



Disaster Response

Materiality Assessment Topics: Disaster response; Giving & philanthropy; Network reliability; Volunteerism

Issue Summary

As a member of local and global communities, a company’s resources can play an important role in disaster relief efforts. Information and communication technology companies have the added task of maintaining communications to and from affected areas.

Our Position

When disaster strikes, our company and our employees assist victims and affected communities through network preparedness and disaster response, corporate giving, employee support and volunteerism.

Data Highlights

2012 Key Performance Indicators

Amount of corporate, employee and foundation giving:

Priority	Arts and Culture	Civic and Community	Education	Health and Welfare	Total
Total	\$7.8M	\$25.4M	\$64.3M	\$33.9M	\$131.4M

- Investment in Network Disaster Recovery Program — cumulative: **\$600M**
- Working hours spent on Network Disaster Recovery — cumulative: **125,000**

Our Action

When disaster strikes, our company and our employees assist victims and affected communities through corporate giving and assistance, employee support, volunteerism and network preparedness and response.

As a communications company, we have a unique role to play in disaster preparedness and response. The ability to call first responders or check in with family members after a disaster is of critical importance. That’s why we’ve invested

billions of dollars in our networks, which helps to prepare for natural disasters. Network investments make our networks more reliable every day, including during and after disasters. Through our Network Disaster Recovery (NDR) organization, we bring unmatched resources to help ensure the flow of both wireless and wired communications during times of need, all backed by centralized command and control designed to ensure maximum effectiveness and efficiency.



We have invested more than **\$600 million in our NDR program**, which includes specially trained managers, engineers and technicians from across the United States, as well as a fleet of more than 320 self-contained equipment trailers and support vehicles that house the same equipment and components as our data-routing or voice-switching centers.

We monitor and maintain our networks 24/7 and conduct several readiness drills throughout the year to help ensure that our networks and personnel are prepared to respond quickly. When disaster strikes, our employees work around the clock to keep the network up and running.

Ensuring network reliability is only half of our disaster response efforts. In 2012, our employees reached out to help disaster victims affected by state- and federally declared disasters. In the U.S., AT&T Pioneers, a network of AT&T volunteers, and the AT&T Foundation **donated \$747,945** in disaster relief to assist employees and retired employees who were affected by Hurricane Isaac and Superstorm Sandy in Alabama, Connecticut, Florida, Indiana, Kentucky, Louisiana, Mississippi, New Jersey, New York, Oklahoma, Tennessee and West Virginia. AT&T employees made significant contributions to fund the AT&T Foundation's Disaster Relief Fund

Network Disaster Recovery

Since its inception AT&T has invested more than **\$600 million** in its NDR program & **\$15 million** in the international markets

AT&T CERTIFICATIONS
1st Company Nationwide
 to receive United States Department of Homeland Security's (DHS) Private Sector Preparedness Program (PS-Prep) certification

125,000
 working hours
 spent on NDR field exercises over the last 20 years

Fleet of more than **320** self-contained equipment trailers & support vehicles



AT&T has a Global Network presence in more than 130 cities worldwide