



People and Community

People matter — to each other, to our communities, and to our company. This has been one of our core beliefs for 137 years and always will be. Our workforce, our business, and the communities that we serve are all stronger because of it.



Work/Life Balance

*Materiality Assessment Topic: Work/life balance | Global Reporting Initiative G4
Indicator: LA2*

Issue Summary

In today's busy world, finding a balance between work and personal life can be a challenge. Flexible work arrangements can help some employees achieve a more productive and rewarding work/life balance, and can have economic and environmental benefits as well.

Our Position

AT&T supports a comprehensive flexible workplace program enabling employees to work from anywhere to support the needs of our business, which includes telecommuting and flexible work options provided to employees for whom it makes the most sense.

Our Action

AT&T Distributed Workplace

The distributed workplace is the ability to work from anywhere at any time, transcending time and space in order to better meet work/life demands. Approximately 177,000 AT&T employees have the technology it takes to work from various places. By using Web meetings, conference calls and other "virtual presence" technologies, AT&T employees are working together even though they may be miles apart. A distributed workplace not only saves money and space, it also boosts employee productivity, reduces absenteeism, enhances recruitment and retention, and reduces environmental impact by using space more wisely.

Workplace 2020

AT&T is focused on building the skills needed in 2020 by providing engaging opportunities and tools to enhance productivity, and by giving employees work environments to perform their jobs effectively. The goal is to transform how AT&T works using our mobile technology,



increasing employee engagement, and creating an attractive workplace for our current and future workforce. Pursuing this goal through a collaborative effort with the corporate real estate, human resources and IT teams, AT&T is focusing on our people, places and technology.

- **People:** Our employees deliver results by using our technology and resources to allow for physical and virtual work arrangements, giving them the ability to do their work in an environment that best meets our business needs.
- **Places:** Improving the employee experience by providing a range of workplace options that support both team and individual work. In AT&T's larger facilities, workspaces are being designed to bring people together, providing increased opportunities to collaborate and innovate. Whether working from an AT&T location or off-site, Workplace 2020 offers a flexible work environment and a variety of work spaces and platforms.
- **Technology:** Equipping our employees with the skills, tools and technology to succeed. These tools and technologies help people work more effectively, enabling both virtual and in-person collaboration.

The ultimate goal of Workplace 2020 is to facilitate meaningful collaborations without the boundaries of geography.

Telecommuting in 2014

At year-end 2014, we had 29,465 full- and part-time telecommuters at AT&T, in 37 countries (working from home one or more days every week). That's nearly 26 percent of AT&T's management workforce.

In a 2014 survey of AT&T telecommuters, the vast majority said they had better work/life balance, and more flexibility in when and where they get work done — important to their productivity and overall job satisfaction.

Our telecommuting program benefited both our telecommuters and our company. In 2014 we realized:

- Telecommuters have an 18 percent lower absentee rate than non-telecommuters.
- Telecommuters are 2.5 times less likely to leave the company (lower turnover rate).
- \$6,500 potential cost reduction for every telecommuter who gives up their workstation.

By eliminating their commute, we estimate that AT&T's telecommuters had the following equivalent impact in 2014:

- 289 million miles of commuting avoided.
- 14.4 million gallons of gas saved.
- 127,000 metric tons of greenhouse gas emissions avoided.



Flex Workplace

In early 2015, AT&T began evolving our Telecommuting Policy to a Flex Worker Policy, facilitating an important shift from our current home-office centric program to one that recognizes the many places where AT&T works. Whether an employee works from an AT&T facility, a client office, home or another location, AT&T's Flexible Workplace Program will offer a flexible work environment and increased opportunities to collaborate, both in-person and virtually.

Better Productivity & Work Life Balance

With Workplace 2020, we are expanding the concept of what it means to "go to work." It involves the transformation of major AT&T operating facilities, including the creation of collaborative workspaces, branded experiences, work cafés, and open and enclosed workspaces. It also provides portable platforms and technologies so employees are not confined to a specific office space, but can work wherever, whenever. Whether an employee works from an AT&T facility, a client office, home or another location, Workplace 2020 offers a flexible work environment and increased opportunities to collaborate and innovate.

The result of Workplace 2020 includes real estate savings, a reduced environmental impact due to decreased energy requirements and emissions, and a more flexible and effective workplace for our employees to use the tools, products and services AT&T offers in the marketplace.

Flextime and Leave

When big life events happen, we also have programs in place to promote balance. We offer many company leave options to help employees maintain a proper work/life balance. Employees may generally take up to 12 months of unpaid leave to care for a newborn or adopted child or to care for a seriously ill family member. Several additional unpaid leaves are also available, including military service and personal leaves of absence. Many organizations also allow and/or utilize flextime, compressed work weeks and part-time schedules to meet business requirements and assist in employees' work/life balance.