



Global Reporting Initiative

G3.1 Content Index

Application Level B		Assured by: N/A	
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Standard Disclosures Part 1: Profile Disclosures

1. Strategy and Analysis

Profile disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the organization.	Fully	Please watch Sustainability Overview from Randall Stephenson, Chairman & CEO .			
1.2	Description of key impacts, risks, and opportunities.	Fully	Please see Challenges and Opportunities .			

2. Organizational Profile

Profile disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
2.1	Name of the organization.	Fully	AT&T, Inc.			
2.2	Primary brands, products, and/or services.	Fully	Please see our 10-K Form (part 1).			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Please see our 10-K Form (part 1).			
2.4	Location of organization's headquarters.	Fully	Please see our 10-K Form (part 1).			
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	Please see our 10-K Form (part 1).			
2.6	Nature of ownership and legal form.	Fully	Please see our 10-K Form (part 1).			



2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	We have the nation's largest 4G network – covering 275 million people and servicing 105.2 million wireless subscribers in the U.S. We hold spectrum licenses in all 50 U.S. states, the District of Columbia, Puerto Rico and the U.S. Virgin Islands. We also have voice coverage in more than 225 countries, data roaming in more than 205 countries, mobile broadband in more than 145 countries and wireless service on more than 140 cruise ships worldwide. Our U.S. customers are concentrated in 22 states, but we also serve millions of enterprise and multinational business corporations on six continents.			
2.8	Scale of the reporting organization.	Fully	Please see our 10-K Form (part 1).			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Please see our 10-K Form (part 1).			
2.10	Awards received in the reporting period.	Fully	Please see the External Recognition section of Frequently Reported Information .			

3. Report Parameters

Profile disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	January 1 – December 31, 2012, unless otherwise noted			
3.2	Date of most recent previous report (if any).	Fully	June 19, 2012			
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Annual			
3.4	Contact point for questions regarding the report or its contents.	Fully	Amath Gomis (bernard.a.gomis@att.com)			
3.5	Process for defining report content.	Fully	We conduct a biannual 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 BSR, CDP, Environmental Defense Fund, the Pacific Institute, World Wildlife Fund and World Resources Institute. We also solicited informal feedback from AT&T's Consumer Advisory Panel.			



			<p>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.</p> <p>With this assessment as our foundation, we solicit feedback from around the company and from stakeholders with which we collaborate on projects to refine our reporting topics. We also examine industry trends that have demanded our attention over the reporting year.</p>			
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 greenhouse gas 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	The report 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.			
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations	Fully	AT&T's data management techniques and bases for calculations employed are included within the content of this report, specifically in Issue Briefs. Overall, AT&T collects data and performs calculations according to guidance provided by the GRI.			



	applied to the compilation of the indicators and other information in the report. Explain any decisions not to apply or to substantially diverge from the GRI Indicator Protocols.					
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	There are no re-statements of information provided in earlier reports.			
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Fully	There are no major changes from the previous year.			
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	http://www.att.com/Common/about_us/files/csr_2012/global_reporting_initiative.pdf			
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	The report is not externally assured with the exception of greenhouse gas emissions, which are assured by Ernst & Young in this Independent Accountant's Report .			

4. Governance, Commitments, Engagement

Profile disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
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	Please see our Corporate Governance Website , in particular the Board of Directors Committee Charters.			
4.2	Indicate whether the chair of the highest governance body is also an executive	Fully	Randall Stephenson is the chairman and chief executive officer of AT&T Inc. Please see his biography on our Corporate Governance Website .			



	officer.					
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	Please see the director biographies on our Corporate Governance Website , and our Proxy Statement (page 9).			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Please see our Corporate Governance Website , which includes information on how to contact AT&T's Board of Directors, and the Proxy Statement , which includes information on solicitation of proxies and attending the annual meeting (pages 4-5).			
4.5	Linkage between compensation for members of the highest governance body, senior managers, executives (including departure arrangements) and the organization's performance (including social and environmental performance).	Fully	Please see our Proxy Statement (pages 10-14).			
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Please see our Proxy Statement (pages 13) and the AT&T Code of Ethics .			
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	Please see our Proxy Statement (pages 10-14).			
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	Please see the Policies section of Frequently Requested Information .			



4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	Please see CDP Investor Information Request, <u>Good Corporate Governance and Public Policy and Corporate Reputation Committee of the board of directors of AT&T, Inc.</u>			
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Please see CDP Investor Information Request (part 2), <u>Good Corporate Governance and Public Policy and Corporate Reputation Committee of the board of directors of AT&T, Inc.</u>			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Signed by AT&T Chairman and CEO Randall Stephenson, the <u>AT&T Environment, Health and Safety Policy</u> asserts AT&T's commitment to preventing environment, health and safety incidents by integrating environment, health and safety considerations into business processes and encouraging suppliers to do the same.			
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Please see the Policies and External Recognition sections of <u>Frequently Requested Information and Industry & Government Problem Solving.</u>			
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: has positions in governance bodies; participates in projects or committees; provides substantive funding beyond routine membership dues; or views membership as strategic.	Fully	Please see the External Recognition section of <u>Frequently Requested Information and Industry & Government Problem Solving.</u>			



4.14	List of stakeholder groups engaged by the organization.	Fully	Please see our Materiality Assessment and Stakeholder Engagement Principles .			
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Please see our Stakeholder Engagement Principles .			
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Please see our Materiality Assessment and Stakeholder Engagement Principles .			
4.17	Key topics and concerns that have been raised through stakeholder engagement and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	Please see Challenges and Opportunities .			

Standard Disclosures Part II: Disclosures on Management Approach (DMAs)

G3 DMA	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
DMA EC	Disclosure on management approach EC	Fully	Our economic management approach, including economic performance, market presence and indirect economic impacts, is covered in our Annual Report .				
Aspects	Economic performance						
	Market presence						
	Indirect economic impacts						
DMA EN	Disclosure on management approach EN	Fully	Our commitment to sustainability reaches the highest levels of our company. Listed below are the committees, executives and policies that govern environmental sustainability at AT&T, including materials; energy; water; biodiversity; effluents, emissions and waste; products and services; compliance; and transport.				
Aspects	Materials						
	Energy						
	Water						
	Biodiversity						
	Emissions, effluent and waste						
	Products and services						
	Compliance						



	<p>Transport</p>	<p>Citizenship & Sustainability Steering Committee: Comprises senior executives and officers from across the company with responsibility for the business areas most linked to these issues. Each officer represents her/his entire department on the committee so as to reach a broader range of issues and perspectives.</p> <p>Executive Environmental Council: Comprised of senior leaders from across AT&T's business units, and charged with implementing our <u>Environment, Health & Safety Policy</u>, which is signed by AT&T Chairman and CEO Randall Stephenson.</p> <p>Energy Council: Comprises key executives representing all business units that directly consume energy in their operations or that design, develop or specify energy-consuming equipment. In accordance with the policy, the Energy Council regularly provides information to the Citizenship and Sustainability Steering Council, which ultimately reports to the board.</p> <p>Expert teams: More than 20 teams organized around each sustainability issue that is important to our company.</p> <p><u>Leadership:</u> The Chief Sustainability Officer (CSO) reports to the board committee four times a year to provide updates and receive input on the direction of the sustainability work within AT&T. The CSO's report includes the results of the biannual strategic assessment of sustainability related risks and opportunities.</p> <p><u>Policies:</u> Environment, Health & Safety (EH&S) Policy: Signed by AT&T Chairman and CEO Randall Stephenson. The policy asserts AT&T's commitment to operate in an environmentally responsible and sustainable manner. It is also AT&T's policy to protect the health and safety of our employees and the public.</p> <p>Energy Policy: Guides efforts to improve and optimize energy efficiency, while maintaining or improving the quality, reliability and competitiveness of our services. It balances our business need for affordable supply with the need to identify alternative and renewable forms of energy that have less impact on the environment.</p>				
	<p>Overall</p>					



			<p>Climate and Carbon Emissions Policy: Outlines our belief that the ability to increase resource efficiency and reduce greenhouse gas emissions will be a primary determinant of success in the 21st century world economy and explains our commitment to limiting environmental impacts and greenhouse gas emissions of our own operations and in our supply chain.</p> <p>Paper Procurement Policy: Addresses our commitment to environmental sustainability and our efforts to minimize our environmental impact with regards to paper procurement. This policy covers areas of paper certification, post-consumer waste content and paper reduction.</p>			
DMA LA	Disclosure on management approach LA	Fully	<p>Our commitment to ensuring the health, safety and diversity of our workforce reaches the highest levels of our company.</p> <p>Listed below are the committees, executives and policies that govern labor topics at AT&T, including employment, labor/management relations, occupational health and safety, training and education, diversity and equal opportunity and equal remuneration for women and men.</p> <p><u>Committees & Executive Oversight:</u> Citizenship & Sustainability Steering Committee: Comprises senior executives and officers from across the company with responsibility for the business areas most linked to these issues. Each officer represents her/his entire department on the committee so as to reach a broader range of issues and perspectives.</p> <p>Business Unit Diversity Council: Our senior leaders are accountable for leading diversity initiatives. These leaders understand the value of inclusiveness, and all managers are taught a simple philosophy: We serve our customers better when we build diversity into all we do. This positively impacts our customers and shareowners. The Business Unit Diversity Council allows us to collaborate toward our goal of keeping diversity a top priority at AT&T while driving employee engagement around inclusion.</p> <p>Chief Diversity Officer Forum: Venue to formally integrate, leverage and grow enterprise-wide initiatives for</p>			
Aspects	<p>Employment</p> <p>Labor/management relations</p> <p>Occupational health and safety</p> <p>Training and education</p> <p>Diversity and equal opportunity</p> <p>Equal remuneration for women and men</p>					



			<p>AT&T to become best-in-class in diversity and inclusiveness. This forum meets quarterly during the year to monitor the progress of our initiatives and share best practices.</p> <p>Human Resources Committee of the board of directors: Appointed by the board of directors to discharge the board’s responsibilities related to compensation, benefits and succession.</p> <p>Policies: Environment, Health & Safety (EH&S) Policy: Signed by AT&T Chairman and CEO Randall Stephenson. The policy asserts AT&T’s commitment to operate in an environmentally responsible and sustainable manner. It is also AT&T’s policy to protect the health and safety of our employees and the public.</p> <p>Code of Business Conduct: Signed by AT&T Chairman and CEO Randall Stephenson, the Code of Business Conduct addresses common ethical and compliance issues and covers a range of topics including diversity. In 2012, we accomplished an approximately 99.7 percent completion rate on our Code of Business Conduct training.</p>				
DMA HR	Disclosure on management approach HR	Fully	<p>Our commitment to respecting basic human rights reaches the highest levels of our company.</p> <p>Listed below are the committees, executives and policies that govern human rights topics at AT&T, including investment and procurement practices, non-discrimination, freedom of association and collective bargaining, child labor, forced and compulsory labor, security practices, indigenous rights, assessment and remediation.</p> <p>Committees & Executive Oversight: Citizenship & Sustainability Steering Committee: Comprises senior executives and officers from across the company with responsibility for the business areas most linked to these issues. Each officer represents her/his entire department on the committee so as to reach a broader range of issues and perspectives.</p> <p>Policies: Environment, Health & Safety (EH&S) Policy: Signed by AT&T Chairman and CEO Randall Stephenson.</p>				
Aspects	<p>Investment and procurement practices</p> <p>Non-discrimination</p> <p>Freedom of association and collective bargaining</p> <p>Child labor</p> <p>Prevention of forced and compulsory labor</p> <p>Security practices</p> <p>Indigenous rights</p> <p>Assessment</p> <p>Remediation</p>						



			<p>The policy asserts AT&T's commitment to operate in an environmentally responsible and sustainable manner. It is also AT&T's policy to protect the health and safety of our employees and the public.</p> <p>Code of Business Conduct: Signed by AT&T Chairman and CEO Randall Stephenson, the Code of Business Conduct addresses common ethical and compliance issues and covers a range of topics including nondiscrimination and working with ethical suppliers. In 2012, we accomplished an approximately 99.7 percent completion rate on our Code of Business Conduct training.</p> <p>Code of Ethics: The board has adopted a Code of Ethics applicable to members of the board of directors, to the officers and employees of AT&T and to its consolidated subsidiaries.</p>			
DMR SO	Disclosure on management approach SO	Fully	<p>Our commitment to managing social impacts and ethics reaches the highest levels of our company.</p> <p>Listed below are the committees, executives and policies that govern topics at AT&T, including local community impacts, corruption, public policy, anti-competitive behavior and compliance.</p> <p><u>Committees & Executive Oversight:</u> Public Policy and Corporate Reputation Committee of the board of directors: Oversight over all sustainability issues, including our role in communities.</p> <p><u>Policies:</u> Code of Ethics: The board has adopted a Code of Ethics applicable to members of the board of directors, to the officers and employees of AT&T and to its consolidated subsidiaries.</p> <p>Code of Business Conduct: Signed by AT&T Chairman and CEO Randall Stephenson. Addresses common ethical and compliance issues and covers a range of topics including topics such as corruption. In 2012, we accomplished an approximately 99.7 percent completion rate on our Code of Business Conduct training.</p> <p>Political Contribution Statement: Guidance for compliance with all applicable laws concerning political</p>			
Aspects	<p>Local communities</p> <p>Corruption</p> <p>Public policy</p> <p>Anti-competitive behavior</p> <p>Compliance</p>					



			contributions, which are then disclosed in the <u>Political Engagement Report</u> .				
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DMR PR	Disclosure on management approach PR	Fully	<p>Our commitment to managing products responsibly reaches the highest levels of our company.</p> <p>Listed below are the committees, executives and policies that product responsibility at AT&T, customer health and safety, product and service labeling, marketing communications, customer privacy and compliance.</p> <p><u>Committees & Executive Oversight</u> Public Policy and Corporate Reputation Committee of the board of directors: Oversight over all sustainability issues, including how we determine compliance with product responsibility best practices.</p> <p><u>Policies:</u> Privacy Policy: Identifies and describes the way AT&T uses and protects the information we collect about customers and users. Additionally, we have a Chief Privacy Officer who oversees enforcement of the policy.</p> <p>Environment, Health & Safety (EH&S) Policy: Signed by AT&T Chairman and CEO Randall Stephenson. The policy asserts AT&T's commitment to operate in an environmentally responsible and sustainable manner. It is also AT&T's policy to protect the health and safety of our employees and the public.</p>				
Aspects	Customer health and safety						
	Product and service labeling						
	Marketing communications						
	Customer privacy						
	Compliance						

STANDARD DISCLOSURES PART III: Performance Indicators

Economic

Performance indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
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.	Partially	Please see our Annual Report (pages 59-63).	Direct economic value distributed in terms of payments to providers of capital and payments to governments (by country).	Not material		



EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	Please see our CDP Investor Information Request (parts 2, 5 and 6).				
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	<p>AT&T provides both defined benefit plans and defined contribution plans for employees.</p> <ul style="list-style-type: none"> No employee contributions are required for defined benefit plans. Employer contributions for defined benefit plans vary considerably by year and are not derived as a percent of salary but rather are based on a complex set of funding rules. The company funds the pension trust at or above the minimum required funding levels. Pension Trust assets cover approximately 76 percent of pension liabilities at 12/31/12 and post retirement assets cover approximately 25 percent of post retirement liabilities at 12/31/12. These are in accordance with rules established by the Financial Accounting Standard Board, primarily FASB 158, 106 and 87. 				
Market presence							
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Partially	This is not applicable to AT&T.	<ul style="list-style-type: none"> The distribution of the ratio of the entry level wage by gender to the minimum wage. The definition used for "significant locations." Whether a local minimum wage is absent or variable in significant locations of operation by gender. In situations of different minimums, which minimum wage is used. 	Not applicable	Entry level at AT&T is defined at our union level. At the union level the starting rate is defined by the regional bargaining agreement and is therefore gender neutral. All regional bargaining agreements' starting rates are higher than the local minimum wage.	



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	<p>We have invested nearly \$98 billion in the U.S. economy over the past five years (2008-2012), more than any other public company. In 2012, our investment in wired and wireless networks totaled nearly \$20 billion. In our communities, we invested \$131.4 million in corporate, employee and foundation giving.</p> <p>Please see: Philanthropy and Network Reliability.</p>	<ul style="list-style-type: none"> When there are investments indicate whether these investments and services are commercial, in-kind or pro bono engagement. Explanation of the current or expected impacts (positive or negative) on communities and local economies. Whether the organization conducted a community needs assessment to determine infrastructure and other services need. When a needs assessment was conducted, explanation of results of the assessment. 		Not material		
Environmental								
Performance indicator	description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in	
Energy								
EN3	Direct energy consumption by primary energy source.	Partially	<ul style="list-style-type: none"> Total energy consumption in joules or multiples: 12,091,863 GJ Total direct energy consumption in joules or multiples by non-renewable primary source: 12,091,863 GJ <p>Please see: Energy Management.</p>	Total direct energy consumption in joules or multiples by renewable primary source.	Not applicable			



EN4	Indirect energy consumption by primary source.	Fully	<ul style="list-style-type: none"> Total amount of indirect energy used by indirect non-renewable sources and indirect renewable sources in terms of intermediate energy: 52,676,419 GJ The corresponding primary energy consumed in its production: 175,620,503 GJ <p>Please see Energy Management.</p>				
EN5	Energy saved due to conservation and efficiency improvements.	Fully	<ul style="list-style-type: none"> Total energy saved by efforts to reduce energy use and increase energy efficiency: 437,384,158 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: 1,574,582 GJ <p>Please see Energy Management.</p>				
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	Please see: Engaging Our Supply Chain, Packaging, Tackling Environmental and Social Challenges with Technology and Transportation Initiatives .				
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	Please see Energy Management , Tackling Environmental and Social Challenges with Technology and Work/Life Balance .				
Water							
EN8	Total water withdrawal by source.	Fully	<p>Total volume of water withdrawn from municipal water or other water utilities: 12,609,206 m³</p> <p>Please see Water Management.</p>	<ul style="list-style-type: none"> Total volume of water in m³ withdrawn from any water source that was either withdrawn directly by the reporting organization or through intermediaries such as water utilities by source type including surface water, including water from wetlands, rivers, lakes and oceans. Total volume of water in m³ withdrawn from any water source that was either withdrawn 	Not material	AT&T has some wells, but the volume of water extracted is not significant relative to total water use, which is 3.3 billion gallons. All other water comes from municipal sources.	



				<p>directly by the reporting organization or through intermediaries such as water utilities by source type including: ground water.</p> <ul style="list-style-type: none"> • Total volume of water in m³ withdrawn from any water source that was either withdrawn directly by the reporting organization or through intermediaries such as water utilities by source type, including rainwater collected directly and stored by the reporting organization. • Total volume of water in m³ withdrawn from any water source that was either withdrawn directly by the reporting organization or through intermediaries such as water utilities by source type including: waste water from another organization. 			
Emissions, effluents and waste							
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	<ul style="list-style-type: none"> • We used the following standard and methodology to measure greenhouse gas emissions: The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition) - Direct Measurement (metered data), site specific data, estimations. • Total greenhouse gas emissions (direct and indirect): 8,843,067 tons of CO₂-e <p>Please see Greenhouse Gas Emissions.</p>				



EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Indirect GHG emissions: 69,013 tons CO ₂ -e. Please see Greenhouse Gas Emissions .				
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	During the reporting period, greenhouse gas emissions reductions achieved totaled 713,942 tons of CO ₂ -e. Please see Greenhouse Gas Emissions , Energy Management and Transportation Initiatives .				
Products and services							
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Partially	Please see Cell Phone Recycling , Greenhouse Gas Emissions , Packaging , Paper Consumption , Tackling Environmental and Social Challenges with Technology , Waste Management and Water Management .	Initiatives to mitigate the most significant environmental impacts of products/service groups in relation to noise.	Not applicable		
Compliance							
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Partially	Please see Environmental Compliance .	<ul style="list-style-type: none"> Number of non-monetary sanctions. Cases brought through dispute resolution mechanisms. 	Proprietary information		
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.	Fully	<p>The most significant environmental impact from the transportation of products and other goods and materials, as well as members of the workforce, is greenhouse gas emissions. These are reflected in both Scope 1 fleet emissions and Scope 3 travel-related emissions. For the full breakdown of these emissions and steps being taken to mitigate them please see Greenhouse Gas Emissions and Transportation Initiatives.</p> <p>For the environmental impacts of the transportation of our workforce, please see Work/Life Balance, which describes our telecommuting program.</p> <p>For the criteria and methodology used to determine which environmental impacts are significant, please see Materiality Assessment.</p>				



Social: Labor Practices and Decent Work

Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Employment							
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Partially	<p>We have 241,810 employees:</p> <ul style="list-style-type: none"> Total management workforce: 109,732 Total non-management workforce: 132,080 Total workforce, domestic figures only: 38 percent female; 62 percent male 55 percent union-represented <p>Please see Good Jobs and Workforce Diversity.</p>	The total workforce broken down by region and gender based on the scale of the organization's operations.	Proprietary information		
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	55 percent of employees are covered by collective bargaining agreements.				
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	<p>If there will be customs and practice changes, AT&T gives 30-60 days notice depending on contract. We give 90 days notice on surplus (layoff notifications) and 90 day notices on technology changes.</p> <p>If there are collective bargaining agreements, these notice periods and provisions for consultation and negotiation are specified in collective agreements.</p>				
Occupational health and safety							
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Partially	<ul style="list-style-type: none"> Employees and their dependents are provided tools and resources that generally include education surrounding health and wellness and nutrition through Your Health Matters initiatives and various other Health and Welfare vendors. Employees are provided many avenues through various vendors for counseling including Mental Health (counseling), Employee Assistance Program (counseling), Lifecare (family, children and elder assistance) and StayWell Programs (education and coaching). 	Whether there are workers who are involved in occupational activities who have a high incidence or high risk of specific diseases.	Proprietary information		



			<ul style="list-style-type: none"> • Employees have access to preventive care services through AT&T medical, dental and vision plans including tools and resources via tools and resources and Health and Welfare vendors. • Employees have access to various treatment programs through our medical plans for treatment and diagnosis, through our disease management programs for treatment of condition and Mental Health/EAP for treatment. 				
LA9	Health and safety topics covered in formal agreements with trade unions.	Partially	All contracts address safety and health issues related to bargained-for employees.	If yes, the extent to which various health and safety topics are covered by local and global agreements signed by the organization.	Not available		
Training and education							
LA10	Average hours of training per year per employee by gender and by employee category.	Partially	We provided an average of 88 hours of training per employee in 2012, which meant more than 21 million hours provided in total.	Average number of hours of training per year per employee by employee category and per gender.	Proprietary information		
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	<ul style="list-style-type: none"> • We offer a learning catalog of more than 18,000 courses, and we have a process in place to ensure our employees have the courses needed to keep them skilled. Last year, we added more than 2,400 courses and eliminated more than 2,800 old ones that were no longer relevant. • In addition, Leading with Distinction trained more than 100,000 managers during our annual 2012 leadership development program designed to align managers to corporate initiatives and develop them as leaders. • Through our Tuition Reimbursement Program, we provide financial assistance to management and non-management employees to earn academic degrees to support their career development. In 2012, AT&T's tuition assistance program assisted approximately 10,200 employees—43 percent were women and 56 percent were people of color— and we invested \$27 million on tuition assistance for both management and non-management employees. • Many bargained employees are covered by a Job Offer Guarantee that guarantees they will receive another job offer with the company when in a lay-off situation. Severance pay for bargained employees is generally determined by age and service; some 				



			<p>training and assistance may be available depending on contract.</p> <ul style="list-style-type: none"> • Outplacement (career transitions) services are available to eligible non-bargained employees whose existing jobs are eliminated or relocated. These services are offered by RiseSmart, an external vendor. RiseSmart services are offered for a period of four months and they address issues related to initiating a job search, including resume preparation, interviewing skills and negotiating the job offer. Severance pay is available for eligible non-bargained employees whose job is eliminated or relocated. Severance pay is calculated based upon the employee's base salary and years of service with the company. Payouts range from a minimum of 4 percent of an employee's annual base salary for employees with 0-1 year of service with AT&T to a maximum payout of 50 percent of an employee's annual base salary for those with 13 or more years of service. 				
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	100 percent of employees received a formal performance appraisal and review during the reporting period.				
Diversity and equal opportunity							
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Partially	<p>Total U.S. workforce:</p> <ul style="list-style-type: none"> • 38 percent female • 62 percent male • 39 percent people of color <p>Board of directors:</p> <ul style="list-style-type: none"> • 17 percent female • 83 percent male • 25 percent people of color <p>Please see Good Jobs and Workforce Diversity.</p>	<ul style="list-style-type: none"> • The percentage of employees by age group (under 30; 30-50; over 50) • For the identified minority and age groups, report the percentage of employees by gender • The percentage of individuals within the organization's governance bodies by age group (under 30; 30-50; over 50) 	Proprietary information		



Social: Human Rights

Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Investment and procurement practices							
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Fully	<p>The AT&T Supplier Citizenship and Sustainability Clause is a standard component of our contract. The clause:</p> <ul style="list-style-type: none"> Requires suppliers to acknowledge the AT&T <u>Principles of Conduct for Suppliers</u>, which specifically address several human rights concerns including Ethics, Freedom of Association, Labor Rights and the Treatment of People with Respect and Dignity. Includes AT&T's <u>Human Rights in Communication Policy</u>. The policy addresses freedom of expression and privacy, protection against corruption, labor standards and sustainable environmental practices. 	<ul style="list-style-type: none"> Total number of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening Percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening. The definition of "significant agreements." 	Proprietary information		
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	<p>AT&T has established a Supplier Human Rights and Labor Practices Program. Major suppliers who account for 80 percent of our procurement receive the annual AT&T Supplier Sustainability Survey. This survey includes questions on both human rights and labor practices. As an added measure, selected suppliers receive an in-depth supplemental questionnaire that addresses such topics as minimum age requirements, maximum allowable working hours, forced labor, and discrimination. The questionnaire encompasses both the supplier and the supplier's supply chain. Finally, AT&T reserves the right to audit suppliers on any aspect of their sustainable business practices, including human rights and labor practices.</p>	<ul style="list-style-type: none"> Percentage of contracts with significant suppliers and contractors that included clauses or screening on human rights Percentage of contracts with significant suppliers, contractors and other business partners that were either declined or imposed performance conditions, or were subject to other actions as a result of human rights screening. 	Proprietary information		



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.	Partially	In 2012, we accomplished an approximately 99.7 percent completion rate on our Code of Business Conduct training, which includes aspects of human rights that are relevant to operations.	Total number of hours in the reporting period devoted to training on policies and procedures concerning aspects of human rights that are relevant to operations.	Not available		
Freedom of association and collective bargaining							
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Fully	AT&T has entered into Card Check and Neutrality Agreements and honors those agreements.	Operations and significant suppliers identified in which employee rights to exercise freedom of association or collective bargaining may be at risk either in terms of type of operations OR countries or geographical areas with operations considered at risk.	Proprietary information		
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 2012, we accomplished an approximately 99.7 percent completion rate on our Code of Business Conduct training. This includes human rights issues.	Whether training requirements also apply to third party organizations providing security personnel.	Not material		
Social: Society							
Performance indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Corruption							
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	In 2012, we accomplished an approximately 99.7 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	Please see our Corporate Governance Website , in particular the AT&T Code of Ethics and Policy on Restitution .				
Public policy							
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Please see Industry and Government Collaboration , Political Engagement Report and Political Contributions Statement .				





SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	Please see our Political Engagement Report .				
Social: Product Responsibility							
Performance indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Product and service labeling							
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	We conduct more than 5 million customer interviews each year, including surveys of former and returning customers. Customers can also use the AT&T Mark the Spot app to submit feedback on network service issues such as dropped calls, failed call attempts, no coverage, data that won't connect or data that is too slow. Customer comments help us improve our service and improve customer satisfaction.				



Statement GRI Application Level Check

GRI hereby states that **AT&T, Inc.** has presented its report "2012 Sustainability Report" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level B.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 15 October 2013

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 9 September 2013. GRI explicitly excludes the statement being applied to any later changes to such material.