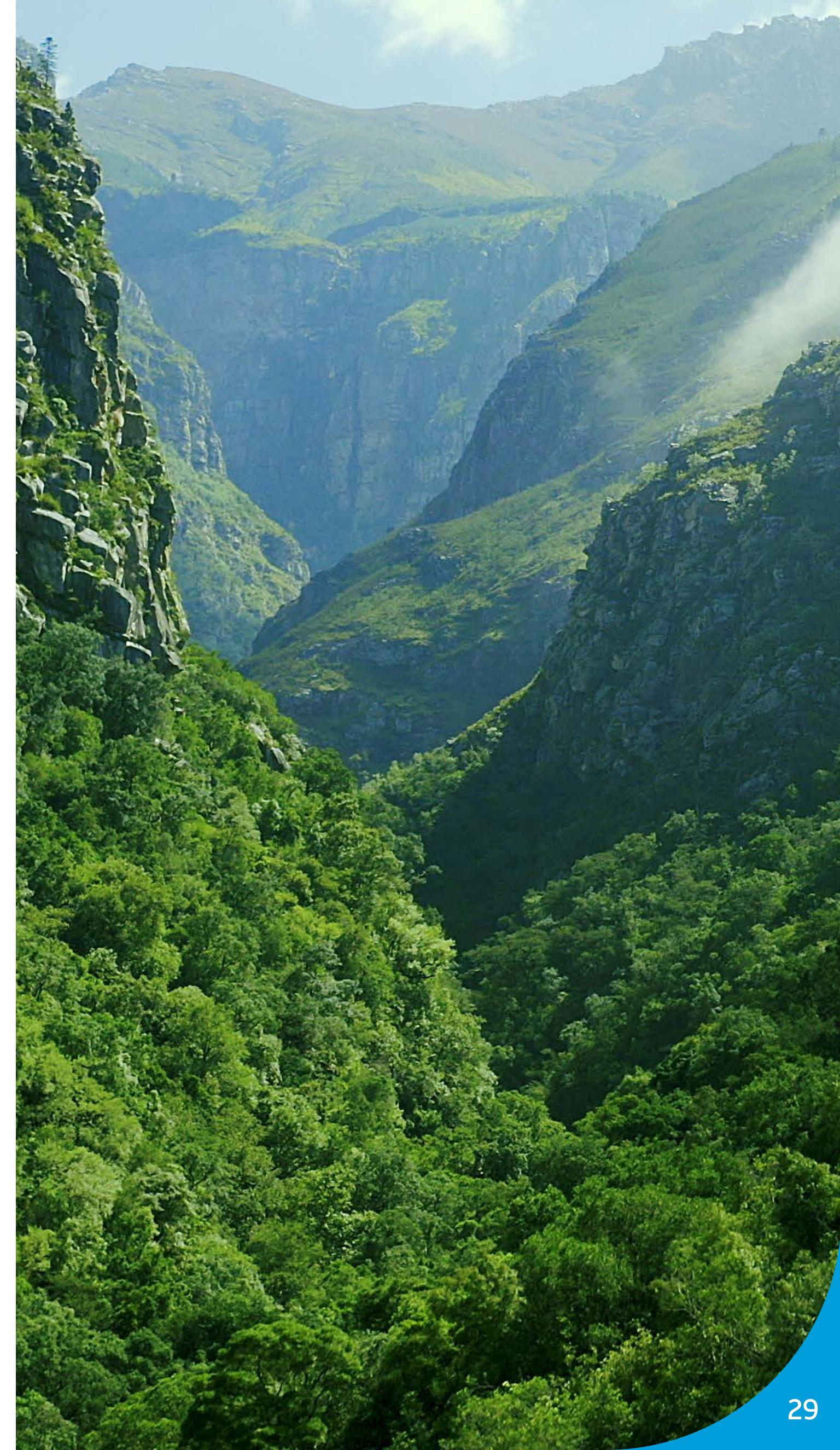
Winner in the Software/Services category



### 2023 World Sustainability Awards

Shortlisted in the External Partnership Award category

☞ Read more in our [Community Engagement & Philanthropy](#) issue brief.





## Employees<sup>16</sup>

Our dedicated and passionate employees are at the heart of what we do. We seek to empower our employees to have impact in ways that serve our customers, add value to our business, and transform lives inside and outside our company. Their commitment and innovation power our ability to connect the world in meaningful ways.

We are proud of being an employer of choice. We want our employees to thrive, and we work hard to ensure they are engaged and can access the resources they need to advance. One measure of our success in this regard is the 82% employee engagement score measured in our 2023 AT&T Employee Survey. The feedback behind this score demonstrates that employees are proud to be associated with AT&T and feel a sense of personal accomplishment from their work, among other factors.

We aim to maintain a workplace culture where all our people feel included, heard and empowered. Our skills-based hiring approach means less than 5% of all AT&T roles require a college degree. We celebrate the opportunities we offer for launching great careers with well-paying, fulfilling jobs, competitive benefits and the chance to develop skills. Our goal is to build an inspired and engaged workforce that feels a sense of belonging and respect, best capable of building durable relationships with our customers and shareholders.

Our employees make us who we are. Investing in them is a top priority.

☞ Read more in our [Inclusion, Human Capital Management](#) and [Community Engagement & Philanthropy](#) issue briefs.

## Employees

### Committed to inclusivity

For more than half a century, we have championed and celebrated the wide range of backgrounds, experience and perspectives in our workforce. Our efforts aim to cultivate an inclusive workforce, capable of offering unique insights into all facets of American life. We strive for a “big tent” environment where all employees feel valued, seen and heard, enabling them to bring their best selves to work.

To achieve these goals, we focus on career growth and development opportunities within a rewarding work environment. We provide training, mentoring, career development programs and apprenticeships to all employees. All employees are encouraged to join one or more of our many employee-led Employee Groups. We also offer internships and full-time development programs. Our commitment to maintaining an inclusive workforce not only strengthens our company, it also enables us to engage better with and support all communities. This effort is recognized by leading organizations.

Our company is built to connect people to greater possibility. We're strongly committed to continuing to direct resources and leadership toward initiatives that have the potential to connect the unconnected and advance economic opportunity. Ultimately, we believe that inclusivity fuels creativity, drives innovation, and strengthens our connection to the communities we serve.



### 2023 Workforce Data

**30%**

Women in our global workforce

**49.5%**

People of color in our U.S. workforce

**26%**

People of color in U.S. senior management<sup>18</sup>

**45%**

Of our Board is considered diverse based on race/ethnicity or gender

**8.3%**

Of our U.S. workforce self-identified as being a veteran<sup>19</sup>

**4.9%**

Of our U.S. workforce self-identified as having a disability<sup>19</sup>

**1.9%**

Of our U.S. workforce self-identified as being a member of the LGBTQ+ community<sup>19</sup>

**Employees****Committed to inclusivity****Some of our 2023 actions**

- We piloted an Inclusive Leadership Development experience for people leaders to strengthen our focus on retaining talent in an inclusive way.
- We launched the Barbershop Conversations series, addressing meaningful change affecting underrepresented communities through open dialogue and discussion.
- We partnered with the American Black Film Festival and the LA Skins Fest Native American film festival to promote awareness of opportunities at AT&T.
- We furthered our commitment to building an inclusive and accessible workplace by joining more than 100 other companies and signing the Disability:IN CEO Letter on Disability Inclusion.

**Inclusion awards and recognitions**

Military Friendly and Military Spouse Friendly Employer by MILITARY FRIENDLY®



Bloomberg Gender Equality Index



Included in the Hall of Fame companies by Fair360



Fair360: Recognized as one of the Top Companies for People with Disabilities; Top Companies for LGBTQ Employees



Disability:IN Top Scorer:  
Recognized as one of the 2023 Best Places to Work for Disability Inclusion

↗ Read more in our [Inclusion](#) and [Human Capital Management](#) issue briefs.



## Employees

### Employee groups

We have had employee groups in our company for more than half a century. Many have been among the first of their kind, fostering inclusivity, volunteering and opportunity sharing. Employee group members cover all facets of our workforce and push for positive change both within and outside our company.

The strength and impact of our groups, which represented nearly 37,000 employees in 2023, are in the work that they do to help train leaders in our business and to support community causes.

As a sign of their commitment to their communities, several of our employee groups are 501(c)(3) organizations, enabling them to raise money for causes that will help their communities thrive. Collectively, they raised more than \$750,000 in scholarships in 2023, supporting hundreds of students.

Within AT&T, these groups impacted the career growth of thousands of employees. Some 2023 examples:

- Women of AT&T, our largest employee group, matched over 800 employees in mentoring circles.
- OxyGEN, our young professional group, launched a Career Development Series, which was a professional development program specifically designed to help members elevate their careers.
- Professional50Forward, our tenured employee group, hosts their own podcast, Timeless Insights, centered on life lessons from experienced professionals.

The passion for connection and community was evident in our 2023 Employee Group Conference, themed “Connecting Changes Everything.” Nearly 1,100 employees attended the conference in-person, with another 15,000 attending online — our best-attended conference ever, with attendees giving it a 95% “overall willingness to recommend” rating. More than a third of the attendees participated for the first time.

☞ Read more in our [Inclusion](#) issue brief.

## Employees

### Employee community engagement

Our employees are committed to strengthening their communities through volunteering and giving. Their efforts and generosity help communities in bridging the digital divide, recovering from disaster and protecting the environment. We strongly support their passion to contribute and know employees who become involved in these efforts report higher levels of workplace satisfaction.

### Employee giving

In 2023, more than 36,000 AT&T employees reported donating \$14.8 million — an average of \$400 per employee donor — to nearly 14,000 charities in support of causes they care about. We support employee giving through our Matching Gift and Volunteer Rewards program, which provides each employee with \$1,000 in matching funds each year, based on their giving and volunteering activity. Employees can direct to the eligible nonprofit organization of their choice.

☞ Read more in our [Digital Divide](#) and [Community Engagement & Philanthropy](#) issue briefs.

### Goal and progress

#### Target

**50%**

Engage 50% of our employees worldwide through grassroots volunteerism and giving initiatives by the end of 2030.

#### Progress

**66%**

**33%**

Percentage of employees engaged in volunteering and giving in 2023

**400,800**

Hours volunteered in 2023

**\$12.7M**

Value of volunteered time<sup>20, 21</sup>



## Employees

### Employee community engagement

#### AT&T Believes<sup>SM</sup>

AT&T Believes<sup>SM</sup> is our company-wide volunteering and giving program. It's how our employees demonstrate commitment to communities. AT&T Believes<sup>SM</sup> makes a positive impact on the world by combining employees' passion, creativity and generosity to unleash the spirit of service within the community. Here are some of the ways our employees embodied the spirit of AT&T Believes<sup>SM</sup> in 2023:

- Digital Divide:** Our employees supported underserved learners through tutoring and mentoring programs. Employees also taught digital literacy workshops and participated in device distribution events, among other activities. More than 8,000 employees participated in our summer Bridge to Possibility campaign to support students at AT&T Connected Learning Centers® and other charities. Through this campaign, employee volunteers filled nearly 17,000 backpacks with school supplies and digital learning tools. They also wrote more than 16,000 notes of encouragement for the students who received these backpacks.

- Environmental Champions:** Nearly 2,000 AT&T employees make up our Environmental Champions program, working together to reduce environmental

impact by living more sustainably at work and at home. Their 2023 volunteer activities included building bee habitats, planting seed balls, recycling electronic devices and cleaning up parks and lakes.

- Disaster Relief:** Our employees held fundraisers to support those impacted by the Hawaii wildfires, Hurricane Otis, floods, tornadoes and more. Outside of the U.S., more than 600 employees walked and jogged more than 120,000 miles using the Charity Miles app to raise money supporting rescue relief for those impacted by the Syria-Turkey earthquakes. AT&T volunteers also participated in rebuilding homes in disaster areas.



## 36,000+

Employees participated in employee giving

## 17,000+

Employees engaged in volunteerism, 12% of the employee population, a 7% increase over 2022

## #1

Our "Bridge to Possibility" events represent our largest volunteer campaign ever

## 8,000+

Employee volunteers participated in our "Bridge to Possibility" events

## ~17,000

Backpacks filled with school supplies and digital learning tools by employee volunteers to be given away at CLCs

## 16,000+

Notes of encouragement for students who received backpack donations

## Employees

### When our employees are the ones in need

Our own employees, too, can be hit by disaster and other adversity. To help them, we have the AT&T Employee Relief Fund, which is funded by employee donations and matching grants from the AT&T Foundation. The Fund provides financial support to employees experiencing challenges beyond their control, including natural disasters, house fires or unexpected personal hardships. In 2023, the employee relief program provided just over \$1 million in relief to almost 600 AT&T employees recovering from hardship around the world.

And in the same way we support mental wellness for first responders who may be experiencing stress and trauma from their work, we provide help to our own employees involved in disaster response. In 2023, we launched and provided training for the [FirstNet Peer Support Team](#), a group of 20 employees who are prepared to support impacted employees. The group contributed more than 1,400 hours in peer support and mental wellness educational briefings in 2023.

☞ Read more in our [Human Capital Management](#) and [Community Engagement & Philanthropy](#) issue briefs.

**\$1M+**

In Employee Relief Fund grants provided to nearly 600 employees around the world



### Helping the people who help communities

AT&T encourages local teams in cities across the U.S. to volunteer to help fill gaps and fix problems where they see them. They are locally empowered to find solutions and interventions that will solve local problems. Here's one example:

As temperatures plunged in Seattle in December, the Seattle Police Department Community Service Officer Unit hit the streets to hand out cold kits containing hand-warmers, hats, socks and other critical aids to many in the unhoused population.

Some 300 of those kits had been assembled by local AT&T volunteers. The volunteers also packed 1,000 treat bags for later distribution in the community and presented the unit with a \$2,500 donation.

AT&T employee volunteerism has repeatedly supported public safety in Seattle. In 2022, AT&T volunteers spent a day getting mobile phones to community members who needed them. They also made a donation of more than \$6,000 to the police department's community outreach efforts. Previous AT&T volunteer efforts supported the department's lifesaving EMT Unit.

**Employees**

## Employee engagement

Our workforce is our greatest asset, our competitive differentiation, the source of our innovation and the reason we can connect people to greater possibility. We can only create value for our business and our customers if we're creating value for our employees. That's why we invest in our people and strive to ensure they feel engaged and share in a sense of belonging.

Our employee engagement is an important measure of our success in creating a workplace that provides opportunity and that leaves people feeling recognized, included, rewarded and fulfilled. It is also a measure of our strength as a company, because an engaged workforce is one that is better able to contribute skills, creativity and passion to advancing our goals and serving our customers.

One key measurement of our employee engagement is our annual AT&T Employee Survey. By soliciting a wide range of feedback on the employee experience at AT&T, the survey demonstrates to employees that we are listening and provides us with the opportunity to address the areas of greatest need. We share the results throughout the organization and expect leaders at all levels to use them to identify the strengths and weaknesses of their own practices and initiatives. Our 2023 AT&T Employee Survey measured an 82% engagement rate among our employees, reflecting our efforts to ensure employees feel connected to the company.

We're pleased to say that once again our annual survey results show overall strong engagement at AT&T. Employees reported pride in being part of AT&T and a strong sense of personal accomplishment in their work. We also saw encouraging trends in their self-assessment of their mental, emotional, physical and financial well-being and of their views of the benefits we offer.

☞ Read more in our [Human Capital Management](#) issue brief.



## Employee Spotlight

Paul "Kip" Turner started on his journey with Southwestern Bell Telephone in Arkansas, which later became AT&T, at the age of 18. With some college courses in animal science and experience driving a lumber truck, he followed in his family's footsteps—his father was a lineman and his mother worked as an operator at the company. Landing a job as a station installer marked the beginning of his remarkable career.

Fast forward 50 years: Kip is now an engineer in the AT&T Labs/Chief Technology organization.

Along the way, he's amassed a wealth of experiences—from spending a night in a Titan II Missile command silo to winning the Nova Achievement Award for his contributions to remote access technology. He was also at the forefront of an emergency deployment, setting up mobile cell phone towers in a town hit by a tornado.

Reflecting back on his journey, Kip is proud of being a voracious lifelong learner, starting when as a child he visited his father on the job and asked questions about how the equipment worked—and continuing

on through the roughly 150 training and engineering courses provided by or funded by AT&T that he's taken over the last five decades.

Kip says he wishes he had taken advantage of the company's tuition-reimbursement benefits to get his degree. But he also concedes the lack of a degree hasn't held him back. And he urges younger employees to take full advantage of the company's tuition-reimbursement benefits and to keep learning.



## Employees

### Prioritizing our employees

One way we do more for employees is through our strong focus on their well-being, and we continue to tailor our benefits to their many different needs.<sup>22</sup> Our family planning and support benefits span a range of options, including postpartum care and surrogacy. Mental health care is a priority, including support for stress and anxiety. And we offer a number of care services onsite at some facilities, including physician consultations and dental and vision care. Caregiver benefits are offered as well, providing much-needed help for those with children or aging parents.

We're constantly making it easier for employees to engage with the benefits and services that are most important to them. They can now quickly access mental health and other care services through apps, for example, and can use an app to get immediate answers to many questions about their benefits.

### Employee Spotlight



You don't realize how important it is to have a secure place to sleep every night until you don't have one. That's where George Robey found himself in 2007. Recently kicked out of his home, he was living out of his truck, sleeping with friends or even, sometimes, in the woods.

Desperate to find a job, George walked into an AT&T retail store — looking, in his words, "horrible" — and asked if they were hiring. But the store manager didn't judge him. Instead, he gave George an opportunity that would change his life. He encouraged him to apply.

George filled out and submitted an application at the local library, secured some new clothes from a local church and went back to the store for an interview that same day. And he nailed the interview.

Now, several years and promotions later, George is an Associate Director in our sales organization in Atlanta, managing a team of more than 10 employees. He credits his success to the fact that the retail store manager took a chance on him when he was at what he calls his "rock bottom." In the time since he was hired, he's had mentors and friends across the company who have helped guide him and encouraged his continued growth.

**\$132M**

Invested in employee training and professional development programs

**167,000**

Employees reached<sup>23</sup>

**5.8M**

Total hours of employee training provided

**270,000**

Employee hours devoted to upskilling for future roles

**\$10.3M**

In tuition assistance for employees<sup>24</sup>

## Employees

### Training and career development

We invest heavily in our employees' success by providing a wide range of training and career development resources. We understand that we depend on our employees to create value for the business and our stakeholders. In 2023, we invested \$132 million in employee training, and we were recognized on the [2023 American Opportunity Index](#) for access to opportunities and career mobility.

Our employees have embraced and made the most of these resources. Our award-winning internal training organization, combined with partnerships with a range of established learning organizations, have enabled the great majority of our employees to develop their skills, advance their careers and benefit from mentorship. Approximately 167,000<sup>23</sup> of our full-time employees took one or more of our courses in 2023. On average, employees took 40 courses, spending an average of 35 hours on them.

#### Our 2023 training and career-development efforts included:

- Delivering two million hours of new hire training
- Recording 270,000 training hours toward upskilling through our advanced learning programs
- Investing \$10.3 million in tuition assistance for employees<sup>24</sup>
- Providing online training through our custom-built app
- Partnering with Harvard Business School and LinkedIn Learning to offer leadership and career courses
- Collaborating with Georgia Tech to offer a Master of Science in Computers, Analytics and Cybersecurity
- Offering a Management Development Program comprising five months of continued development for selected employees, including the opportunity to earn an Agile Leadership Certificate from Cornell University

☞ Read more in our [Human Capital Management](#) and [Inclusion](#) issue briefs.

# A Responsible Supply Chain

We work with suppliers around the world<sup>25</sup> to ensure we can bring customers the connectivity they count on.<sup>26</sup> By carefully selecting preferred suppliers, providing suppliers with training and setting appropriate standards of conduct, we have been forging a resilient supply chain that reflects our commitment to social responsibility and protecting the environment.

## Supplier inclusion

We were one of the first corporations in the U.S. to establish a supplier program designed to bring in smaller, local businesses owned by underrepresented segments of society. We have worked to maintain that leadership, investing \$242 billion over the last 55 years with these businesses.

#1

Awarded #1 on Fair360's list of Top Companies for Supplier Diversity



United States Hispanic Chamber of Commerce, 2023 Corporation of the Year



Women's Business Council Southwest, 2023 Corporation of the Year



Greater Women's Business Council, 2023 Corporation of the Year



Georgia Minority Development Business Council, 2023 Corporation of the Year

## Suppliers and human rights

As a signatory to the United Nations Global Compact, we recognize the importance of upholding human rights in our supply chain. We outline our expectations for suppliers on human rights, among other issues, in our **Principles of Conduct for Suppliers**, in alignment with international standards bodies. Through our membership in the Joint Alliance for CSR (JAC), we conduct comprehensive annual audits within our supply chain using a common audit framework. This framework addresses 10 focus areas, including the use of child labor and forced/bonded labor, among other human rights issues. In 2023, JAC audited 137 factory locations, including 78 at AT&T supplier facilities, identifying 890 corrective actions.<sup>27</sup> Also in 2023, AT&T joined the JAC Board of Directors. Our board participation indicates a redoubling of our commitment to JAC's mission and the expansion of its efforts into environmental sustainability and supporting supplier sustainability programming.

☞ Read more in our **Responsible Supply Chain, Inclusion, Climate Change & Greenhouse Gas Emissions** and **Human Rights** issue briefs.



**A Responsible Supply Chain**

## Supplier inclusion

In 2023, we spent \$11.9 billion with underrepresented businesses, which was more than 21.5% of all supplier expenditures. Our supplier financing program enables businesses to leverage the credit power of AT&T. In 2023, the program benefited over 1,600 suppliers, including more than 200 certified women-, minority-, and disabled-veteran-owned business enterprises.

AT&T is also fostering supplier inclusion through technological advances. For example, we are leading the way in commercial-scale open radio access network (Open RAN) deployment, which will help build a more robust ecosystem of network infrastructure providers and suppliers through a multiyear joint commitment with network equipment maker Ericsson. With this move away from close proprietary interfaces, AT&T plans for 70% of its wireless network traffic to flow across open-capable platforms by 2026.

Not only will Ericsson's open architecture provide a foundation and springboard for outside developers, it will also foster more competition in the U.S. wireless equipment market. This opens up new opportunities for a variety of third-party radio companies to serve our network needs.

These efforts make a real contribution to the growth of smaller companies and create jobs in their local communities. And they've enabled us to create an inclusive supply chain reflecting our employee base and the customers we serve, bringing with it the unique skills and perspectives that only inclusion can provide.



## A Responsible Supply Chain

### Supplier sustainability

We encourage our suppliers to actively work toward operating sustainably. That means reducing the environmental impact of their products and services, improving energy efficiencies, using water responsibly, managing waste and conserving natural resources.

To continue to progress, we're gathering more information from our suppliers about their sustainability impacts and efforts and providing sustainability training. Our contracts with suppliers specify our expectations for demonstrating robust environmental practices and providing a safe and healthy workplace.

We also are engaging suppliers to accelerate the adoption of science-based targets to reduce greenhouse gas emissions. In 2023, suppliers representing 55% of our spend had set science-based Scope 1 and 2 targets.

### Bringing sustainability into sourcing decisions

We want to make sustainability performance an important part of our understanding of strategic suppliers. To do that, we're having our suppliers undergo assessments that cover a range of factors such as environmental management, circular economy, stakeholder engagement and a supplier's management of its own supply chain. Our objective is for at least 80% of spend to be covered by supplier sustainability assessments through 2025. In 2023, we met this goal for the third consecutive year.

**1.6%**

AT&T is among the 1.6% of scored companies that made the 2023 CDP Climate Change A List.

**7**

We made the Dow Jones Sustainability Index for our seventh consecutive year in 2023.

### Goals and progress

#### Target

**80%**

Integrate sustainability performance metrics into our sourcing decisions for 80% of our spend by the end of 2025<sup>9</sup>

**50%**

Work to ensure 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 2 GHG targets by the end of 2024.

#### Progress

**100%**

85% of suppliers by spend were assessed for sustainability performance metrics in 2023.

**100%**

55% of suppliers have set science-based GHG emissions targets as of late 2023.

# Environment

Connectivity can take us farther, faster, in the journey toward a low-carbon economy. Our purpose of connecting people to greater possibility motivates us to harness the power of our network and the leading-edge tools we are building around it not only to curb our own emissions, but to also empower our customers to reduce theirs.

The dedication and passion of our workforce, with our continuing history of innovation leadership, enable us to forge new ways to apply connectivity to environmental progress and resilience. Whether it's creating new efficiencies in our network operations, helping transform our customers' businesses, using cutting-edge climate data to make our network and operations more resilient or helping communities achieve resilience, we will progress toward a more sustainable, more connected world.

Read more in our issue briefs:

- ⓐ [Climate Change & GHG Emissions](#)
- ⓐ [Energy Management](#)
- ⓐ [Product Life Cycle](#)
- ⓐ [Waste Management](#)
- ⓐ [Water Management](#)



# Carbon Neutrality

We are committed to carbon neutrality across our global operations by 2035, and we are nearly halfway to that goal, thanks to two strategies: increasing renewable energy, and making our network more energy efficient. Our progress was recognized by Forbes in naming us to its inaugural 2023 Net Zero Leaders list.

## Renewable energy

In 2023, AT&T was the fifth-largest corporate buyer of renewable energy in the U.S., according to the [U.S. Environmental Protection Agency](#). Our renewable energy portfolio produced nearly 3 million MWh in 2023. We are evaluating the addition of onsite solar generation and battery storage to some of our retail locations.

We constantly are looking for ways to support additional renewable energy generation. We are particularly active in driving new community solar projects, having contracted 42 such projects across six states in 2023. Those projects will generate approximately 134 million kWh of clean energy per year.

These initiatives will result in saving tens of millions of dollars in energy costs over the next 15 years while generating well over one million renewable energy credits. In addition, these projects create hundreds of jobs in their communities, many of them permanent.

☞ Read more in our [Energy Management](#) issue brief.

## Goals and progress<sup>28</sup>

### Target

# Carbon Neutral

Achieve carbon neutrality (Scope 1 and 2 emissions<sup>4</sup>) by the end of 2035.

# 63%

Reduce absolute Scope 1 and 2 GHG emissions<sup>4</sup> by 63% (2015 base year) — aligning with a 1.5°C pathway by the end of 2030.<sup>29</sup>

### Progress

# 52%



# 82%



## Carbon Neutrality

### A more efficient network

We've been exploring innovative solutions to enhance the environmental sustainability of our network. Our focus has been on boosting efficiency, enabling it to achieve greater productivity with minimal energy consumption while maintaining peak performance and reliability.

As we transition to more efficient fiber networks, we are accelerating the push toward our sustainability goals. We've come up with several high-tech solutions for cutting down on network energy draw. Among them:

- **Decommissioning our Legacy Network:** Moving our customers to fiber and wireless enables AT&T to decommission significant portions of our legacy wireline network, most of which is copper based. For neighborhoods where we convert from copper to fiber, we reduce our energy consumption by over 70% while providing our customers with download speeds that are up to 166 times faster. Also, since fiber networks are more reliable than legacy networks, we're able to reduce energy consumption from fewer repair calls for our technicians.

- **Cell Site Sleeping:** Some of our network sites can drop into a lower-power mode when traffic is light. We use machine learning algorithms to determine how to save the most energy from sleeping while minimizing impact to customer experience. The results are already annually saving an amount of energy equal to the power consumption of more than 14,000 average U.S. homes.

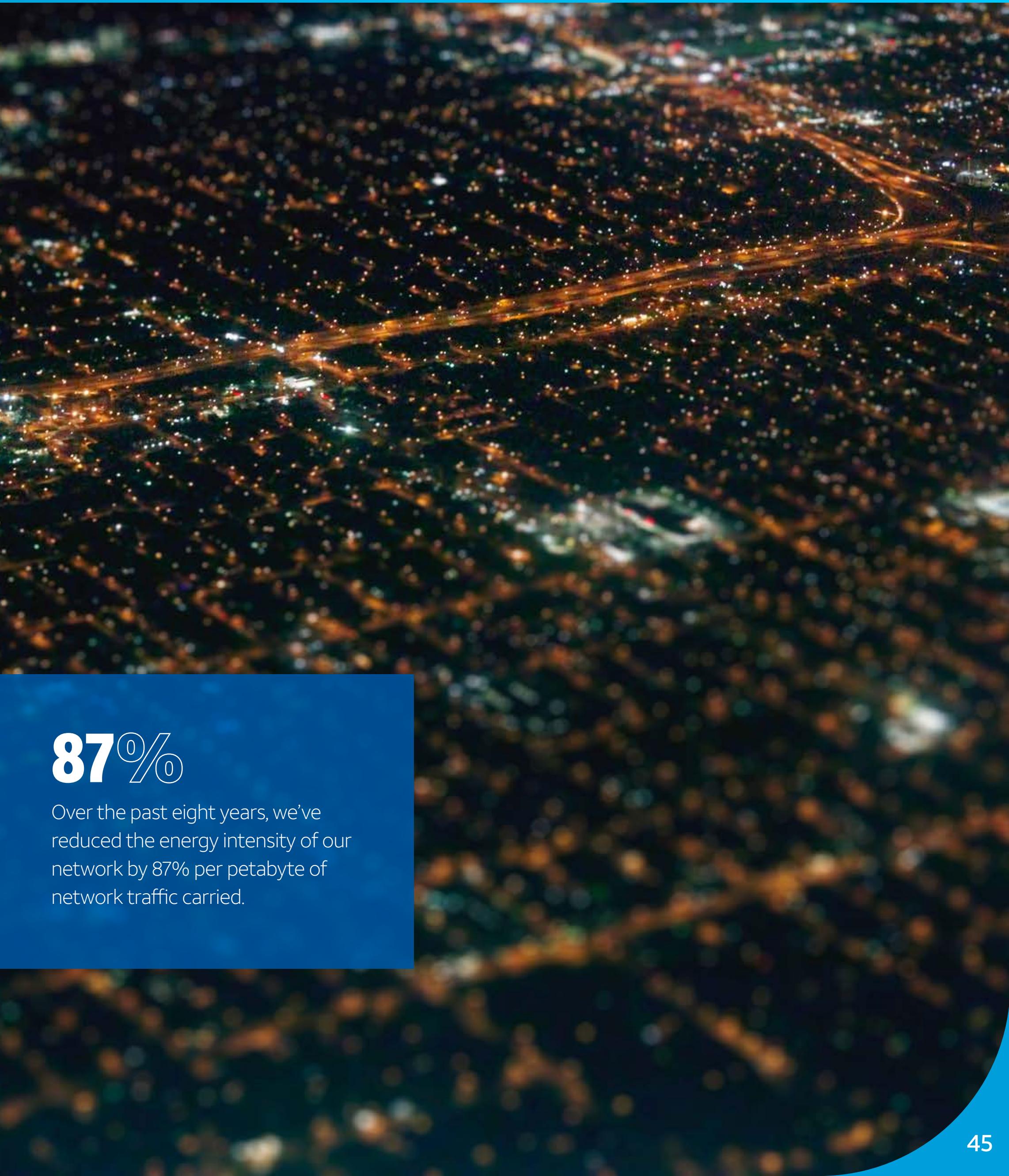
- **Anomaly Detection:** We also use machine learning and other advanced analytic tools to spot cell sites consuming more energy than expected. We quickly dispatch repair teams to adjust or repair equipment to restore efficient operations.

- **Video Optimization:** Our open-source video optimizer enables video-app developers to improve performance in ways that reduce the amount of traffic the apps transmit over the networks. That in turn reduces the network energy used to run the apps. We believe it will make a big difference: video accounts for about two-thirds of all internet traffic, according to most estimates.

- **Software Definition:** Because our core network is software defined, it can be adjusted and reconfigured almost instantly, reducing inefficiencies on the fly. That enables eliminating unused capacity, which reduces energy consumption as well as real estate square footage.

In addition to these and other technology innovations, we enlist smart network design to further reduce network energy consumption. That means identifying and decommissioning older, less efficient network equipment and evaluating network architectures to achieve the right balance of performance, efficiency and operating costs.

☞ Read more in our [Climate Change & Greenhouse Gas Emissions](#), [Energy Management](#) and [Network Quality & Reliability](#) issue briefs.



**87%**

Over the past eight years, we've reduced the energy intensity of our network by 87% per petabyte of network traffic carried.

## Carbon Neutrality

### A more efficient network

We extend our quest for energy savings beyond our network's confines. We use data from sensors in our buildings, combined with weather and utility data, to optimize our use of heating, lighting and other energy demands in our central offices. We monitor the performance of our HVAC equipment to ensure efficient operation and look for opportunities to upgrade systems to less-energy-intensive versions. For example, in 2023, we replaced the heating units in our standby emergency-power generators with more efficient heat pumps. We piloted 42 new energy-saving projects and programs in 2023 to find new ways to cut down on energy and emissions throughout our operations.

Another way we're reducing our environmental impact is by reducing the amount of water we use to cool our network facilities. We clean and maintain our cooling towers to ensure they operate at peak efficiency, saving water. We installed a water reclamation system to collect condensation from the air conditioning systems at our Dallas headquarters, recycling more than 1.4 million gallons of water since 2021. We've also begun monitoring and analyzing our water usage to identify more opportunities to cut down on consumption.

☞ Read more in our [Climate Change & Greenhouse Gas Emissions, Energy Management](#) and [Water Management](#) issue briefs.



### Cutting back on service calls

One way to reduce our emissions is to drive less. Keeping our network running smoothly and efficiently requires an extensive fleet of maintenance trucks and many of their trips are for scheduled preventive maintenance. But with a strategic approach to our fleet scheduling and through innovative technology, we are minimizing how often we send vehicles on the road. At many of our sites, key equipment periodically sends out performance and status data, which can be monitored centrally to give us a detailed picture of how our network is performing and where there may be problems — an Internet of Things (IoT) application. To do more with that data, we came up with machine-learning algorithms that recognize when a piece of equipment may be showing early signs of possible failure in the



coming weeks or months, with 90% accuracy. The system checks our network for those patterns every 30 seconds.

Now we can dispatch maintenance trucks when the system picks up those early trouble signals. That enables us to cut back on the number of regularly scheduled dispatches of preventive maintenance trucks. And by catching the first hints of possible trouble within seconds, the system cuts down the number of fleet vehicle trips needed to fix unexpected equipment failures and the temporary dip they can cause in customer experience.

Combining IoT with machine-learning technology is one way we're reducing our emissions. Another way will be converting some of our fleet to

zero-emission electric vehicles (EVs). In 2023, we announced an agreement with EV manufacturer Rivian that includes the purchase of a handful of vans and trucks through a pilot program to evaluate for expanded use in our fleet. Rivian will also be taking advantage of our leading-edge IoT networking technology. Rivian announced AT&T as the exclusive provider of connectivity to all Rivian vehicles in the U.S. and Canada, making it another one of the 60 automotive brands that we connect. This partnership shows AT&T's continued leadership in the connected car space.

☞ Read more in our [Climate Change & Greenhouse Gas Emissions, Energy Management](#) and [Network Quality & Reliability](#) issue briefs.



## The Gigaton Goal

We want to amplify the impact of our emissions-reductions efforts. That's why we have been extending the power of our network and our technology innovation to customers in the form of smart climate solutions for their businesses. We work with our business customers to enable them to reduce their collective GHG emissions by 1 billion metric tons — a gigaton — by 2035, from a 2018 baseline.

We are 19% of the way toward meeting that target. To get there, we pulled together a collaboration of high-tech firms, AT&T Business customers of all sizes and industries, academia and non-profits. Called the

**3M MWh**

Annual energy production of our U.S. renewable energy portfolio

**188.3 MT**

Customer emissions reductions attributable to AT&T Smart Climate Solutions since 2018

**#5**

EPA Green Power Partnership Top 100 as of the end of 2023

**\$45M+**

Total annualized energy cost savings from energy projects

Connected Climate Initiative (CCI), this collaboration is dedicated to developing marketable emissions-reducing solutions for businesses that leverage connectivity solutions such as fiber, 5G, IoT and edge computing. The results are reducing emissions and strengthening both AT&T's and our customers' businesses.

The CCI's efforts are leading to innovative solutions in the sustainability field. Examples include connected sensors that monitor crop growth and food health during transportation and storage, machine-learning algorithms that improve the fuel efficiency of trucking operations by 10%, and connected meters that indicate leaks in water infrastructure to reduce maintenance fleet mileage.

Our university partners, meanwhile, have researched the emissions reduction potential enabled by connectivity in areas such as electric-vehicle battery performance in traffic and reduced energy waste in manufacturing operations. And we've also collaborated with utility companies around the U.S. to upgrade their grid-monitoring capabilities, paving the way for more efficient operations. Over time, the CCI aims to produce solutions that can benefit companies in transportation, energy, real estate, manufacturing and agriculture, among many other industries.

☞ Read more in our [Climate Change & Greenhouse Gas Emissions](#) and [Energy Management](#) issue briefs.

# Waste Management

To protect the environment, the world needs to move to a circular economy that maximizes recycling and reuse, minimizing waste. We want to do our part and have set a target of reducing by 30% the amount of U.S. waste we send to landfill by 2030, compared to a 2019 baseline. We are halfway there. We are also supporting more recycling of used devices on the part of our customers.

To improve recycling rates for waste materials from our operations, we're finding waste vendors closer to our facilities. That means we can recycle more materials, with less energy-wasting transportation and lower costs. To improve the efficiency of the recycling process for batteries and e-waste materials, we now store them in nearby warehouses until we have enough to make a full-capacity trip to a smelter, rather than making frequent trips with lesser amounts. We're also placing IoT sensors in recycling storage bins to signal us when a bin is full and ready for pickup.

We are also working to bring "e-waste"—the electronic devices our customers are replacing—into the circular economy. We recovered 12.9 million devices in 2023, including mobility devices, broadband devices and internal AT&T devices.<sup>30</sup> We make it as easy as possible for customers to return devices to us. We offer phone trade-in programs, for example, and

have our technicians recover used internet devices during in-home installation visits. Customers can mail devices to us, too.

We found new life for some of these devices by refurbishing them and providing them to schoolchildren and others in communities where many families can't afford to buy their own. Other recovered devices were dismantled for parts and materials that can be reused or recycled.

☞ Read more in our [Waste Management](#) and [Product Life Cycle](#) issue briefs.

## Goal and progress

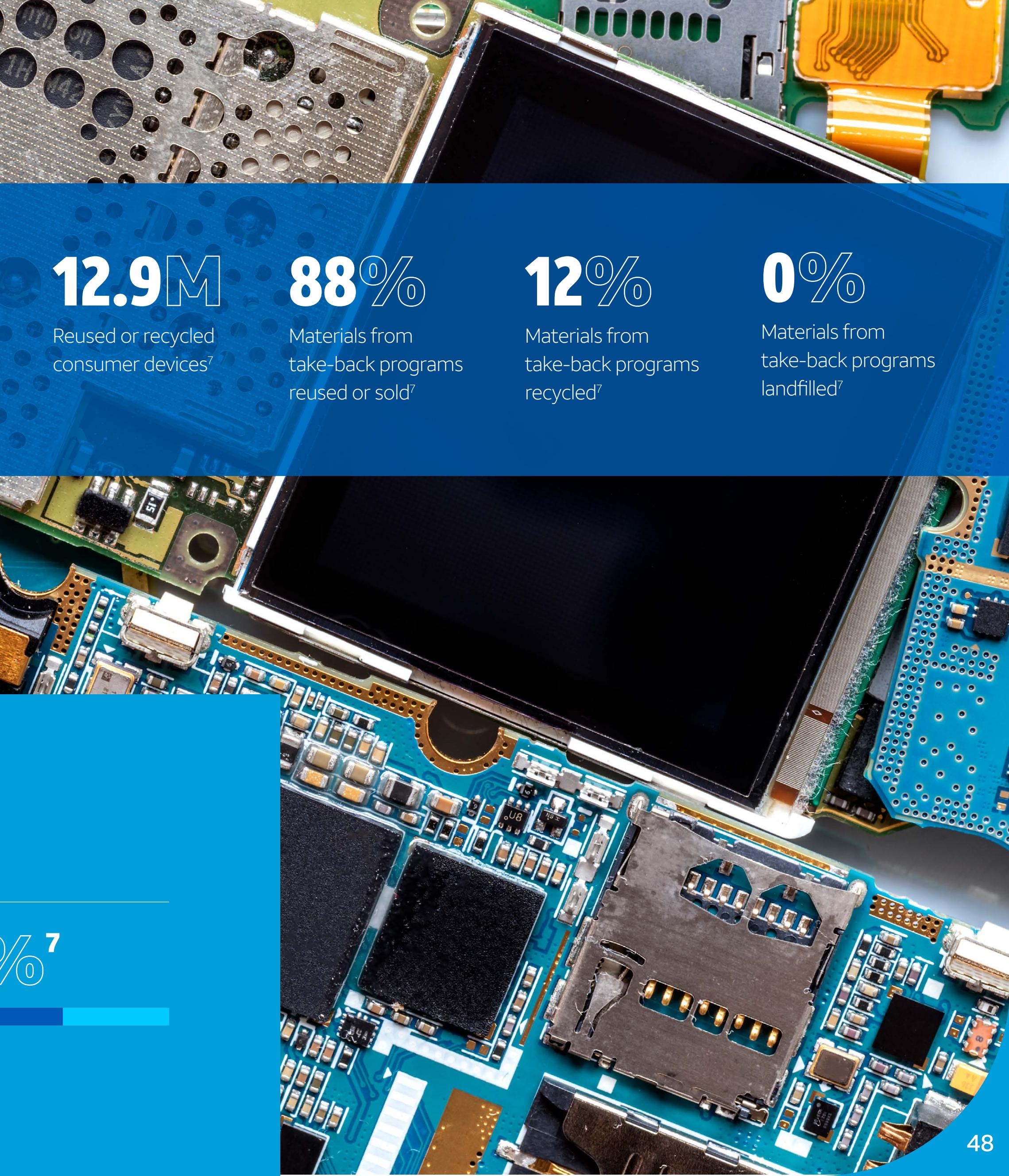
### Target

**30%**

Reduce the amount of U.S. waste we send to landfill by 30% (2019 base year) by the end of 2030.

### Progress

**19.9%<sup>7</sup>**



**12.9M**

Reused or recycled consumer devices<sup>7</sup>

**88%**

Materials from take-back programs reused or sold<sup>7</sup>

**12%**

Materials from take-back programs recycled<sup>7</sup>

**0%**

Materials from take-back programs landfilled<sup>7</sup>

# Endnotes

1. Digital navigators are individuals who address and support the digital inclusion process. This involves supporting home connectivity, device/tech hardware needs and digital skills.
2. Representative of all global AT&T operations, with the exception of AT&T Mexico.
3. Reflects activity self-reported by employees via our Volunteerism and Giving portal.
4. Scope 1 emissions include direct emissions from sources owned or controlled by the company (such as fleet). Scope 2 emissions include indirect emissions that result from the generation of purchased energy. Note that data is rounded.
5. Indicates a Science Based Targets initiative (SBTi)-approved goal.
6. 2023 data is rounded and inclusive of all AT&T operations (U.S. and international). Starting in 2022, data does not include DIRECTV, Vrio, Xandr or WarnerMedia.
7. Data is inclusive of all AT&T operations (U.S. only).
8. AT&T recalculated the baseline for our landfill diversion goal because of new agreements with vendors. This update reduces some of the progress AT&T has made toward landfill diversion but focuses on the amount where AT&T has more operational control.
9. This goal is focused on network, consumer equipment and corporate services spend.
10. Based on overall coverage in U.S. licensed areas. Coverage not available everywhere.
11. Based on the number of fiber to the home households using publicly available data.
12. Based on nationwide GWS drive test data. GWS conducts paid drive tests for AT&T and uses the data in its analysis. Requires compatible plan & device. Coverage not available everywhere.
13. Based on overall coverage in the U.S. Coverage not available everywhere.
14. The years ended December 31, 2020 through 2023, present results from continuing operations, and the year ended December 31, 2019, includes comparable adjustments to remove capital expenditures from discontinued operations.
15. <https://www.pewresearch.org/short-reads/2018/09/10/about-a-quarter-of-rural-americans-say-access-to-high-speed-internet-is-a-major-problem/>
16. AT&T is an Equal Opportunity Employer. All hiring, pay, performance, promotion, and other employment decisions remain merit-based and free from discrimination on the basis of race, color, national origin, sex, sexual orientation, gender, gender identity or expression, disability, or any other characteristic protected by law or under company policy.
17. As of January 31, 2024, as reported in our Form 10-K.
18. "Senior management positions" is defined as roles that are a maximum of two levels away from the CEO or comparable positions.
19. Data is voluntarily self-identified by employees. These metrics are only tracked in the U.S. Employees in other countries do not have the ability to identify in any of these areas. This data is voluntarily self-reported, which means there may be a discrepancy between employees who are part of these groups and employees willing to report that they are part of these groups.
20. The 2020 value of volunteer time was calculated in coordination with True Impact. The 2021–2023 values were calculated using the Independent Sector value of a volunteer hour, which was \$28.54 for 2021, \$29.95 for 2022 and \$31.80 for 2023.
21. 2020–2021 data is inclusive of all AT&T operations (U.S. and international). Starting in 2022, data does not include AT&T Mexico.
22. Benefits and policies vary by country and operating company.
23. Data includes total number of employees, current and former, who completed training during the year.
24. Inclusive of all AT&T operations (U.S. only).
25. In non-embargoed countries.
26. Our GSC organization manages the supply chain of all AT&T Operations (U.S. and international). This represents the largest and most complex portion of our supply chain. Because of the scale of this work, this Summary reflects the efforts of GSC unless otherwise noted. Supplier inclusion metrics represent the effort of our entire U.S. operations. AT&T's Global Supplier Inclusion team administers the Supplier Inclusion program on behalf of all AT&T affiliates (herein referred to as "AT&T").
27. JAC recognizes Validated Assessment Program (VAP) Audits carried out under the Responsible Business Alliance (RBA) initiative as materially equivalent to JAC audits. JAC members, including AT&T, were not able to audit as many facilities in 2020–2022 due to the COVID-19 pandemic. As is the guidance for all JAC members, AT&T aims to conduct audits of at least five suppliers each year by an independent auditing body. Corrective action plans are provided for any adverse findings identified during an audit. If there are no adverse findings, there are no corrective action plans.
28. ERM CVS provided limited independent assurance of Scope 1, Scope 2 (location and market-based) and select Scope 3 GHG emissions. See our [Independent Accountant's Report](#) for more information.
29. Versus 2015 base year. Approved by the Science Based Targets initiative in 2020 as aligning with 1.5°C pathway.
30. 2023 data includes mobility devices, broadband devices and internal AT&T devices. 2023 data is inclusive of all AT&T operations (U.S. only).



The [\*\*AT&T Sustainability Reporting website\*\*](#) provides comprehensive disclosure additional to this Sustainability Summary:

- [\*\*Issue Briefs\*\*](#)
- [\*\*TCFD Report\*\*](#)
- [\*\*CDP Climate Change Disclosure\*\*](#)
- [\*\*Political Engagement Report\*\*](#)
- [\*\*Transparency Report\*\*](#)
- [\*\*2024 Proxy Statement\*\*](#)

Our Sustainability Summary reflects the global operations of AT&T Inc. and relates to the financial year ending December 31, 2023, except where otherwise noted. Inclusion of information in this report should not be construed as a characterization of its materiality to AT&T shareholders or the investing community. Please see our corporate [\*\*Annual Report\*\*](#) or [\*\*Form 10-K\*\*](#) for the year ended December 31, 2023, and other publicly filed documents available at [\*\*investors.att.com\*\*](#).