



# Waste Management

*Materiality Assessment Topics: Consumer products recycling; Hazardous waste reduction; Network equipment recycling; Non-hazardous waste reduction*

## Issue Summary

Business operations produce waste, which can be minimized on the front end by increasing operational efficiency and on the back end through recycling and responsible disposal.

## Our Position

From the buildings we occupy to the phones we sell, we seek to minimize waste in our operations.

## Data Highlights

### 2012 Key Performance Indicators

- Solid waste from operations
  - Pounds of network “scrap” materials kept out of landfills: **47.3M**
  - Percent of operational waste handled by the Investment Recovery Center that is recycled: **>94**
- Solid non-hazardous waste from office activity
  - Tons of office activity material (paper, cardboard, glass, aluminum, plastic) diverted from landfill: **24,455**
  - Percent of non-hazardous office waste diverted from landfills: **21**
- Regulated waste
  - Tons of waste managed by the AT&T Resource Recovery Center (universal, hazardous, exempt and special, as well as non-hazardous waste): **12,700**
  - Percent of such waste recycled: **>70**
- E-waste
  - Number of computers, monitors, servers and other equipment that were donated, recycled or reused: **77,000**
  - Number of cell phones reused or recycled: Approximately **3.1M**
  - Pounds of cell phone batteries and accessories recycled: **1.17M**



## Our Action

We are committed to reducing the waste byproducts of our operations and to handle the waste we produce responsibly.

### SOLID WASTE FROM OPERATIONS

The AT&T Supply Chain Investment Recovery group works across the company to reuse, sell and recycle materials that fall under the solid waste category. The group sent less than six percent of the materials it received to the landfill. The Investment Recovery group oversees 6 strategically located warehouses that handle recycling for a majority of the 50 states.

In 2012, we generated **50.1 million** pounds of operational waste and kept more than **47.3 million** pounds (**94.38 percent**) of these materials from landfills, including:

- Copper and copper cable: **20.5 million** pounds.
- Steel: **9.5 million** pounds
- Lead: **1.8 million** pounds
- Plastic: **2.4 million** pounds
- Aluminum: **703,382** pounds

The pounds of material declined in 2012 because of changes in how we processed some of this material through our Investment Recovery warehouses. For instance, cardboard and other low- or no-value materials no longer ship through our central system. They are now being recycled locally to reduce transportation expenses.

Declines can also be attributed to economic and technological influences. Continued growth in wireless, and the deployment of fiber over copper are examples of such technological advancements that contribute to the reduction in total weight processed. We continue to strive

to recycle 90 percent or better of all the material we handle through the reclamation processes to make the most efficient use of our resources companywide, reducing the amount of scrap we produce.

In 2012, our investment recovery program continued to expand its expertise to assist international groups, wireless and other AT&T entities. We expect these initiatives and new recycling trials to continue to grow in 2013.

### SOLID NON-HAZARDOUS WASTE FROM OFFICE ACTIVITY

In 2011, we launched a Recycling Scorecard at the sites that generate the majority of our office waste. For 2012, we used data from the scorecard as well as improved reporting methods to quantify the amount of administrative waste (mixed materials such as paper, cardboard, plastic, aluminum and glass) that was generated and diverted at more than a third of our occupied buildings, including the largest buildings in our portfolio. Our office recycling efforts are now in more than **2,200** facilities and have resulted in recycling more than **19 million** pounds of office-grade paper. We further estimate that **24,455 tons (21 percent)** of the **114,689 tons** of administrative waste at these sites were diverted from landfill in 2012.

### REGULATED WASTE

AT&T processes much of its regulated waste (including universal, hazardous, exempt and special waste) through the AT&T Resource Recovery Center. (This does not include normal refuse handled by solid waste vendors or municipal waste disposal, but does include water



removed and managed from underground vaults.) In 2012, more than **70 percent** of the waste processed by the Resource Recovery Center — **8,900 tons** out of a total of about **12,700 tons** — was recycled.

## E-WASTE

E-waste is an issue of growing importance, and we are committed to handling e-waste appropriately. In 2012, we generated **2,709,133 pounds** of e-waste, a number we strive to

reduce. To that end, last year we collected more than **77,000** computers, monitors and servers for donation, reuse and recycling. This included:

- Roughly **19,000** desktop computers
- More than **33,000** monitors
- More than **7,100** laptop computers

Read more about our [cell phone and wireless devices recycling](#) and [packaging waste reduction efforts](#).