



2024 Sustainability Update

Connecting People to Greater Possibility



Contents

- 2 **Introduction**
- 3 Letter From the CEO
- 4 A Word From the Chief Sustainability Officer
- 4 Sustainability Governance
- 5 Overview
- 6 Progress Toward Goals

- 7 **People & Community**
- 8 Digital Divide
- 10 Human Capital Management
- 11 Community Engagement & Philanthropy

- 12 **Environment**
- 13 Efficiency & Emissions
- 15 Energy Management
- 16 Circularity

- 17 **Our Operations**
- 18 Network Resilience
- 19 Innovation & Responsible Technology
- 20 Responsible Supply Chain
- 21 Privacy
- 22 Cybersecurity
- 23 Environment, Health & Safety Compliance
- 23 Ethics & Integrity



Letter From the CEO

At AT&T, our dedication to operating responsibly is fundamental to creating long-term value for shareholders, supporting the sustainable growth of our business and fulfilling our purpose of connecting people to greater possibility.

Bridging the Digital Divide

AT&T has committed \$5 billion over the decade to connect 25 million people to affordable, high-speed internet access and digital literacy resources. To accomplish this goal, we are expanding our networks, reducing cost barriers for low-income customers and investing directly in our communities. Progress in 2024 included:

- Growing our fiber network to pass nearly 29 million consumer and business locations in parts of more than 100 U.S. metros.
- Spending more than \$4.1 billion with small and local suppliers, leveraging the scale of our supply chain and network investments to help stimulate economic development at the community level.
- Advancing our \$5 billion digital divide commitment, with \$2.87 billion invested and 12.1 million people reached through the end of 2024.
- Opening 28 new AT&T Connected Learning Centers™ in communities around the country, bringing our total to 62 as we strive to open at least 100 by the end of 2027.

Engaging Employees

As one of the largest U.S.-based private sector employers, we invest in the personal and professional growth of our employees by providing well-paying jobs, competitive benefits and effective tuition reimbursement and career development programs.

Through programs like AT&T Believes® and our company culture of contribution, capability and engagement, we empower employees to execute our strategy and bring our purpose to life. In 2024:

- 35% of our employees engaged in volunteerism and giving.
- More than 13,000 employees participated in our Bridge to Possibility campaign, helping distribute laptops and school supplies to more than 23,000 students.
- We reached seven agreements with our labor unions in 2024, bringing our total to 18 since the beginning of 2022. We are proud to be the only major U.S. telecommunications company with a fully unionized frontline workforce.

Innovating with Impact

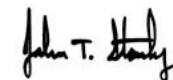
Our network investments and innovations enable AT&T and our customers to contribute to a more sustainable world. As we retire energy-intensive, copper-based legacy infrastructure to make way for 5G and fiber, we're bolstering network resilience and energy efficiency while elevating customer experiences. In 2024, highlights included:

- Reclaiming and recycling more than 28,000 metric tons of copper as we advanced our legacy transformation, leading to more than 40,000 metric tons of CO₂e avoided — equivalent to the annual electricity emissions of more than 9,000 U.S. homes.
- Continuing to invest in electric vehicles (EVs) and associated infrastructure as we strive to reduce fleet emissions by at least 76% by 2035. This included initiating development at two AT&T sites in California, which will serve as hubs to support the expansion of our growing EV fleet.

- Implementing thousands of network and operational energy-efficiency projects, helping conserve nearly 9.5 million megawatt-hours (MWh) of electricity since 2015.

I am proud of the progress that AT&T and our employees have made across the important areas detailed in this report. To fully realize the economic and societal benefits of connecting all Americans, business and government must work together. This requires sound, rational public policy that encourages investment, innovation, growth and global competitiveness. We at AT&T are committed to working with policymakers at all levels of government to shepherd pro-growth tax measures, establish modern and sustainable connectivity subsidies for low-income households, and increase the availability of licensed spectrum — all of which are critical to connect more customers and communities to greater possibility.

With our expertise in high-performance networking, continued advocacy to advance sound public policy and a steadfast dedication to operating responsibly, AT&T is well positioned for a strong and sustainable future.



John Stankey

Chairman and Chief Executive Officer, AT&T Inc.



A Word From the Chief Sustainability Officer

I am pleased to share the 2024 AT&T Sustainability Update. Here, we detail the work we continue to do to deliver on our purpose: connecting people to greater possibility.

In this report, we highlight our ongoing commitment to driving business value while delivering positive impact for the communities we serve. Our approach is based on our experience that our long-term business success is inextricably linked to the strength of our communities and our world.

This year, we are introducing a more focused update, highlighting some of the key progress we've achieved across each of our corporate responsibility focus areas in 2024. Each section includes a link to a more detailed [issue brief](#) on the topic, outlining our managerial and programmatic approach, along with a fulsome update on progress for the year. We've also consolidated data disclosures on our [Corporate Responsibility KPIs](#) page to make it easier to quickly find and access information. Please visit our [Sustainability Reporting](#) website to access our full suite of resources.

This update reflects the global operations of AT&T — unless otherwise noted — and relates to the financial year ending December 31, 2024.

Additional details of our annual progress are available in our corporate [Annual Report](#), [Form 10-K](#) and other public documents available at investors.att.com.

I invite you to read on to explore how we are inspiring a world of possibility and positive impact for our stakeholders.



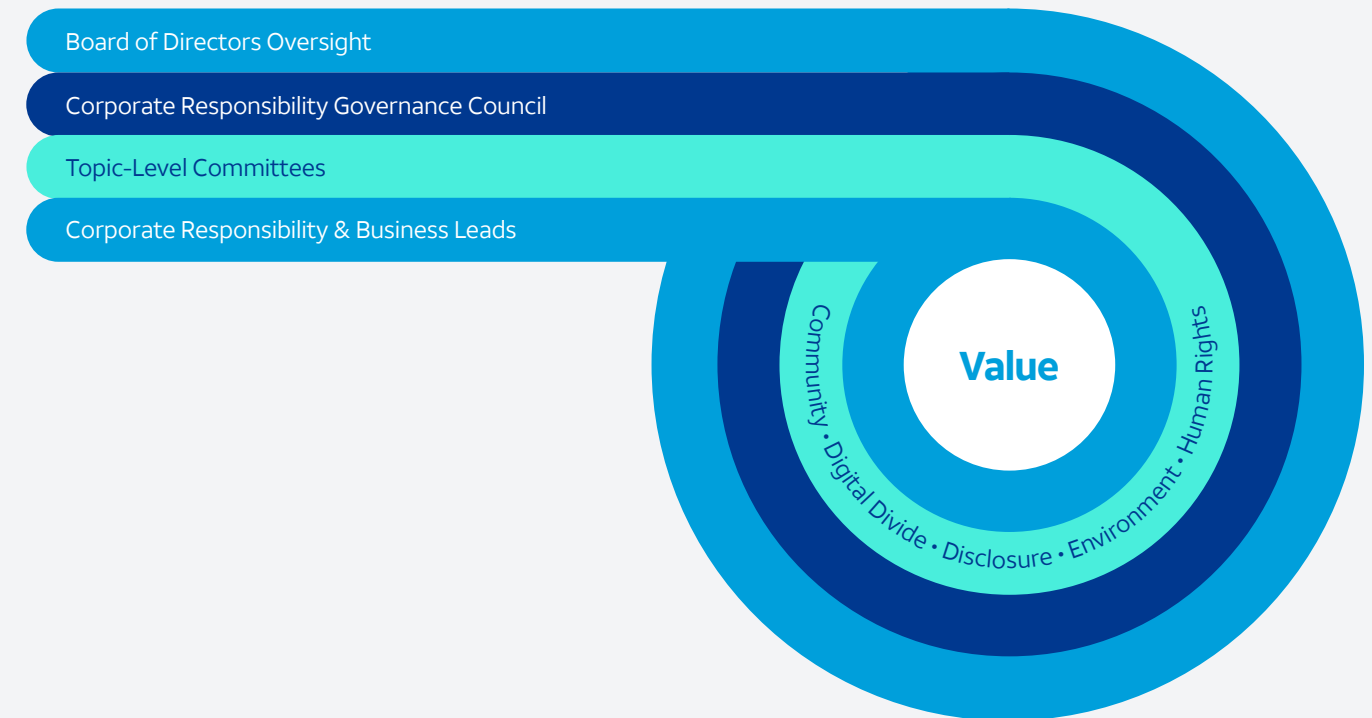
Charlene Lake
Chief Sustainability Officer and Senior Vice President, Corporate Responsibility, AT&T Inc.

Sustainability Governance

Our commitment starts at the top, with oversight from the AT&T Board of Directors and senior management. Our Chief Sustainability Officer manages our most important corporate responsibility focus areas, highlighted within this Sustainability Update and detailed in our library of issue briefs. To ensure management of social and environmental issues stretches across the business, our Chief Sustainability Officer leads a

Corporate Responsibility Governance Council, comprising more than a dozen officers responsible for business operations aligned to our focus areas. We also convene five topic-level committees focused on community, digital divide, disclosure, the environment and human rights.

[Read more on our Corporate Responsibility Oversight](#) →



Overview

Connecting people to greater possibility is our passion and purpose. Through expertise, simplicity and inspiration, we build connections that drive opportunity for our business, customers, society and the planet.

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.

With our extensive network coverage and a rich legacy of technological innovation, we are uniquely positioned to realize our purpose — a purpose that guides our sustainability strategy and priorities.

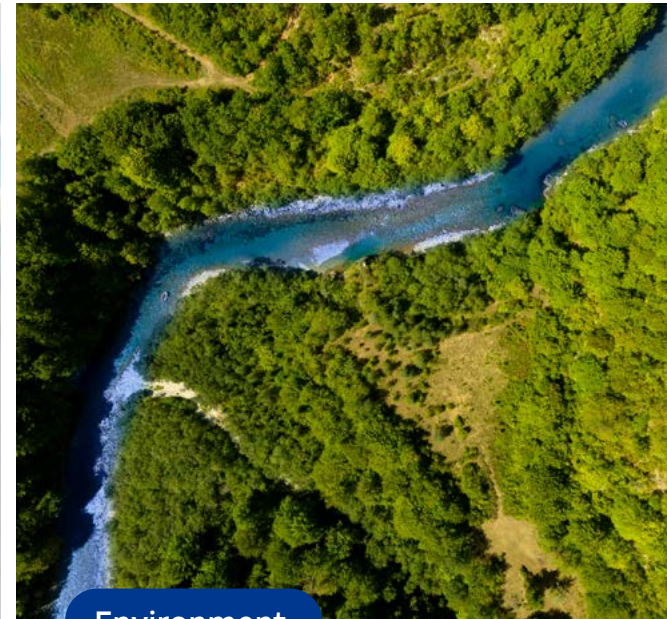
At AT&T, we aim to be the premier provider of connectivity services. We're deploying 5G and fiber networks to connect communities and help unlock opportunity. We're committed to leveraging our strengths and assets to address many of today's and tomorrow's challenges.



People & Community

Bridging the Digital Divide

We care about people. From the customers we serve to the employees who make AT&T successful, we're leveraging the power of connectivity to unlock greater possibility for all — providing network access and resources that help people get the most from our digital world while harnessing the passion of our people to strengthen the communities we serve.



Environment

Developing a Sustainable Future

Our commitment to environmental sustainability reflects our dedication to creating a cleaner, healthier business. Through network and community resilience initiatives, carbon neutrality and Smart Climate Solutions for our customers, we're helping build a more connected and sustainable future.











Our Operations

Effective Governance of Our Operations

We focus on security, resilience and innovation, aiming to create connections that are both meaningful and responsible. Our dedication to ethical practices and integrity helps build a business you can trust. Plus, we work closely with our suppliers around the world to ensure our supply chain is both reliable and sustainable.

Progress Toward Goals

	Goal	Percentage achieved	Progress
People & Community	From 2021, invest \$5 billion in this decade to narrow the digital divide.	 57%	Through the end of 2024, invested \$2.87 billion.
	Help 25 million people get and stay connected to affordable, high-speed internet by 2030.	 48%	Through the end of 2024, reached 12.1 million people.
	Engage 50% of our employees worldwide through volunteerism and giving initiatives by the end of 2030.	 70%	35% employees engaged in volunteerism and giving. ¹
Environment²	Reduce our absolute Scope 1 and 2 greenhouse gas (GHG) emissions by 63% (2015 base year) — aligning with a 1.5°C pathway by the end of 2030. ^{3,4}	 81%	Reduction of 51% from our 2015 base year (8.8 million metric tons of CO ₂ e) — 81% attainment toward our Scope 1 and 2 science-based target.
	Achieve carbon neutrality (Scope 1 and 2 emissions) by the end of 2035. ⁵	 51%	Reduction of more than 4.5 million metric tons of CO ₂ e from our 2015 base year — 51% attainment toward our carbon-neutrality target. ⁶
	Deliver connectivity solutions that collectively enable business customers to reduce a gigaton (1 billion metric tons) of GHG emissions from 2018 through the end of 2035.	 23%	Enabled 227.2 million metric tons of customer emissions savings — 23% of our Gigaton Goal.
	Reduce the amount of U.S. waste we send to landfill by 30% (2019 base year) by the end of 2030.	 37%	Reduction of 11%. Waste sent to landfill totaled 126,771 tons in 2024. This represents a reduction of 15,699 tons from our 2019 base year (142,470 tons). ⁷
	Our Operations	Integrate sustainability performance metrics into our sourcing for 80% of our spend by the end of 2025. ⁸	 100%

1 Representative of all AT&T operations, excluding AT&T Mexico. Reflects activity self-reported by employees via our Volunteerism and Giving portal.
 2 2024 data is estimated. Final values will be available in Q2 2025.
 3 Note that data is rounded.
 4 Science Based Targets initiative (SBTi)-approved goal.
 5 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.
 6 Representative of all AT&T operations, excluding AT&T Mexico.
 7 Data is inclusive of AT&T operations (U.S. only).
 8 This goal is focused on network, consumer equipment and corporate services spend.

People & Community

Connectivity is a bridge to possibility, improving how people move through life and enabling them to succeed in work and school. Whether it's advancing education and healthcare access, unlocking economic opportunity or strengthening bonds, the internet plays an integral role in modern society. That's why we are committed to narrowing the digital divide, investing in advancing affordable internet and digital literacy programs.

Our commitment to strengthening our society also encompasses our workforce and supply chain. With employees across all 50 U.S. states and 51 countries, we strive to be an employer of choice. We are proud to bring together talented people with a wide range of backgrounds and experiences who serve our customers and communities every day.

We collaborate with trusted suppliers, prioritizing resilience, ethical standards and sustainable business practices to address evolving global challenges. Through partnership and shared value, we work toward a more connected and sustainable future.

The following pages summarize our approach to our most relevant People & Community issues. For more detailed insights, see our full issue briefs:

[Community Engagement & Philanthropy Issue Brief](#) →

[Digital Divide Issue Brief](#) →

[Human Capital Management Issue Brief](#) →

[Human Rights Issue Brief](#) →



Digital Divide

Advancing digital access, affordability and adoption to bring more people online.

Limited access to high-quality connectivity, lack of digital resources and tight household budgets are just a few of the challenges facing communities impacted by the digital divide. To thrive and fully participate in our modern world, people need digital skills and access to online resources.

At AT&T, we continue our company-wide focus to bridge the digital divide. Our efforts extend beyond providing affordable high-speed internet connections and include community resources that encourage safe, successful internet adoption. We understand no two communities are the same; each requires unique solutions, and it takes intentional collaboration to remove barriers to reliable connectivity. Our comprehensive approach to connecting communities is centered around three key strategies: expanding access to high-speed networks, providing affordable connectivity products and resources, and driving adoption through device distributions and digital literacy programs.

Access

We are advancing access to high-quality connectivity, including investing in the expansion of our network and pursuing public-private partnerships with states and municipalities, including through AT&T's participation in government broadband deployment grant programs, to deliver high-speed services to more rural areas and underserved communities. To help ensure those communities can utilize their access, we partner with organizations to distribute devices to people who need them most. In 2024, we distributed more than 40,000.

[Digital Divide Issue Brief](#) →

AT&T Connected Learning Centers, provided in partnership with local nonprofits, also provide underserved neighborhoods access to high-speed fiber internet and Wi-Fi, as well as computers through our partnership with Dell Technologies.

Affordability

We strive to deliver products that provide high-quality connectivity at an affordable price for those experiencing financial hardship. [Access from AT&T](#) is our targeted low-cost program for home internet access. It provides eligible households with affordable internet options, the most popular being \$30 per month for speeds up to 100Mbps symmetrical. We're also urging policymakers to address the most obvious gap that has yet to be solved — sustainable funding for low-income subsidy programs.

Adoption

We invest in resources to help more people take advantage of the opportunities high-quality connectivity makes possible. We provide free learning resources to help people navigate the internet safely and deliver educational programming through [The AchieverySM](#), our free K-12 digital learning platform.

Policy Advocacy

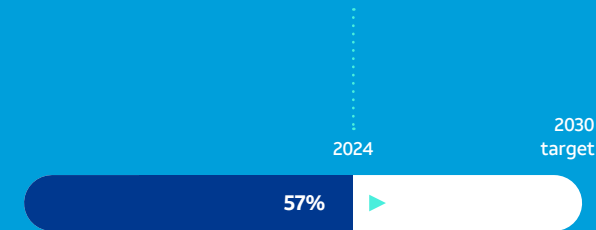
We advocate at all levels of government for solutions that are crucial to getting people connected and support the future of high-performance networking. Throughout 2024, we continued advocating for a permanent and sustainable federal program that provides direct financial assistance to low-income households to help ensure everyone has access to internet connectivity.

Target

From 2021, invest \$5 billion in this decade to narrow the digital divide.

\$2.87B

Invested through the end of 2024

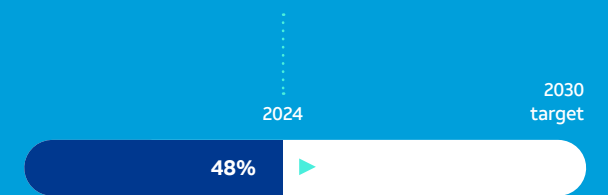


Target

Help 25 million people get and stay connected to affordable, high-speed internet by 2030.

12.1M

People reached through the end of 2024





40,000+

Devices distributed in 2024 to students and families who need them most via events in 39 states

Bringing connectivity directly to local communities

AT&T collaborated with the Information Technology Disaster Resource Center to develop the Mobile Connectivity Center™ (MCC), a 48-foot travel trailer containing 16 workstations, laptop computers, charging stations and public Wi-Fi access. The MCC brings internet access and digital skills to the neighborhoods of those who need it. Primarily deployed when disaster strikes, the MCC opens its doors to serve as a free space for community members to connect online and charge their devices.

385,000+

People reached from 2021 through the end of 2024, as we worked with more than 100 nonprofit organizations to distribute more than 138,000 hot spots and devices

\$55M

Awarded to AT&T in Broadband Equity, Access and Deployment (BEAD) funding in November — as part of the first BEAD awards in the nation — to expand AT&T Fiber across Louisiana. As part of a four-year, \$205 million public-private project, we will use the funding to deliver high-speed internet to more than 20,000 unserved and underserved locations across the state.

100 Connected Learning Centers

Launched 28 centers in 2024, bringing the total to 62, collectively serving more than 55,000 people nationwide. In July, we celebrated the launch of our 50th and committed to open at least 100 by the end of 2027.



520,000+

Students, caregivers and teachers reached through The Achievery

Human Capital Management

Investing in competitive benefits, development opportunities and wellbeing initiatives to fuel employee success.

Our passionate, dedicated employees are at the heart of what we do. Enabling them to serve our customers, grow our business and have a positive impact on people both inside and outside our company is mission critical. Their commitment and collective strength power our ability to connect the world in meaningful ways.

AT&T aims to build a skilled, inspired and engaged workforce that feels a sense of empowerment, wellbeing and respect. We want to equip our people with the capabilities they need to drive success in our business and build durable relationships with each other, our customers and our communities.

Our investments in competitive wages, benefits, career development opportunities and other employee programs support this ambition and help us attract and retain top talent.

We also value the unique qualities and skills of every employee and encourage programs that bring teams and individuals closer together. Ultimately, we believe an inclusive workforce fuels creativity, drives innovation and strengthens our connection to the communities we serve.

[Human Capital Management Issue Brief](#) 

43%

Of our global workforce is union-represented

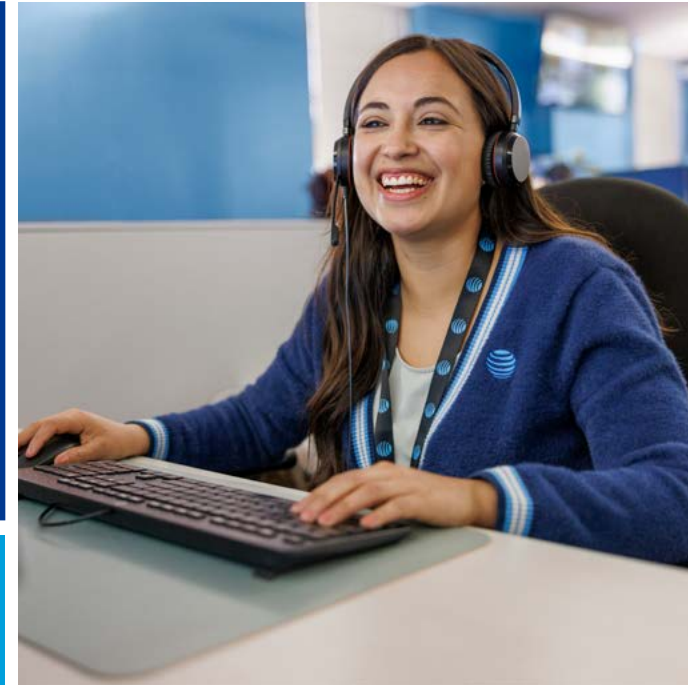
We have the largest unionized workforce in the U.S. telecommunications industry

33,400

Active members in AT&T Employee Groups, which have been at the heart of our culture for more than 50 years

<5%

Of all AT&T jobs require a college degree



140,990

Employees⁹

\$11M+

Invested in tuition assistance

LinkedIn Top Companies in 2024

AT&T ranked 7th in the 50 best large workplaces to grow your career in the U.S.

6.4M

Hours of employee training completed¹⁰

Championing employee wellbeing

Through our “Good Call” campaign, we encourage employees to focus on micro-actions, from establishing good sleeping habits to leveraging AT&T benefits. We reinforced our mental and emotional wellbeing benefits in 2024 by evolving our Employee Assistance Program to enhance access to high-quality therapy and coaching support.

⁹ As reported in our Form 10-K.

¹⁰ Inclusive of all AT&T operations (U.S. and international).

Community Engagement & Philanthropy

Harnessing our resources, expertise and passion to strengthen local communities.

AT&T Believes, our company-wide volunteering and giving program, supports our employees' passion for making this world a better place for all, enabling them to unleash their spirit of service and generosity within our communities. Through their jobs and beyond, our employees connect people to greater possibility every day. Their efforts help communities narrow the digital divide, recover from disaster and improve the environment. Moreover, our data shows employees who participate in community work have higher engagement scores and are more likely to stay with the company.

[Community Engagement & Philanthropy Issue Brief](#) →

11 The value of volunteer time was calculated using the Independent Sector value of a volunteer hour, which was \$33.49 for 2024.
12 Data is inclusive of all AT&T operations (U.S. and international), with the exception of Mexico.

Target

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

70%

of our target achieved, with 35% of employees engaged in volunteerism and giving



13,000

AT&T employees helped pack and donate 23,000 backpacks — each including a laptop and school supplies — to under-resourced students across the U.S.

\$75.1M

Contributed by AT&T and the AT&T Foundation throughout 2024, including \$72.5 million in cash and \$2.6 million in in-kind giving

Connected Learning Center volunteerism

We offer various programs to engage employee volunteers in AT&T's work to bridge the digital divide within our Connected Learning Centers and in venues across the country. Tutoring and mentoring programs, delivered in partnership with organizations such as [The Dream Opportunity](#), [CareerVillage](#) and [UPchieve](#), connect employees directly with underserved learners to provide vital support.

395,000

Hours volunteered by employees; time that is valued at \$13.2 million^{11, 12}

\$1.2M

Provided by the AT&T Employee Relief Fund to nearly 1,200 employees recovering from hardships

\$3.5M

In corporate disaster relief cash donations



38,000+

AT&T employees donated \$11.5 million to causes they care about¹²

Environment

Our purpose of connecting people to greater possibility inspires us to harness the power of our network and the leading-edge tools we're building around it to help support a more environmentally sustainable future. Not only are we working to reduce our own emissions, we're also leveraging our connectivity to empower our business customers to reduce theirs.

We're forging new ways of applying connectivity to reduce costs, all while decreasing harm to the environment. Whether it's creating new efficiencies in our network operations, using cutting-edge data to make our network and operations more resilient, helping transform our customers' businesses or supporting communities to prepare for the future, we're working toward a more sustainable world.

The following pages summarize our approach to our most relevant environmental issues. For more detailed insights, see our full issue briefs:

[Circularity Issue Brief](#) →

[Efficiency & Emissions Issue Brief](#) →

[Energy Management Issue Brief](#) →

[Natural Resources Issue Brief](#) →



Efficiency & Emissions¹³

Pursuing carbon neutrality and deploying Smart Climate Solutions to support cost savings and emissions reductions.

We continue developing sustainable business practices to address global environmental challenges and achieve carbon neutrality by 2035. In particular, we're pursuing actions in three areas:

Lowering AT&T Emissions: We work to reduce costs by minimizing emissions, targeting energy-efficiency projects and network optimization, procuring renewable energy and investing in EVs in our fleet. As we continue a multiyear effort to transition our legacy copper network to fiber, we are also giving customers a faster network that significantly reduces energy consumption. We are forecasting our reduction in energy from this transition to lower our carbon footprint by approximately 740,000 metric tons of CO₂e between 2024 and 2028.

Building Resilience: We integrate advanced data into decision-making processes to help protect our business and infrastructure against severe weather-related effects.

Seizing Opportunities: Through our Gigaton Goal, we leverage our Smart Climate Solutions product portfolio to support our business customers' emissions-reduction ambitions.

[Efficiency & Emissions Issue Brief](#) →

¹³ 2024 data is estimated. Final values will be available in Q2 2025.

340,000 MWh

Saved throughout 2024 by transitioning our network from copper to fiber, lowering our carbon footprint by 119,562 metric tons of CO₂e

9.5M MWh

Conserved and more than \$867 million saved from energy projects since 2015



Target

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

227.2M MT

Of customer emissions savings enabled, 23% of our Gigaton Goal

2024 2035 target

23%

Target

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

81%

Of our target achieved, with emissions reduced by 51% from our 2015 base year (8.8 million metric tons of CO₂e)

2024 2030 target

2 AT&T sites

Are under development to become hubs for infrastructure, which will support future expansion of our EV fleet

31

Smart Climate Solutions identified for our business customers by the end of 2024

The ClimRR Portal

We've made extensive datasets on future weather patterns available to the public through the ClimRR Portal. The ClimRR Portal is managed in collaboration between AT&T, the Argonne National Laboratory and the Department of Energy's Grid Deployment Office. The portal provides cutting-edge, localized projections — based on underlying datasets containing over 60 variables — and projects future hazards like extreme heat, heavy rainfall and wildfire.

In 2024, we continued amplifying ClimRR's scope, incorporating new data layers on pluvial flood projections. We also piloted the Resilient Communities Initiative to help participating regions apply ClimRR insights to their Hazard Mitigation and Resilience Plans and to understand potential local impacts of extreme heat, flooding, fire conditions and drought.

We won the U.S. Chamber of Commerce Citizens Award in the category "Best Community Resilience and Disaster Response Program" for ClimRR and our Network Disaster Recovery efforts.

¹⁴ Representative of all AT&T operations, excluding AT&T Mexico.

¹⁵ Data is rounded.

¹⁶ 2024 data is estimated. Final values will be available in Q2 2025.

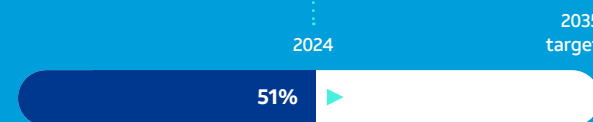


Target

Achieve carbon neutrality (Scope 1 and 2 emissions) by the end of 2035.

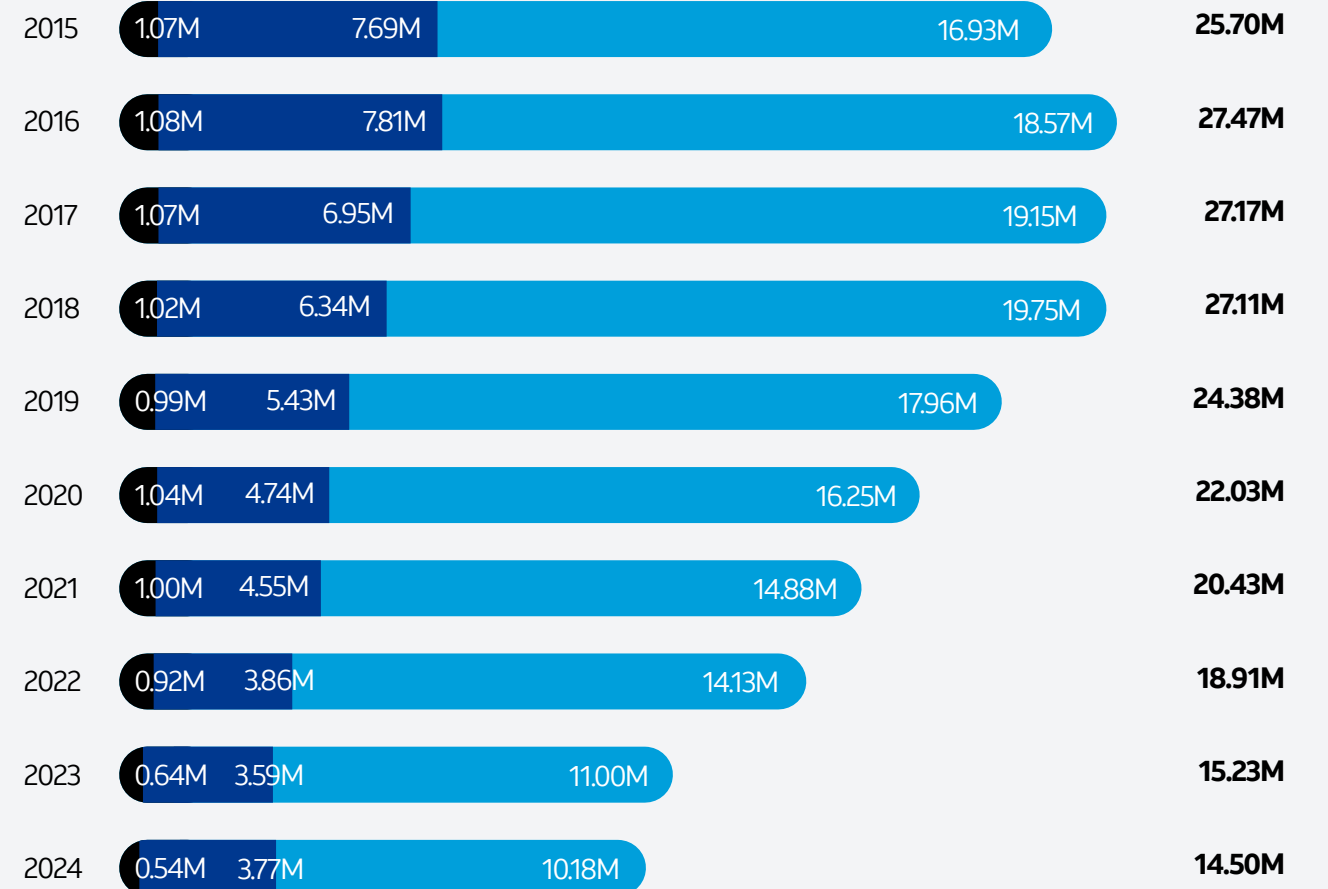
4.5M MT CO₂e

Reduction from our 2015 base year¹⁴



AT&T GHG Inventory, Year Over Year^{15, 16}

Total Reported Emissions



Million MT CO₂e

● Scope 1 ● Scope 2 (market-based) ● Scope 3

Energy Management¹⁷

Driving efficiencies to reduce energy-related costs and emissions.

We take an agile approach to energy management, continuously seeking new and better ways to power our operations and network. Our current efforts focus on:

Including Renewable Energy: As one of the largest corporate purchasers of renewable energy in the U.S., we continually evaluate large-scale renewable energy opportunities that are financially beneficial to our company.

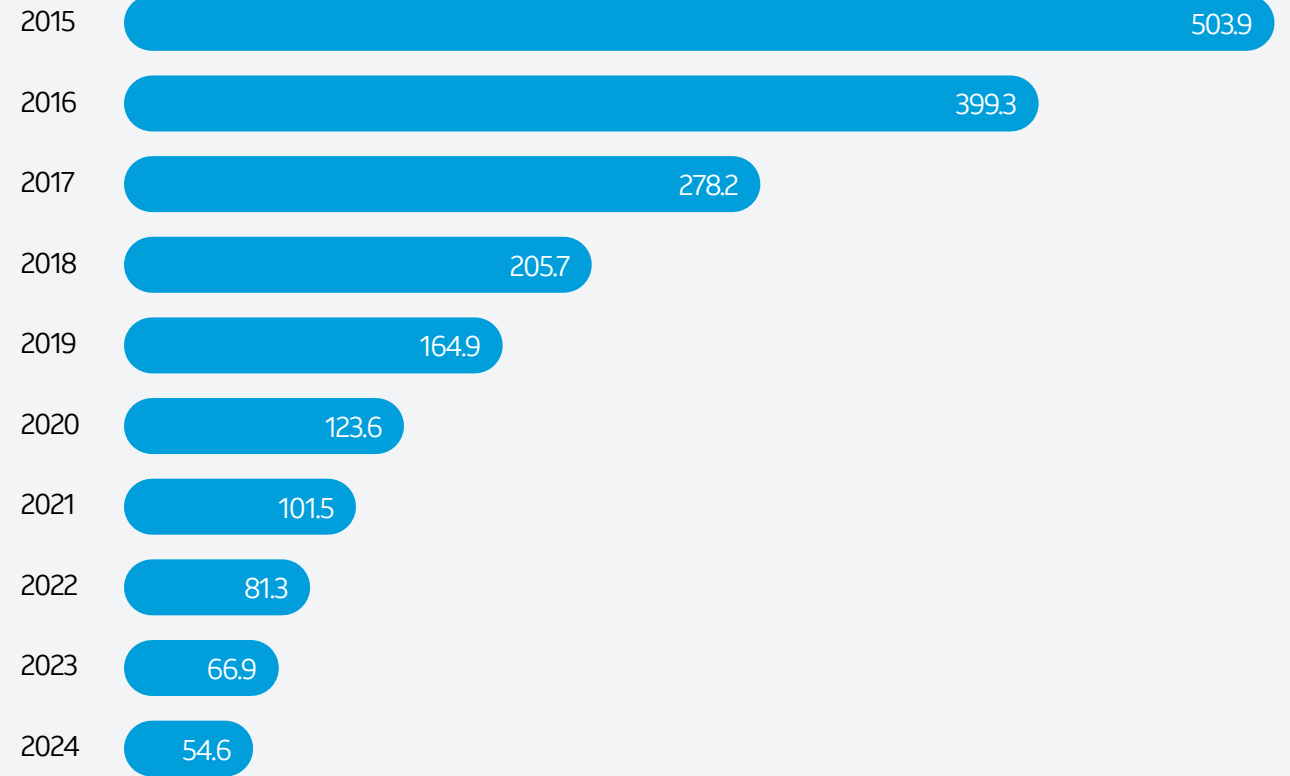
Driving Energy Efficiency: Whether through increasing adoption of lower-energy-consuming network technology like fiber or our hundreds of facility energy projects, we're constantly identifying ways to reduce costs by using energy more efficiently across our facilities and network.

Enhancing Data Analysis: Accessible, understandable data is essential to effective management. We compile and analyze energy-use data and produce energy-use scorecards on our top facilities and retail locations.

Each year, AT&T implements thousands of innovative energy-efficiency projects across our network and operations, reducing electricity consumption, costs and emissions. For example, by transitioning our network from copper DSL to fiber in a particular neighborhood, we provide a faster network and reduce our energy consumption in that neighborhood by 70%. We continue actively exploring new solutions, leveraging pilots and proof of concept work.

[Energy Management Issue Brief](#) →

Global Energy Intensity



Megawatt-hour/Petabyte (MWh/PB)

14.5%

Decrease in total energy consumption since 2020

21.5%

Increase in renewable energy procured since 2020

¹⁷ 2024 data is estimated. Final values will be available in Q2 2025.

Circularity

Reducing waste and advancing recovery and recycling to minimize cost and material use.

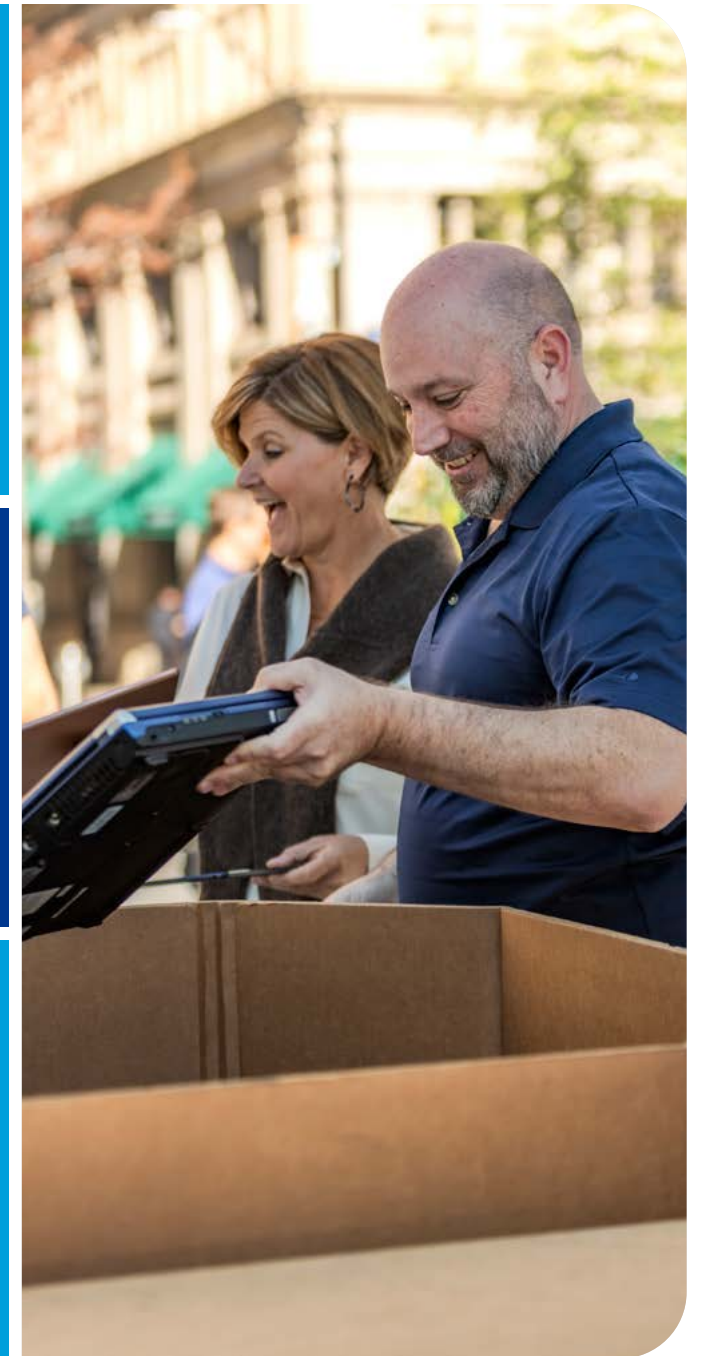
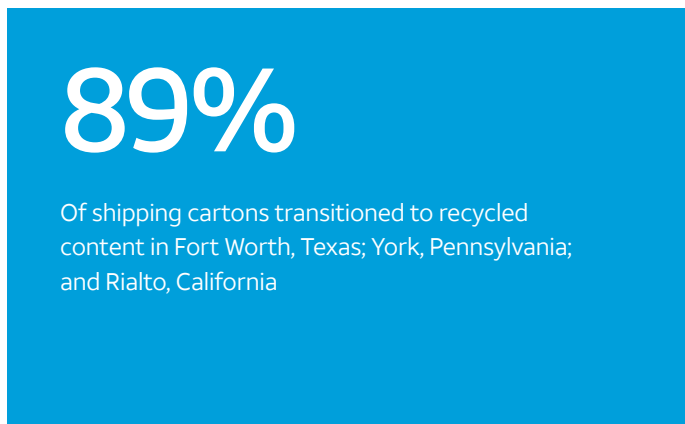
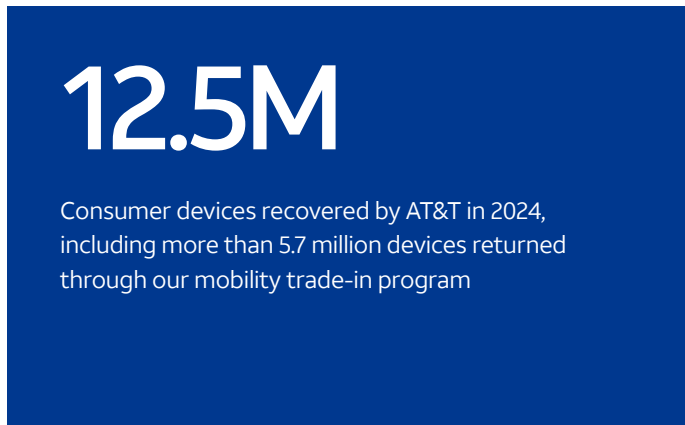
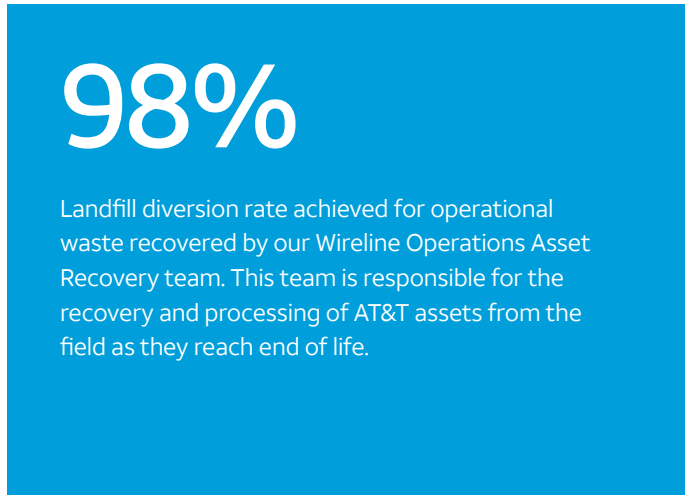
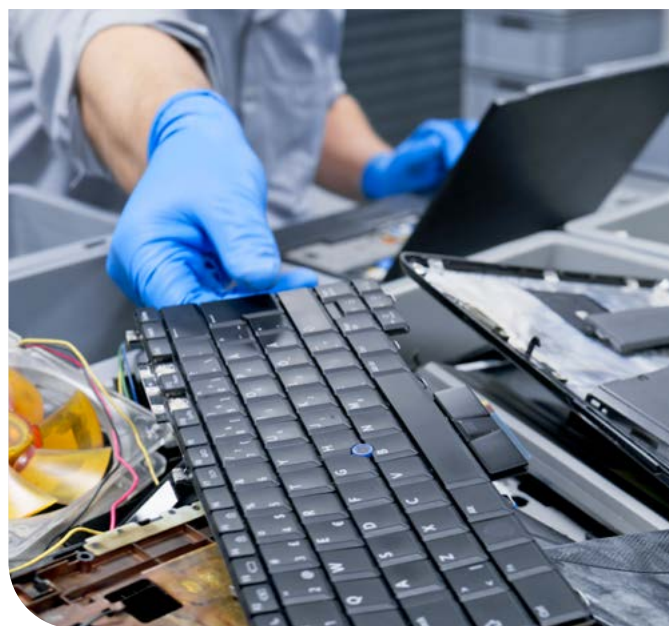
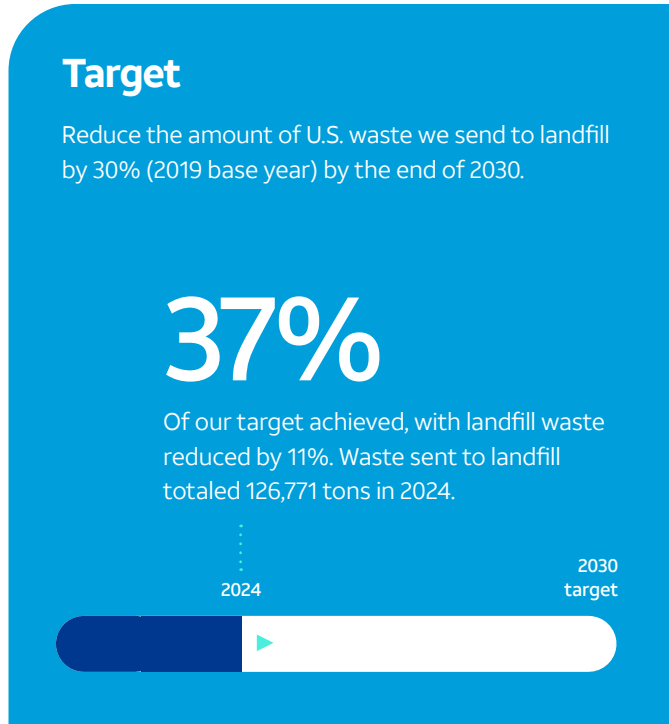
The traditional take-make-dispose approach to material use is resulting in the depletion of natural resources. In contrast, wider adoption of a circular economy could extend the useful life of materials through reuse, recovery and recycling.

Through a holistic view and implementing practical tools, we're committed to doing our part by reducing our consumption, reusing more materials, finding more ways to recycle and handling waste safely.

Guided by the Circular Electronics Partnership's (CEP) framework, we are developing a roadmap that will guide us in driving circular economies for mobility devices, broadband devices and network equipment. This roadmap is meant to encourage a full life cycle approach to circularity, focusing on the areas where we have influence, as well as those where we have direct control.

We are also working to reduce the waste and material impacts of our offices and manufacturing sites, leveraging reuse and recycling programs and other initiatives to reduce our overall waste footprint.

[Circularity Issue Brief](#) →



Our Operations

Sustainable business practices are central to our purpose of connecting people to greater possibilities and to ensuring positive long-term economic, environmental and social conditions. The integration of sustainable practices into our operations drives efficiency and minimizes negative impacts, ultimately leading to a more competitive and resilient business.

The following pages summarize our approach to our most relevant operations issues. For more detailed insights, see our full issue briefs:

[Cybersecurity Issue Brief](#) →

[EHS Compliance Issue Brief](#) →

[Ethics & Integrity Issue Brief](#) →

[Innovation & Responsible Technology Issue Brief](#) →

[Network Resilience Issue Brief](#) →

[Privacy Issue Brief](#) →

[Responsible Supply Chain Issue Brief](#) →



Network Resilience

Applying data-driven insights and business continuity strategies to keep our customers connected and protect our network against disruption.

Maintaining network and operational continuity is essential for the millions who depend on our connectivity. Network resilience is a cornerstone of our commitment to customers and a key element of our approach to managing environmental impacts. Our strategy includes:

Infrastructure Investment: AT&T invests heavily in advanced technologies such as 5G, fiber optics and high-capacity data centers to create a strong and resilient network.

Redundancy and Resilience: The network is designed with built-in redundancies and resilience to minimize downtime and service disruptions. This includes backup systems and multiple pathways for data transmission. When unexpected outages happen, we strive to restore service promptly. In February 2024, we experienced a network outage due to a process error. We restored service within hours, prioritizing first responders, and credited affected customers.

Risk Management: AT&T uses advanced data to forecast and mitigate the impact of weather-related risks on its network. This includes flood vulnerability analyses and hardening solutions for critical facilities.

Advanced Monitoring Tools: AT&T utilizes the AT&T Weather Operations Center, our Network Disaster Recovery (NDR) Program and established disaster response procedures to monitor and respond to weather-related events that could impact our infrastructure.

Disaster Recovery and Preparedness: Comprehensive disaster recovery plans ensure rapid restoration of service during emergencies. This includes mobile cell sites and other rapid deployment solutions to support affected areas. With more than 750 pieces of specialized response equipment that traverse land, sea and air, AT&T has one of the largest and most advanced disaster recovery programs in the world.

Supporting First Responders: FirstNet®, built with AT&T, is the only nationwide, high-speed broadband communications platform dedicated to and purpose-built for America's first responders and the public safety community. We built, and maintain, the network in public-private partnership with the First Responder Network Authority (FirstNet Authority).

Employee Support Teams: Our NDR and FirstNet teams are supported by hundreds of eligible full-time AT&T employees who help in recovery and restoration efforts when disasters or outages occur.



28.9M

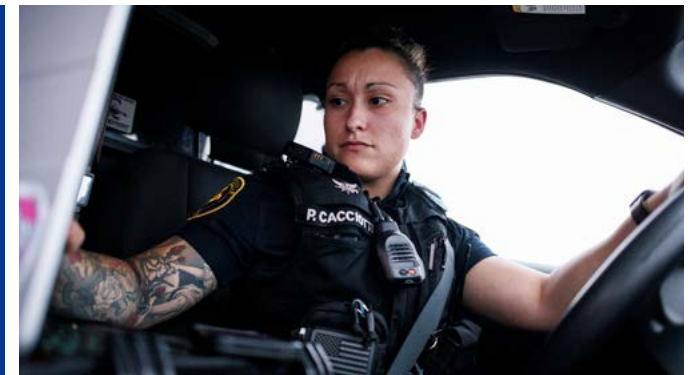
Consumer and business locations passed with fiber

80K+

Network locations screened using risk scores based on our climate data

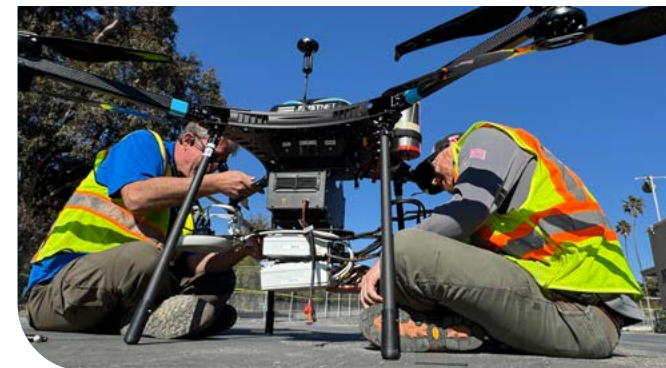
2,575+

Solutions triaged and deployed by FirstNet's¹⁸ Response Operations Group to support public safety's emergency communications needs



\$1B+

Invested over the past three decades in our Network Disaster Recovery Program



[Network Resilience Issue Brief](#) →

¹⁸ Disclaimer: FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

Innovation & Responsible Technology

Investing in innovation and partnering with industry leaders to bring cutting-edge technologies to our network.

We aim to create the best overall customer experience. Central to this is considering how artificial intelligence (AI) and machine learning, cybersecurity, edge computing, software and cloud technologies factor into any business, organization or consumers' lives. This is what drives AT&T as we work to build the newest technologies.

We enable our scientists, developers and engineers to research evolving technology challenges and opportunities through:

- [AT&T Labs](#)
- [AT&T Chief Data Office](#)
- [AT&T Innovation Studio](#)
- [AT&T Intellectual Property Group](#)

Innovation & Responsible Technology Issue Brief →

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 AI functions to increase network efficiency, reliability and security, protecting our customers and improving our logistics. We are also enlisting generative AI (GenAI) to make it faster and easier for customers and employees to get answers to questions and solve problems. With Ask AT&T, an internal GenAI platform, employees can summarize phone calls and documents, write code and explore AT&T databases for insights.

Our internal AI Policy and [AI Guiding Principles](#) ground our employees in our overall AI strategy and the dos and don'ts for creating, deploying and executing AI at AT&T. We also continue to study ethical questions about AI with the goal of using it in the safest, most inclusive way.

AI Guiding Principles

AI, 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.

Responsible

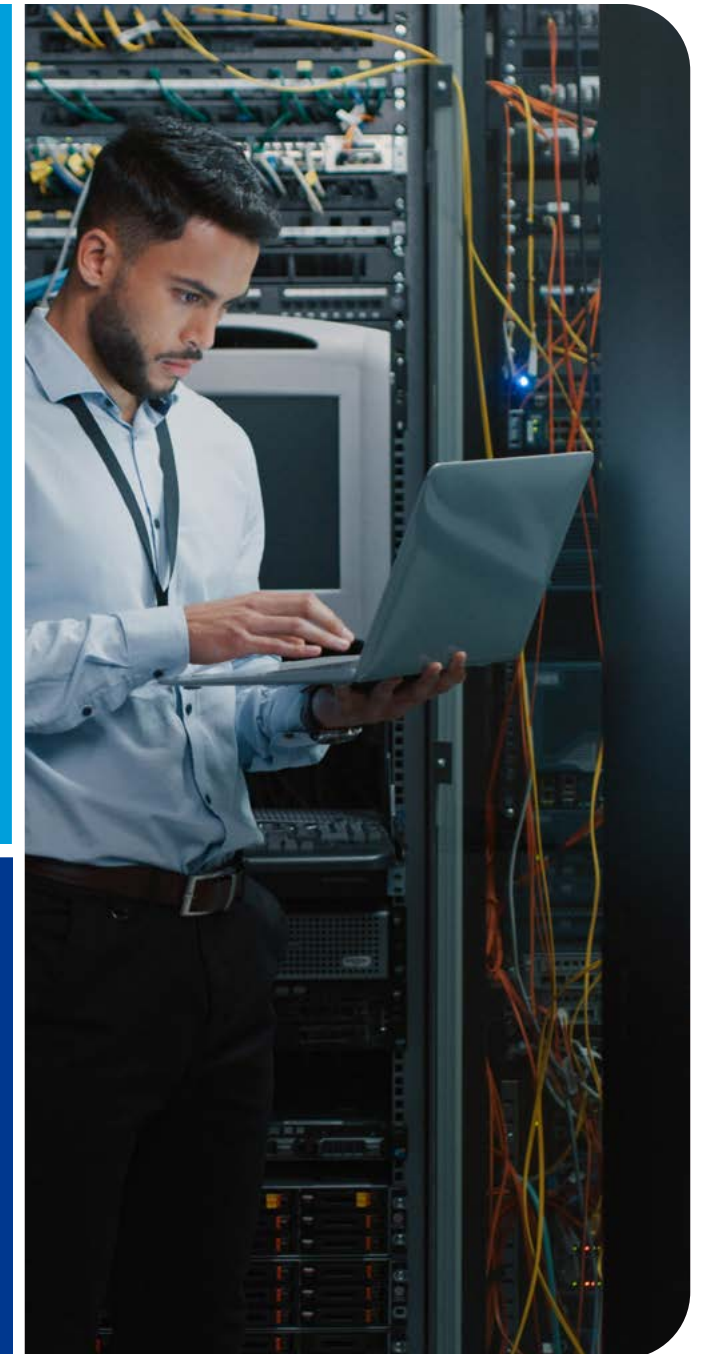
We act responsibly and build appropriate frameworks to design, develop and deploy AI in a transparent and controllable manner.

Secure and Ethical

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

Enhancing customer experiences with AT&T Turbo

During 2024, we launched AT&T Turbo, becoming the first carrier to give customers the choice to purchase enhanced data connectivity that enables real-time responsiveness and improved stability. Designed to support high-performance mobile applications like gaming, video broadcasting and live video conferencing, the 5G-powered service gives customers greater control over their experiences.



Responsible Supply Chain

Setting expectations for suppliers to advance sustainable practices throughout our value chain.

A capable, varied, ethical and sustainable supply chain is crucial for addressing environmental, social and economic issues, mitigating risks, realizing new opportunities, delivering excellence and creating long-lasting stakeholder value.

Our suppliers are integral to our business. As a global company, we rely on a wide range of suppliers that provide the best quality and value, uphold high ethical standards and advance sustainable business practices. This includes a focus on supporting purchases from small local suppliers. By doing so, we aim to bolster economic development within local communities.

We engage our suppliers to integrate sustainability performance metrics into sourcing. These KPIs cover various responsible business factors such as circular economy, stakeholder engagement, compliance with laws and regulations, human rights issues and supply chain management.

[Responsible Supply Chain Issue Brief](#) →

20,000+
Suppliers globally¹⁹



189
Employees trained on working better with suppliers to support our corporate responsibility goals

254
Suppliers reported data to AT&T through the CDP questionnaire

72
Joint Alliance for CSR (JAC)-led audits conducted at AT&T suppliers' facilities. We maintain membership — and board member status — with JAC, and leverage that to inform our efforts in supply chain human and labor rights.

Target
Integrate sustainability performance metrics into our sourcing for 80% of our spend by the end of 2025.

100%+
Of our target achieved for the fourth consecutive year, reaching 85% of spend in 2024

2025 target 2024

¹⁹ In non-embargoed countries.

Privacy

Upholding strong privacy principles and effective safeguards to protect personal data and maintain customer trust.

Consumers and employees place more value than ever on their privacy, and AT&T is committed to protecting it. This commitment is integral to maintaining trust, complying with regulations, protecting our reputation, managing risks and ensuring operational integrity.

Safeguarding and responsibly managing customer data is fundamental to our business. We design our products and services with privacy in mind and adhere to four key privacy principles: transparency, choice and control, security, and integrity. These principles are supported by our [Code of Business Conduct](#), AT&T security policies and standards, and internal privacy guidelines. We also comply with the [Children's Online Privacy Protection Act](#) and other applicable laws governing the collection and handling of children's data.

Customers can find detailed information on our privacy and data use policies through the [AT&T Privacy Center](#) and [AT&T México Comprehensive Privacy Notice](#). These resources also provide options for opting out of certain data collection and marketing programs.

To proactively identify and address potential weaknesses, we regularly test our privacy controls. However, like all companies, we sometimes face attempts to gain unauthorized access to data. In such cases, our Incident Response team swiftly enacts an action plan. Additionally, we publish a biannual [Transparency Report](#) that provides comprehensive information on our responses to legal demands, demonstrating our commitment to accountability and transparency in data privacy.

[Privacy Issue Brief](#) →

Our Privacy Principles

Transparency

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

Choice and Control

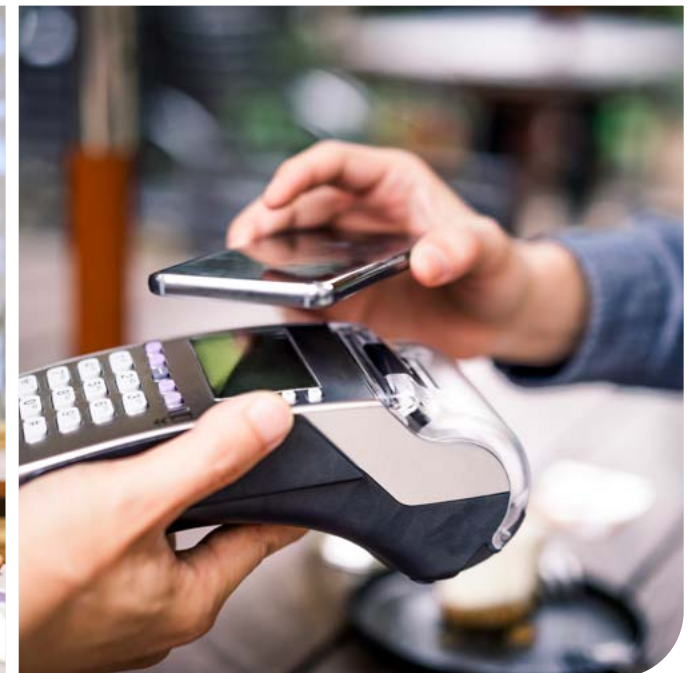
We give you choices and control about how we use your data.

Security

We use strong safeguards to keep your data confidential and secure.

Integrity

We do what we say.



Cybersecurity

Monitoring our network to effectively — and proactively — secure it against cyber threats.

Cybersecurity is one of the biggest challenges facing the connected world. With the rise of ever-more sophisticated threat and nation-state actors, and accessible hacking technologies, attacks are growing in both volume and complexity. To protect both business and customers, organizations must adopt a robust, proactive approach to identifying and mitigating cybersecurity risks.

Like most companies, AT&T combats threats from criminals and other bad actors every day. In 2024, we experienced illegal data security incidents that affected our customers. These incidents reflect the challenging cyber landscape we face today. Our security employees nationwide and globally are constantly assessing new risks, and we continually take actions to harden our systems and enhance our processes.

We defend the AT&T network with a multilayered approach, including monitoring, active prevention and rapid response to security threats. We leverage tools, where available, including near-real-time data correlation, situational awareness reporting, active incident investigation, case management, trend analysis and predictive security alerting.

We continuously assess, identify and manage risks from cybersecurity threats through various mechanisms, including:

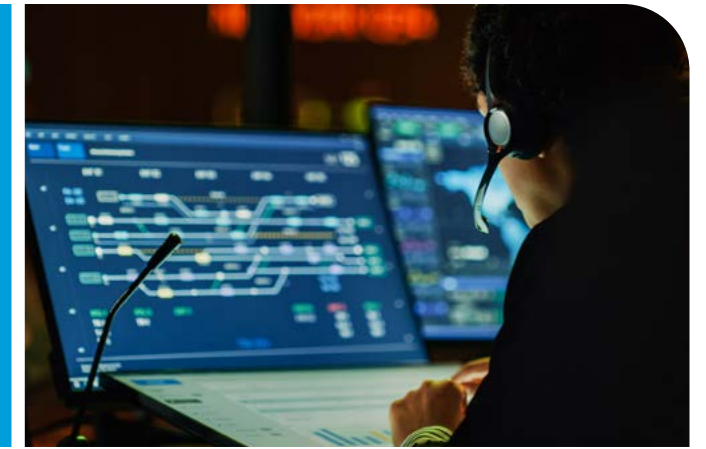
- Vulnerability testing, attack simulation and tabletop exercises to examine our preparedness and incident response process
- Penetration tests
- Threat modeling
- Bug Bounty program
- Large-scale data correlation and alerting
- Internal and external audits

We also empower customers to take their security into their own hands with [AT&T Cyber Aware](#). This resource explains how various scams work, how to recognize them and how customers can protect themselves, along with other security and privacy information. Customers can also install the [AT&T ActiveArmorSM](#) security app to help defend against spam calls and text messages. ActiveArmor also offers premium services like data encryption on public Wi-Fi, identity monitoring and safe browsing filters.

[Cybersecurity Issue Brief](#) →

Launched AT&T Dynamic Defense™

A new solution that detects and prevents cyberattacks in the network before they reach business customers' devices and systems. It is available to select AT&T Dedicated Internet customers.



Leveraging AI

We began to use artificial intelligence to enable our developers and workforce. Our AI chatbot eases implementation of security policy and standards in many projects and decision-making processes.

MFA Everywhere

We strengthened our use of multifactor authentication (MFA), adding best in class, phishing-resistant authentication security.

Environment, Health & Safety Compliance

Pursuing best practice approaches to protect our people and planet.

We are committed to providing a safe, healthy working environment and to delivering products and services in a safe and environmentally responsible manner. Our [Environment, Health & Safety \(EHS\) Management System](#) provides a framework for managing environmental risks and health and safety hazards, as well as fostering compliance with external and internal objectives. We also uphold rigorous Occupational Health and Safety standards to prevent, and swiftly address, any workplace accidents.

To ensure everyone understands their role, we provide tailored training, including a mandatory EHS compliance overview during onboarding, and trainings for functional responsibilities are incorporated into business unit annual plans.



55,400+
Hours of employee health and safety training completed

Assessing heat illness risk

In 2024, we used in-depth data from Argonne National Laboratory to develop a heat illness risk score for field operations teams and on-the-ground sales representatives. Our initial focus was on mitigating heat risk through targeted campaigns at AT&T centers with the highest risk of heat exposure. Following the campaigns, we saw a 66% reduction in recordable heat-related illnesses compared to 2023.

[EHS Compliance Issue Brief](#) →

20 Data is inclusive of all AT&T operations (U.S. and international) except AT&T Mexico.

Ethics & Integrity

Pursuing transparent communication and robust ethical practices to instill stakeholder trust.

At AT&T, we go beyond mere compliance; we cultivate a values-based culture that integrates ethical principles into everything we do. Our goal is to empower every employee to embrace and uphold our standards, driven by the conviction that doing the right thing benefits all. Our approach is directed by our Chief Compliance Office. The [AT&T Code of Business Conduct](#) defines the honest, ethical behaviors all employees are expected to follow, and we require employees to review it annually.

[Ethics & Integrity Issue Brief](#) →

99.9%
Of employees completed Code of Business Conduct training²⁰





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

- [→ Issue Briefs](#)
- [→ Corporate Responsibility KPIs](#)
- [→ TCFD Index](#)
- [→ Political Engagement Report](#)
- [→ Transparency Report](#)
- [→ 2025 Proxy Statement](#)

Our Sustainability Summary reflects the global operations of AT&T Inc. and relates to the financial year ending December 31, 2024, except where otherwise noted. Additional details of our annual progress are available in our corporate [Annual Report](#), [Form 10-K](#) and other publicly filed documents available at investors.att.com.

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