

G3 Content Index - GRI Application Level C

Application Level C

Assured by

STANDARD DISCLOSURES PART I: Profile Disclosures

REPORT FULLY ON THE BELOW SELECTION OF PROFILE DISCLOSURES OR PROVIDE A REASON FOR OMISSION

1. Strategy and Analysis

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the organization.	Fully	Letter from AT&T's Chairman, Chief Executive Officer and President		

2. Organizational Profile

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
2.1	Name of the organization.	Fully	AT&T, Inc.		
2.2	Primary brands, products, and/or services.	Fully	Form 10-K		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Form 10-K		
2.4	Location of organization's headquarters.	Fully	Form 10-K		
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	Data contained in this report covers the United States unless otherwise noted. However, with AT&T, customers have the freedom to make wireless calls using an internationally enabled phone on all seven continents and in more than 225 countries. We offer wireless data coverage in more countries than any U.S. carrier — with wireless data-roaming in more than 205 countries for laptops, hand-held devices and other data services and mobile broadband services in more than 145 countries. We also offer wireless service on more than 140 cruise ships worldwide.		
2.6	Nature of ownership and legal form.	Fully	Form 10-K		
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	With AT&T, customers have the freedom to make wireless calls using an internationally enabled phone on all seven continents and in more than 225 countries. We offer wireless data coverage in more countries than any U.S. carrier — with wireless data-roaming in more than 205 countries for laptops, hand-held devices and other data services and mobile broadband services in more than 145 countries. We also offer wireless service on more than 140 cruise ships worldwide.		
2.8	Scale of the reporting organization.	Fully	Form 10-K		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Form 10-K		
2.10	Awards received in the reporting period.	Fully	www.att.com/csrfaq		

3. Report Parameters

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Jan - Dec 31, 2001		
3.2	Date of most recent previous report (if any).	Fully	Jun-11		
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Annual		
3.4	Contact point for questions regarding the report or its contents.	Fully	kelem.butts@att.com		
3.5	Process for defining report content.	Fully	We conduct a bi-annual strategic assessment of sustainability challenges and opportunities to our business. In 2010, we conducted our second assessment, culling through more than 200 publically available sources of information. To augment, we conducted a series of interviews with organizations widely regarded as experts in their respective fields, including Business for Social Responsibility (BSR), World Wildlife Fund (WWF), Saatchi and Saatchi, the Carbon Disclosure Project (CDP), World Resources Institute, the Pacific Institute, and the Environmental Defense Fund (EDF). We also solicited informal feedback from AT&T's Consumer Advisory Panel. Specifically, we assessed external trends in 44 issues that have direct relevance to AT&T's business success. We grouped these issues into eight broad categories: sustainable energy practices, product design and use, waste disposal, recycling and conservation efforts, privacy and security, supply chain stewardship, ethical business operations, employee relationships, and community engagement. For the vast majority of issues, we assessed external trends in three categories: market, social and regulatory. Where appropriate, we also included information on peer companies and competitors. Combined, this gave us a focused "snapshot" of the key trends that are relevant to reporting for the company.		
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	The report covers AT&T Inc. operations, unless otherwise noted. Data primarily covers U.S. operations, except in the cases of GHG emissions and some philanthropic data.		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	content covers U.S. operations. This is the majority of our scope. However, we are working to incorporate international data where appropriate.		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	The data contained in this report is for assets for facilities in which AT&T has an operating interest, unless otherwise noted.		
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	Not applicable		
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	No major changes from previous year		
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	www.att.com/csr		

4. Governance, Commitments, and Engagement

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
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4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	AT&T Corporate Governance Website		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	AT&T Corporate Governance Website		
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Fully	AT&T Corporate Governance Website		
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	AT&T Corporate Governance Website		
4.14	List of stakeholder groups engaged by the organization.	Fully	Stakeholder Engagement Principals		
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Stakeholder Engagement Principals		

STANDARD DISCLOSURES PART III: Performance Indicators

REPORT FULLY ON 10 CORE OR ADDITIONAL PERFORMANCE INDICATORS - AT LEAST 1 FROM EACH DIMENSION (ECONOMIC, ENVIRONMENTAL, SOCIAL)

Economic

Performance Indicator	Description	Reported	Cross-reference/Direct answer
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Economic performance

EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	AT&T 2011 Annual report
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	AT&T Carbon Disclosure Project Investor Survey Response
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	<p>Whether the structure of retirement plans are based on defined benefit plans or other types of benefits. – AT&T provides both Defined Benefit Plans and Defined Contribution Plans for employees. The eight responses below relate only to our defined contribution plans.</p> <p>When the retirement plan's liabilities are met by the organization's general resources: the estimated value of those liabilities. AT&T Funds from general resources a trust to provide defined benefits to plan participants. The trust is currently funded at 82% of plan accounting liabilities as of 12/31/11. The unfunded portion is \$10,203,165,000</p> <p>When the retirement plan's liabilities are met through a fund: the extent to which the scheme's liabilities are estimated to be covered by the assets that have been set aside to meet them. 82% see above response.</p> <p>When the retirement plan's liabilities are met through a fund: the basis on which that estimate has been arrived at. In accordance with rules established by the Financial Accounting Standard Board primarily FASB 158, 106 and 87.</p> <p>When the retirement plan's liabilities are met through a fund: when that estimate was made. 12/31/2011</p> <p>Whether the pension's liabilities will be fully covered and if not, provide an explanation of the strategy and possible timescale adopted by the employer to work towards full coverage. The Company funds the pension trust at or above the minimum required funding levels.</p> <p>When not fully covered: the percentage of salary contributed by employee or employer. No employee contributions required.</p> <p>The level of participation in retirement plans (e.g. participation in mandatory or voluntary schemes, regional or country-based schemes, or those with financial impact). Substantially all U.S. employees are covered</p> <p>The aggregate totals of plan coverage. The 12/31/11 valuation census data is approximately 606,000 participants of which 226,000 are active employees.</p>
EC4	Significant financial assistance received from government.	Not	

Market presence

EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Not	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not	

Indirect economic impacts

EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Partially	In 2011, we contributed more than \$115 million through corporate, employee and AT&T Foundation giving programs. Also in 2011, our employees and retirees donated more than six million hours of time to community outreach activities — worth more than \$133 million. (http://www.independentsector.org/programs/research/volunteer_time.html)
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not	

Environmental

Performance Indicator	Description	Reported	Cross-reference/Direct answer
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Materials

EN1	Materials used by weight or volume.	Not	
EN2	Percentage of materials used that are recycled input materials.	Not	

Energy

EN3	Direct energy consumption by primary energy source.	Fully	<p>Total energy consumption in joules or multiples: 13,822,886 GJ</p> <p>Total direct energy consumption in joules or multiples by renewable primary source: N/A</p> <p>Total direct energy consumption in joules or multiples by non-renewable primary source: 13,822,886 GJ</p>
EN4	Indirect energy consumption by primary source.	Fully	<p>Total amount of indirect energy used by indirect non-renewable sources and indirect renewable sources in terms of intermediate energy: 51,149,533 GJ</p> <p>The corresponding primary energy consumed in its production: 170,414,205 GJ</p>
EN5	Energy saved due to conservation and efficiency improvements.	Fully	Energy realized from energy efficiency projects: 409,615,575 kWh. Total amount of energy saved in joules or multiples taking into consideration energy saved due to process redesign, conversion and retrofitting of equipment, and changes in personnel behavior: 1,474,616 GJ.
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	Issue Brief: Tackling Environmental and Social Challenges with Technology
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	Issue Brief: Managing Energy

Water

EN8	Total water withdrawal by source.	Partially	12,870,400
EN9	Water sources significantly affected by withdrawal of water.	Not	
EN10	Percentage and total volume of water recycled and reused.	Not	
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not	
EN13	Habitats protected or restored.	Not	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	
Emissions, effluents and waste			
			Corporate Accounting and Reporting Standard (Revised Edition) - Direct Measurement (metered data), site specific data, estimations. Total greenhouse gas emissions as the sum of direct and indirect emissions in tonnes of CO2 equivalent: 9078271 mtons CO2e
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	The sum of indirect GHG emissions identified in tonnes of CO2 equivalent: 66,377 mtons CO2e
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Issue Brief: Managing Energy
EN19	Emissions of ozone-depleting substances by weight.	Not	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	
EN21	Total water discharge by quality and destination.	Not	
EN22	Total weight of waste by type and disposal method.	Not	
EN23	Total number and volume of significant spills.	Not	
EN24	terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not	
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	Issue Brief: Tackling Environmental and Social Challenges with Technology
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	Issue Brief: Environmental Compliance
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Not	
Overall			
EN30	Total environmental protection expenditures and investments by type.	Not	
Social: Labor Practices and Decent Work			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Employment			
LA1	Total workforce by employment type, employment contract, and region.	Partially	Total workforce as of 12/31/11 was 256,420 Total Management workforce as of 12/31/11 was 112,535 and Nonmanagement was 143,885
LA2	Total number and rate of employee turnover by age group, gender, and region.	Not	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	Generally speaking, full-time, part-time, and temporary employees enjoy identical benefits, although there are limited exceptions in terms of both coverage eligibility and employee contributions.
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	Total employees covered by a collective bargaining agreement: 54.7%
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	Custom and Practice Changes - 30-60 days depending on contract Surplus (Layoff Notifications) - 90 days Technology changes - 90 days
Occupational health and safety			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Not	
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Not	
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	All contracts address safety and health issues related to bargained-for employees
Training and education			
LA10	Average hours of training per year per employee by employee category.	Fully	On average, each employee received 34 hours of training.
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Partially	We have over 22,000 courses that employees can enroll in to upgrade their skills.
LA12	Percentage of employees receiving regular performance and career development reviews.		Percent of employees receiving regular performance and career development reviews: 100 percent.
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Partially	The percentage of employees in the gender category (male/female) - 39 percent men, 61 percent women The percentage of employees in minority groups - 39 percent of AT&T's workforce are people of color The percentage of employees by age group - proprietary The percentage of individuals within the organization's governance bodies in the gender category - 25 percent female 75 percent male The percentage of individuals within the organization's governance bodies in minority groups - 25 percent The percentage of individuals within the organization's governance bodies by age group (under 30; 30-50; over 50) 100 percent over 50
LA14	Ratio of basic salary of men to women by employee category.	Not	
Social: Human Rights			
Performance Indicator	Description	Reported	Cross-reference/Direct answer

Investment and procurement practices			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Not	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Not	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Not	
Non-discrimination			
HR4	Total number of incidents of discrimination and actions taken.	Not	
Freedom of association and collective bargaining			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Not	
Child labor			
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Not	
Forced and compulsory labor			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Not	
Security practices			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Fully	In 2011, we accomplished an approximately 99.6 percent completion rate on our Code of Business Conduct training. This includes human rights issues.
Indigenous rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	
Social: Society			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Community			
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Not	
Corruption			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Not	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	In 2011, we accomplished an approximately 99.6 percent completion rate on our Code of Business Conduct training. This includes anti-corruption policies and procedures.
SO4	Actions taken in response to incidents of corruption.	Fully	Issue Brief: Good Corporate Governance
Public policy			
SO5	Public policy positions and participation in public policy development and lobbying.	Partially	AT&T Political contributions page
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not	
Anti-competitive behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not	
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not	
Social: Product Responsibility			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not	
Product and service labelling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Not	
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not	
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not	