



AT&T

2001-2002 Corporate Citizenship Report

AT&T Cares



Why We care

Imagine a world where *people communicate*
rather than condemn,

where arguments end in *conversation*
rather than in conflict,

and where *information builds bridges*
rather than biases.

That's the world AT&T imagines.

And that's why we're in the business of
making connections.

We care about the community, the environment,
our people, and responsible business practices
because *the values we hold,*
the decisions we make, and the services we provide can help
build that better world.

A Continuous Cord of Care

From the company's earliest days, AT&T people have woven social responsibility into the fabric of our corporate culture. Follow the thread – from the invention of the telephone to the advent of e-commerce – to see how our values shape our actions.

1876–1911

1876

Alexander Graham Bell, a teacher of the deaf, invents the telephone. The company founded to develop Bell's invention is the direct predecessor of AT&T, which was incorporated in 1885.



1911

Employees of AT&T and its associated companies establish the Telephone Pioneers of America, a service organization that undertakes projects addressing education, the environment, disaster relief, health care, and other charitable work.

Our Common Bond

We commit to these values to guide our decisions and behavior.

Respect for Individuals

We treat each other with respect and dignity, valuing individual and cultural differences. We communicate frequently and with candor, listening to each other regardless of level or position. Recognizing that exceptional quality begins with people, we give individuals the authority to use their capabilities to the fullest to satisfy their customers. Our environment supports personal growth and continuous learning for all AT&T people.

Dedication to Helping Customers

We truly care for each customer. We build enduring relationships by understanding and anticipating our customers' needs and by serving them better each time than the time before. AT&T customers can count on us to consistently deliver superior products and services that help them achieve their personal or business goals.

Highest Standards of Integrity

We are honest and ethical in all our business dealings, starting with how we treat each other. We keep our promises and admit our mistakes. Our personal conduct ensures that AT&T's name is always worthy of trust.

Innovation

We believe innovation is the engine that will keep us vital and growing. Our culture embraces creativity, seeks different perspectives, and risks pursuing new opportunities. We create and rapidly convert technology into products and services, constantly searching for new ways to make technology more useful to customers.

Teamwork

We encourage and reward both individual and team achievements. We freely join with colleagues across organizational boundaries to advance the interests of customers and shareowners. Our team spirit extends to being responsible and caring partners in the communities where we live and work.



The "Spirit of Communication" has symbolized AT&T's values since it was hoisted atop the company's New York headquarters in 1916. Known to employees as "Golden Boy," the statue now stands at the entrance to AT&T's world headquarters in Bedminster, N.J.



Message from the Chairman

AT&T has enjoyed a long history as one of the world's leading communications companies. But in 2001 and 2002, the world around us changed. The global economy stumbled. Trusted businesses revealed their flaws. And terrorism eroded our sense of security.

We felt the effects at AT&T even as we underwent our own changes. We restructured our company, transformed our core business, and weathered the downturn in the telecom industry.

Some companies have crumbled under such pressures. But because AT&T rests on a solid foundation – both financially and ethically – today we are stronger than ever.

Since 1885, we've been dedicated to satisfying customers, enriching shareholders, and serving society. Customers depend on our reliability. Shareholders appreciate our integrity. Because we live by these values in good times and bad – not just when it's convenient – AT&T has become one of the world's most-trusted corporate citizens.

For us, citizenship means caring about our communities, keeping our environment healthy, making AT&T a safe and rewarding place to work, and behaving ethically in all our business dealings.

Over the years, we've reported results in each of these areas separately. But in this, our first Corporate Citizenship Report, we present the big-picture view of our social-responsibility efforts. Highlights of our accomplishments in 2001 and 2002 include:

- We were one of 10 companies inducted into the inaugural Billion Dollar Roundtable for spending more than \$1 billion annually with minority- and women-owned businesses.
- The AT&T Labs Fellowship Program celebrated 30 years of mentoring.
- We contributed nearly \$120 million in cash, products, and services to nonprofit organizations.
- AT&T employees who telework reduced air emissions by almost 45,000 tons.

I'm proud of these results. They demonstrate our ability to maintain AT&T's tradition of integrity while keeping our commitments to customers, shareholders, and the community. And they prove that AT&T is worthy of the trust so many have placed in us for so long.

In 1937, Arthur Page, AT&T's first vice president of public relations, observed that "all business in a democratic country begins with public permission and exists by public approval." As AT&T moves forward, we'll continue to earn that approval by following the principles Page laid out more than 60 years ago: telling the truth and proving it with action.

We will operate with integrity, create opportunities for our employees, support our communities, and respect our environment. And we will provide the reliable, high-quality communications services that connect people, places, information, and ideas.

We're committed to these responsibilities because the connections we make and the character we display can help build a better world.

David W. Dorman
Chairman and Chief Executive Officer
November 2002



We care
about
responsible
business practices



challenges every day. But our standard for meeting those challenges never wavers. No matter what, we will operate with integrity. Across all our business processes – from dealing with suppliers to communicating with customers – we aim for excellence, not only in what we do but also in how we do it. Our customers, colleagues, and shareholders expect it. Our corporate conscience demands it.

POLICY

We are committed to operating our business in a manner that meets or exceeds the ethical, legal, commercial, and public expectations society has of us.



Aiming for **excellence** ★ Operating with **integrity**

PROGRAM & PERFORMANCE

GOVERNANCE

Our personal conduct ensures that AT&T's name is always worthy of trust.

We have adopted processes and policies to help all of our employees behave in a way that upholds the integrity of the AT&T name.

Corporate Citizenship Council

To ensure we continue our commitment to social responsibility, in 2000 AT&T established a Corporate Citizenship Council, which meets twice a year to prioritize AT&T's social-responsibility activities, coordinate initiatives, and identify resources. The 10 members of the council represent AT&T's business units and corporate-support divisions.

Corporate Social Responsibility Policy

In 2002, the AT&T board of directors adopted a Corporate Social Responsibility Policy, which describes the commitments we demand of every AT&T-branded company:

- Engage in ethical business and governance practices
- Report financial results in a straightforward and candid manner

Financial Statements

AT&T has always stood by the integrity and accuracy of our financial reporting. And in August 2002, our chairman and chief financial officer certified in writing to the Securities and Exchange Commission that AT&T's financial results are accurate and fairly disclose our performance.

- Display good corporate citizenship
- Develop and maintain strong customer relationships
- Encourage and respect diversity
- Employ fair workforce/workplace policies and practices
- Protect the environment
- Enforce ethical advertising and sponsorship standards
- Produce and market quality products and services

Code of Conduct

Since 1962, the AT&T Code of Conduct has guided our behavior and decisions about people, assets, and business. Every AT&T employee must comply with the code, both in letter and in spirit. At least once a year, supervisors review the code with the people they support. We consider code violations a serious matter, which may result in disciplinary action, including dismissal from the company.



SUPPLIER DIVERSITY

Our culture embraces creativity, seeks different perspectives, and risks pursuing new opportunities.

AT&T is committed to diversity – in our workplace, in our community relationships, and in our suppliers. Our programs and policies support our commitment to making purchases from a diverse base of suppliers who reflect the communities we serve.

Supplier Diversity Policy

AT&T will grow and expand its global business and shareholder value by aggressively engaging and developing a diverse, value-added base of suppliers. We will give the maximum opportunity practical to minority-, women-, and service-disabled-veteran-owned businesses (MWSDVBE) to participate with us as suppliers, contractors, and subcontractors of goods and services.

Supplier Diversity Program

Since 1968, when we held our first minority-business trade fair, we have spent more than \$14 billion with MWSDVBE suppliers. Businesses eligible for MWSDVBE status must be at least 51 percent owned, controlled, and operated by people who are:

- African American
- Asian Indian
- Asian Pacific
- Hispanic American
- Native American
- Non-minority women

1913–1929

1913

AT&T becomes one of the first major companies to establish a formal employee benefits program. The initial program includes pension, sickness and accident coverage, and a death benefit.

1915

AT&T introduces its first employee stock-purchase plan.



To build opportunities for these suppliers, AT&T's Supplier Management Division has created business-development strategies, financial-championing initiatives, and outreach activities.

Business Development Strategies

- **MINORITY BUSINESS EXECUTIVE EDUCATION**
We support educational programs that contribute to entrepreneurial development and growth. In 2001, we provided scholarships to three minority business owners who attended the J.L. Kellogg Graduate School of Management at Northwestern University.
- **MINORITY BUSINESS DEVELOPMENT AGENCY**
In 2002, AT&T signed an agreement with this U.S. Department of Commerce agency to promote and encourage minority business formation in the agency's Atlanta region.
- **DEPARTMENT OF DEFENSE MENTOR-PROTÉGÉ PROGRAM**
AT&T is one of 120 firms that participate as mentors in this program established by the U.S. Department of Defense to help MWSDVBE firms develop the technical and business capabilities to compete for government contracts.
- **AT&T SUPPLIER DIVERSITY MENTOR-PROTÉGÉ PROGRAM**
Our buyers and prime suppliers join forces to help new MWSDVBE suppliers understand how to do business with AT&T and other *Fortune* 500 companies.

Financial Championing

- **BUSINESS CONSORTIUM FUND**
Since 1996, AT&T has contributed \$2 million to the National Minority Supplier Development Council's Business Consortium Fund, which provides financial assistance to minority-owned businesses. This contribution has produced more than \$5.5 million in loans to minority-owned businesses.



- **INVESTMENTS IN MINORITY BANKS AND FINANCIAL INSTITUTIONS**
In June 2002, 11 minority firms participated in the sale of 230 million shares of AT&T common stock for \$2.6 billion. Samuel A. Ramirez & Company, a Hispanic-owned firm, served as one of four co-managers for the sale.



1923

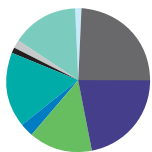
AT&T invents the audiometer, a device for measuring hearing. It gains widespread use as a medical diagnostic tool.

1925

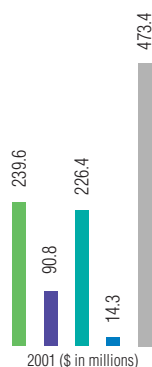
AT&T produces its first telephone amplifier, a device to help the hearing impaired.

1929

AT&T invents and introduces the artificial larynx, the first device to restore speech to people who have had their larynx surgically removed. AT&T introduced an improved electrical version in 1960.



Supplier Diversity Spending by Product/Service



AT&T MWSDVBE Results by Ethnic Group



Total MWSDVBE: \$1,044.5

Outreach

- **AT&T SUPPLIER DIVERSITY ADVISORY COUNCIL**
Composed of industry experts, government officials, and leading advocacy representatives, the council develops recommendations and proposals regarding access to capital, communications industry opportunities, and business-outreach activities.
- **MINORITY BUSINESS-ADVOCACY ORGANIZATIONS**
We participate in many MWSDVBE business associations, including the National Association of Service Disabled Veterans, the National Center for American Indian Enterprise, the U.S. Hispanic Chamber of Commerce, and the U.S. Pan-Asian American Chamber of Commerce.
- **TRADE SHOWS AND EVENTS**
In 2001, we supported more than 30 supplier-diversity conferences and trade shows, including the Black Enterprise

Entrepreneurs Conference, the National Association of Women Business Owners Annual Conference, and U.S. Small Business Week.

Supplier Diversity Performance

Because of the downturn of the U.S. economy in 2001, many companies found it difficult to sustain their supplier-diversity initiatives. But AT&T planned ahead to ensure that our program remained on track.

Our efforts paid off. In 2001, for the third consecutive year, we made more than \$1 billion in payments to MWSDVBE businesses.

That commitment to supplier diversity earned us induction to the Billion Dollar Roundtable, an organization that recognizes corporations that spend more than \$1 billion annually with MWSDVBE businesses.

PARTNERS IN PROGRESS

When Mary Ann Elliott founded Arrowhead Space & Telecommunications in 1991, it took brains and guts. She had both. But to gain the experience and connections that win government contracts, Elliott needed support. That's where AT&T came in.

Committed to supporting minority- and women-owned businesses, AT&T served as Elliott's mentor in the Department of Defense Mentor-Protégé Program, which helps small businesses build the skills to win government contracts.

"Managing a government contract is really like managing a small business," Elliott says. "AT&T helped my people with everything from training to proposal writing to program management. Being associated with the AT&T brand has been a lasting legacy for us."

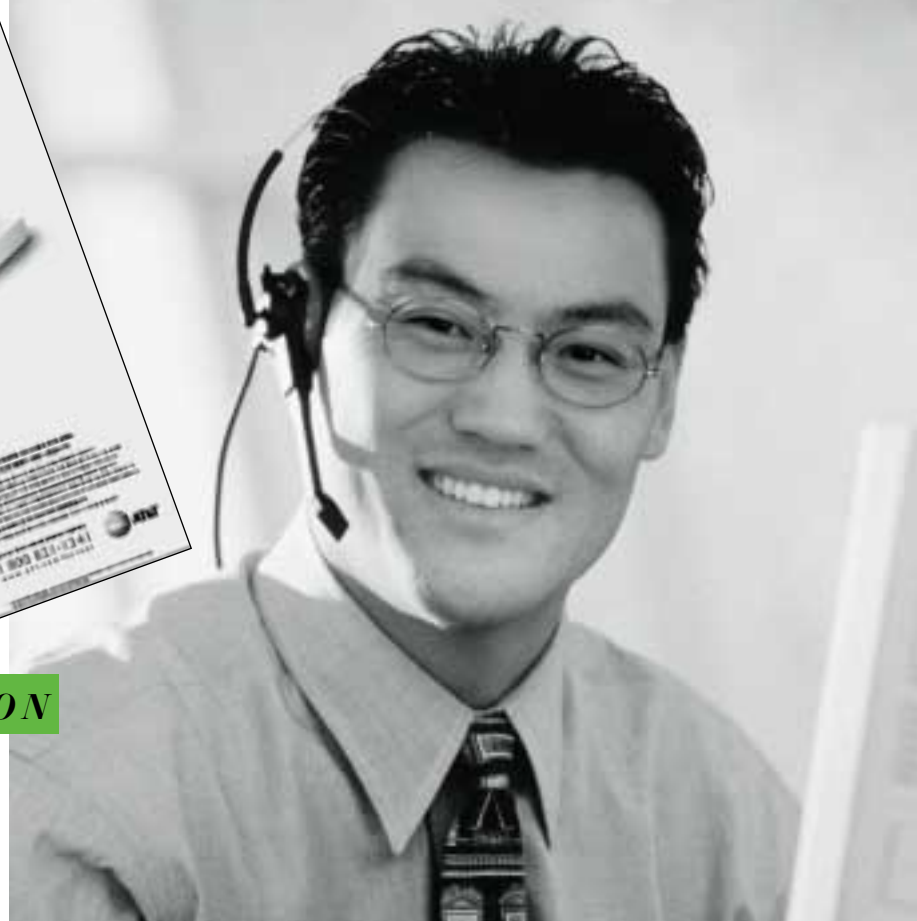
In 2001, Arrowhead won three major contracts, including a \$2.2 billion, 10-year contract that was



"Working with AT&T has certainly been beneficial in our pathway to growth," says Mary Ann Elliott.

the largest ever awarded to a small business by the Department of Defense. Arrowhead hired AT&T as its subcontractor on two of those projects.

"Our relationship has come full circle," Elliott says. "Now Arrowhead can give AT&T a return on all the time and training they invested in us. That's the way you measure success."



CUSTOMER COMMUNICATION

We build enduring relationships by understanding and anticipating our customers' needs and by serving them better each time than the time before.

We develop and maintain strong customer relationships through ongoing communication with our customers, including:

Att.com

Our award-winning Web site (www.att.com) gives customers information about our company and our services.

AT&T Consumer Strategy and Issues Council

To ensure our products and services meet the needs of a wide range of consumers, this group of key consumer advocates meets several times a year with AT&T senior managers. The council's recommendations and guidance supplement our market research and help shape the company's strategy.

Global Customer Advisory Council

Composed of premier global corporations that are customers of AT&T, the council meets twice a year to advise AT&T and its senior executives on global strategy and priorities. In addition, council members are actively engaged with AT&T throughout the year on programs, steering committees, and the regional action committees for Asia Pacific, the Americas, and Europe, Middle East, and Africa.

Executive Customer Advisory Council

Senior executives from key AT&T customer organizations meet twice a year to provide insight and recommendations to AT&T Business leadership on new products and technologies, service enhancements, process improvements, strategic direction, and industry trends.

In-Language Advertising

AT&T's customers come from all over the world. They call all over the world, too. So to make our services more accessible to our international customers, we advertise in a variety of languages, including:

- Chinese
- Filipino (Tagalog)
- Japanese
- Korean
- Polish
- Russian
- Spanish
- Vietnamese



PUBLIC POLICY

At the crossroads of communications technology and legislation, AT&T works with local, state, and federal governments; community groups; and consumer-advocacy organizations to offer guidance and direction on issues that affect consumers.

We have taken a stand on a range of issues, including:

Digital Divide

To help ensure all Americans reap the benefits of the communications revolution, AT&T supports efforts to close the digital-information gap and extend digital opportunity.

Accessibility

AT&T is committed to ensuring, where feasible, that our information, communications products and services, employment practices, and physical facilities are accessible to our customers, shareowners, partners, and employees with disabilities.

Privacy

AT&T does not sell, trade, or disclose to third parties any customer-identifiable information derived from the registration for or use of our online services without the consent of the customer (except as required by law). We are a certified participant in the Better Business Bureau's BBBOOnLine® Privacy Program, which confirms that a company has met program requirements for handling personal information that is provided through its Web site.

Online Safety

We support many of the organizations engaged in developing guidelines for the safe use of the Internet. We endorse consumer education and parental controls so that each household can make its own choices about safe experiences on the Internet.



We care
about our
people

Technology fuels our business,

but it's our people who make it run. They do the work that keeps us strong. They build the customer relationships that help us grow. And they uphold the values that set us apart.

When we invest in our people, we're investing in our future. And the return is guaranteed.

POLICY

AT&T seeks to be an employer of choice by valuing diversity and offering people challenging jobs, opportunities for advancement, continuing education, competitive compensation, and a wide range of benefits.

Our people Our power



PROGRAM & PERFORMANCE

DIVERSITY

We treat each other with respect and dignity, valuing individual and cultural differences.

A diverse workforce brings fresh ideas into our business, encourages innovation, and makes our company more productive.

We support our diverse workforce by sponsoring seven Business Resource Groups, which are open to all AT&T employees. These groups serve as cultural sounding boards for AT&T and as springboards for member development:

- 4A: Asian/Pacific American Association for Advancement at AT&T
- The Alliance of Black Telecommunications Employees
- HISPAA: Hispanic Association of AT&T Employees
- ICAE: Intertribal Council of AT&T Employees
- IDEAL: Individuals with Disabilities Enabling Advocacy Link

AT&T Diversity Strategy

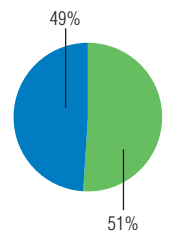
Introduced in 1993, the AT&T Diversity Strategy guides our actions in leveraging diversity for business success, building community relationships, promoting supplier diversity, and improving our workforce profile.

- LEAGUE: Lesbian, Bisexual, Gay & Transgendered United Employees at AT&T
- WATT: Women of AT&T

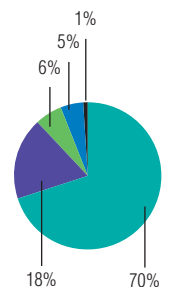
Non-Discrimination

AT&T is committed to a policy of Equal Employment Opportunity and Affirmative Action. In any employment or career-development situation, we don't discriminate on the basis of race, color, creed, religion, national origin, citizenship, sex, marital status, age, physical or mental disability, sexual orientation, or veteran status. Our Anti-Harassment Policy prohibits conduct that offends, degrades, or insults people because of those personal characteristics.

To ensure we uphold our commitment to these policies, every year our employees review and sign the "AT&T Equal Opportunity and Affirmative Action Employee Reference Guide," which explains the policies, reasonable accommodation requests, and complaint procedures.



All AT&T Employees
Women
Men



All AT&T Employees
White
African American
Hispanic
Asian
Native American

EMPLOYEE COMMUNICATION

We communicate frequently and with candor, listening to each other regardless of level or position.



We empower our people by sharing information often and in a variety of ways, including town-hall meetings with company leaders, print publications, e-mail newsletters, online intranet news, and broadcast voice-mail messages. Our key communications vehicles are:

- **CONNECT**
Our strategy magazine, mailed six times a year to employees' homes.
- **AT&T TODAY**
A daily e-mail digest that contains news about AT&T, updates about the telecommunications industry, and a letters section that provides an open forum for employees to express opinions and ask questions about company developments.
- **ESSENTIAL STUFF FOR AT&T PEOPLE (ESAP)**
An e-mail newsletter published twice a month to alert employees to deadlines, events, systems changes and other operational, policy or administrative news.
- **INFOCENTER**
Our company intranet.
- **COMPENSATION AND BENEFITS UPDATE**
A print newsletter, published six times a year to highlight changes and features of our employee benefits program.

In addition, we recognize that employees value the information they receive from their supervisors. So we supplement our companywide communications with face-to-face interaction between managers and their teams.

1940–1953



In anticipation of World War II, AT&T begins an extensive program to build and operate telephone-calling centers at military facilities across the United States. Many Americans make their first personal long distance call to speak to a soldier or sailor far from home.

1940

Our tradition of supporting the arts begins with the launch of "The Telephone Hour," a weekly radio program of fine music. The program runs until 1958 on radio, and from then until 1968 on television.



DEVELOPMENT AND TRAINING

Our environment supports personal growth and continuous learning for all AT&T people.

Because we are committed to continuous learning, AT&T invests more than \$500 million a year to ensure that our people are the best trained in the industry. Our training organizations offer both classroom instruction and self-paced courses via CD-ROM and the Web in every aspect of our global business, from sales and customer care to network management, information technology, and research. On an average workday, about 1,100 of our people are participating in company-provided training classes.

Alliance for Employee Growth and Development

Our occupational employees also have access to additional training through The Alliance for Employee Growth and Development, which offers educational opportunities and career support to employees who are represented by the Communications Workers of America and the International Brotherhood of Electrical Workers.

Top Five Areas of Study for AT&T Employees in the Tuition Assistance Plan

- Business/Management
- Information Science
- Computer Science
- Telecommunications
- Communications

1941



AT&T introduces the first wearable hearing aids, using miniature vacuum tubes.



The first solid-state hearing aids are marketed under royalty-free licenses granted by AT&T for use of its invention, the transistor.

1953

AT&T's manufacturing subsidiary, the Western Electric Company, establishes the Western Electric Fund to support worthwhile institutions in education and other areas.

AT&T Tuition Assistance Plan

Through the AT&T Tuition Assistance Plan, employees can finance education at regionally accredited colleges and universities to broaden their job-related knowledge, keep current with business and technology changes, enhance their ability to compete for jobs within AT&T, and meet the competitive challenges of a global business.

In addition to employee education opportunities offered by AT&T's internal training organizations, we provided more than

\$15 million in tuition assistance for more than 5,000 employees who pursued undergraduate and graduate degrees in 2001. About 60 percent of these students were women, and more than 40 percent were African American, Asian/Pacific Islander, Hispanic, or Native American. In addition, AT&T spent more than \$1.8 million on on-campus and on-premises accredited programs and more than \$4 million on executive education.

Mentoring

To encourage long-term professional development, we also support informal and structured mentoring programs, with an emphasis on developing leadership capability among women and minorities. Our mentoring programs include:

- **AT&T LABS FELLOWSHIP PROGRAM**
Provides financial support and mentoring for women and minority graduate students in science and engineering for a maximum of six years as they complete their doctorates. Launched in 1972, the program affirms our commitment to diversity and builds relationships with future leaders in industry, academia, and government.
- **AT&T CONSUMER EMERGING LEADERS PROGRAM**
Matches AT&T Consumer's high-performing employees – from recent college graduates to experienced managers – with leaders in other parts of the business. Mentors offer perspective about the corporation and act as sounding boards for effective career planning and development of leadership skills.



AT&T is among the first companies to formalize a Code of Conduct that guides the actions and decisions of all employees.

1961

1962

AT&T subsidiary Western Electric is among the first companies to sign a "Plan for Progress," a pledge to promote Affirmative Action and Equal Opportunity. AT&T makes a similar pledge the following year.

- **AT&T BUSINESS MINORITY LEADERSHIP DEVELOPMENT PROGRAM**

Provides mentors to high-performing, mid-career, minority employees within AT&T Business. The program enables these employees to interact with key business leaders, who support their career development and expose them to business functions beyond their current job assignments.

- **MENTORNET**

An electronic mentoring network that supports women in math, science, and engineering by linking women engineering students with professionals in the industry. In 2001, we awarded MentorNet a two-year, \$300,000 grant to reach minority-serving institutions. More than 70 AT&T employees volunteered to be mentors during the 2001-2002 academic year.

AT&T Financial Leadership Program

A two-year program that provides recent college graduates with rotational assignments in AT&T's finance organization. Participants gain insight into our broad range of financial activities, while developing leadership ability, increasing financial and technical skills, and enhancing personal effectiveness.



AT&T is among the first U.S. corporations to create a Minority and Women Business Enterprise program, which encourages the growth of minority- and women-owned firms by using these firms as suppliers.

1968

AT&T introduces "911" as a national number for emergency calls.

AT&T establishes a department of environmental affairs, which focuses investments in the infrastructure and people of the communities where AT&T operates, with an emphasis on urban education.

1969

AT&T establishes a savings plan for salaried employees. The company matches 50 percent of contributions, up to 6 percent of an employee's salary.

BENEFITS

Our employee benefits packages are designed to help people achieve a better balance between work and family demands.



In addition to medical, dental, and prescription-drug coverage, we provide:

- Mental-health and chemical-dependency programs
- Domestic-partner benefits
- Health-care reimbursement accounts
- Life insurance plans
- Long-term care insurance
- Short-term and long-term disability plans
- Employee stock-purchase plan
- 401(k) savings plans
- Pension plan
- Time off for vacation and personal holidays
- Leave of absence for disability, care of newborn/newly adopted child, family care or education
- Value-added programs, such as product discounts and financial education

1972–1978



AT&T is among the first U.S. companies to begin an aggressive program to hire and promote women and minorities in non-traditional jobs.

1972

AT&T establishes the Bell Labs Fellowship Program, the predecessor to today's AT&T Labs Fellowship Program, which provides graduate-education support for women and minority students in science and engineering.

We support programs that relieve job and family stress so our people can concentrate on doing their jobs and satisfying our customers. Key programs include:

Employee Assistance Program

A voluntary, confidential counseling and referral service that helps employees and their immediate families cope with a wide range of issues, including physical illnesses, mental or emotional problems, alcoholism, drug abuse, marital/family difficulties, and other life stresses.

AT&T Work and Family Program

Created in 1989 in partnership with the Communications Workers of America and the International Brotherhood of Electrical Workers to help people create a better work-family balance through:

- **THE FAMILY RESOURCE PROGRAM**
Offers employees resources to help them better manage their work and personal responsibilities. Among the topics covered are child care, parenting, educational issues, adoption, elder care, and dealing with disabilities.



1975

AT&T is among the first U.S. companies to explicitly extend its Equal Opportunity policy to include sexual orientation.



1978

AT&T begins its "American Orchestras on Tour" program. Over the next four years, the program underwrites hundreds of performances across the United States by 16 major symphony orchestras.

- **FINANCIAL SUPPORT**
Includes the Adoption Reimbursement Program, which reimburses up to \$3,000 for expenses associated with the legal adoption of a child, and the Child/Elder Care Reimbursement Account, which allows employees to set aside up to \$5,000 a year in pre-tax dollars to pay for child- or elder-care expenses.
- **FLEXIBLE WORK ARRANGEMENTS**
To help employees meet family obligations, these arrangements include flexible hours, compressed work schedules, telecommuting,

flexible excused work days or management personal days, part-time employment or job-sharing, and gradual return to work after a family-care or newborn/newly adopted child leave of absence.

- **THE FAMILY CARE DEVELOPMENT FUND**
A grant-making program jointly administered by AT&T and its unions to improve the quality of community-based child- and elder-care services available to AT&T employees. The program has awarded more than \$35 million since 1990.

MENTORS CULTIVATE CAREERS



"I feel extremely grateful for what AT&T and my professors did in providing me with a vision, a path, and a way out of the neighborhood. Now I'm trying to pave a way to grad school for as many kids as I can," says Dr. Armando Rodriguez (center), working with Arizona State University students Ely Ferguson and Michael Gore on a robotics project.

Growing up in New York's Washington Heights, a few blocks north of Harlem, Armando Rodriguez dreamed about becoming a professor, but feared that graduate school was beyond his reach. Then he learned about the AT&T Labs Fellowship program.

The program, which provides financial support and mentoring by AT&T researchers, enabled Rodriguez to earn a doctorate from MIT while working at AT&T during the summers.

"AT&T was a fantastic research environment," Rodriguez says. "The dedication, commitment, and enthusiasm I saw there left a lasting, positive impression."

Today, Rodriguez is an associate professor of electrical engineering at Arizona State University. The mentoring program he started there has encouraged more than 150 minority students to pursue careers in science.

"Without the AT&T fellowship, my life would have been very different," Rodriguez says. "That's why it's so important for me to help the next generation move up the ladder, too."



We care
about the
community

AT&T built its business

by connecting towns and cities across the country and around the world. When those communities need help, AT&T answers the call. By donating dollars, services, and our volunteer time, we support the organizations and projects that keep our communities strong.

POLICY

AT&T seeks to educate, enrich, engage, and empower the communities we serve.

Connecting the world Caring about communities



PROGRAM & PERFORMANCE

CORPORATE GIVING

Our team spirit extends to being responsible and caring partners in the communities where we live and work.

For more than 100 years, AT&T has built a tradition of investing in local communities. In the early years of the company, AT&T supported community activities through its local subsidiaries.

Today we offer our support primarily through the AT&T Foundation, established in 1984 to build a bridge between the company and projects that serve community needs. In addition, AT&T's business units and divisions support worthy projects with donations of cash, products, and services.



AT&T Foundation

From January 2001 to June 2002, AT&T contributed nearly \$120 million in cash, products, and services to nonprofit organizations in the United States, Canada, Australia, China, India, Hong Kong, Malaysia, Mexico, Norway, and the United Kingdom.

Our community investments focus on:

- Education, arts, culture, and civic programs in regions where AT&T has a significant business presence
- Initiatives that use technology in innovative ways
- Programs where AT&T employees are actively involved as volunteers or contributors

EDUCATION

The wise application of technology can revitalize education and encourage learning across the boundaries of time and distance.



Because we believe technology is a powerful tool to engage lifelong learning, AT&T contributed more than \$57 million to educational initiatives at colleges, universities, and elementary and secondary schools from January 2001 to June 2002. Major grants supported:

- **CARNEGIE MELLON UNIVERSITY'S ROBOTICS ACADEMY**, which uses robotics to improve math and science education while motivating middle and high school students to pursue careers in engineering and science-related programs.
- **THE AT&T YOUNG LEADERS PROGRAM**, developed by the America Connects Consortium, YouthNoise, and YouthLearn, to help high school students develop leadership skills, acquire technological literacy, and serve community needs.
- **THE UNIVERSITY OF MARYLAND'S CENTER FOR WOMEN IN INFORMATION TECHNOLOGY**, which offers programs to middle-school girls and their parents, college freshmen, and graduate students to help increase the number of women pursuing careers in information technology.

1980–1988

1980

The Alliance to Save Energy awards AT&T its first annual National Energy Efficiency Award.



1983

The AT&T Foundation, which coordinates the largest share of AT&T's philanthropy, is established primarily with proceeds from the sale of AT&T's former headquarters building in lower Manhattan.

1984

AT&T launches *AT&T:OnStage*SM, the longest-running corporate program supporting theater in the United States.

CIVIC & COMMUNITY SERVICE

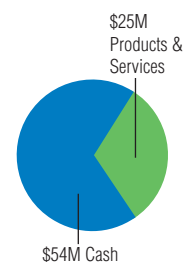
Our grants help organizations fulfill their missions and expand their services to improve health and human services, promote diversity, protect the environment, and stimulate volunteerism.



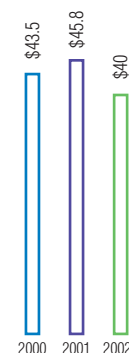
The AT&T Foundation supports EnvironMentors, which establishes environmental education and mentoring programs to help urban teenagers prepare for the future.

We give communities the resources they need to help them accomplish great things. From January 2001 to June 2002, AT&T contributed more than \$42 million to community initiatives, including hospitals, environmental groups, disaster-relief organizations, and the United Way. Key grants supported:

- THE AMERICAN RED CROSS, which provided meals, counseling, emergency vehicles, shelters, comfort kits, and more following the September 11 attacks.
- THE POINTS OF LIGHT FOUNDATION and 2001 NATIONAL VOLUNTEER WEEK, which encourage volunteer efforts in communities around the country.
- THE NATIONAL AIDS FUND, which through its network of 29 community partners supports nearly 500 grassroots organizations involved in the prevention of AIDS/HIV in the United States.

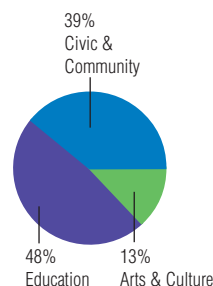


AT&T Giving in 2001
(does not include AT&T Wireless)



Total AT&T Foundation Cash Contributions
(in millions)

*Projected total



AT&T Giving in 2001
(does not include AT&T Wireless)



1987

AT&T launches Telecommunications Relay Service, the first 24-hour communications service that enables people with hearing or speech loss to communicate with almost anyone in the world by phone.

1988

AT&T Chairman Bob Allen begins work on an explicit statement of AT&T's values. The document becomes "Our Common Bond," which was adopted in 1992.

ARTS & CULTURE

By extending the availability of the arts to a wider audience, AT&T strengthens ties with our communities and creates a legacy for the future.



Museums, theaters, dance groups, opera companies, orchestras, and public broadcasting enrich our lives, foster

creativity, and promote

diversity. AT&T contributed nearly \$20 million to such arts and culture projects between January 2001 and June 2002. Key grants supported:

- THE BOSTON SYMPHONY ORCHESTRA's world-premiere presentation of John Corigliano's Symphony No. 2, which received the 2001 Pulitzer Prize for music.
- THE PUBLIC THEATER's world-premiere production of "Topdog/Underdog," which received the 2002 Pulitzer Prize for Drama.
- "AMERICAN ROOTS Music," the national public-television broadcast, which chronicled the pioneers of the musical

forms that combined on American soil to become the most pervasive music throughout the world.

In addition, *AT&T:OnStage*SM, our program to support new theatrical productions by women and artists of diverse cultures, supported world premieres of four plays:

- "POLK COUNTY" by Zora Neale Hurston, adapted by Kyle Donnelly and Cathy Madison, at the Arena Stage in Washington, D.C.
- "YELLOWMAN" by Dael Orlandersmith at McCarter Theatre in Princeton, N.J., and The Wilma Theater in Philadelphia.
- "HOLES" by Louis Sachar at Seattle Children's Theatre in Seattle.
- "GETTING FRANKIE MARRIED—AND AFTERWARDS" by Horton Foote at the South Coast Repertory in Costa Mesa, Calif.

1990–1992



AT&T launches "Operation Desert Fax," providing free fax messages to American military forces stationed in the Persian Gulf.

1990

AT&T joins with the Communications Workers of America and the International Brotherhood of Electrical Works to launch The AT&T Family Care Development Fund, a grant-making program to fund community-based elder-care and child-care services used by employees and their families.

EMPLOYEE INVOLVEMENT

Engaging and mobilizing the talent of AT&T's people is the cornerstone of our social responsibility.



At AT&T, community support isn't just financial; it's personal. Our employees contribute their time, talent, energy, expertise, and leadership to improve the communities where they live

and work. In fact, AT&T employees initiated almost three-fourths of AT&T's 2001 donations by seeking support for programs in their communities.

AT&T CARES

Enables employees to devote one paid workday every year to volunteering at the community organizations they choose. AT&T also offers cash grants to the nonprofit groups where employees volunteer their time. Since the program began in 1996, AT&T employees and retirees have volunteered more than 4 million hours of community service and earned \$3.5 million in AT&T CARES grants for the organizations they support.

Telephone Pioneers of America

More than 56,000 AT&T employees and retirees are members of the Telephone Pioneers of America, a nonprofit organization of more than 750,000 volunteers from the telecommunications industry. From January 2001 to June 2002, AT&T Pioneers volunteered more than 675,000 hours toward environment, health, human-services, and education projects.

1992

AT&T adopts a telework policy, which provides guidelines for working at home or away from the office.

President George H. Bush awards the National Medal of Arts to AT&T for exceptional contributions to the cultural life of the nation.



Employee Matching Gifts Program

With one simple phone call to the AT&T Employee Matching Gifts Program, AT&T's people double the impact of their personal donations. AT&T matches dollar for dollar employee and retiree gifts to higher-education, arts, and cultural organizations. In 2001, the Matching Gifts Program contributed more than \$4.7 million to thousands of nonprofit groups, including more than \$800,000 to match employee contributions for September 11 disaster-relief funds.

United Way

AT&T has supported the United Way and its predecessor, The Community Chest, for more than 100 years. During our 2001 United Way Community Giving Campaign, more than 37,000 AT&T people contributed \$6.1 million, along with a corporate gift of \$4 million.

TEACHING TECHNOLOGY, LEARNING ABOUT LIFE



"I like going online because it's interesting to find out about what's happening in the world," says Jasmine Pleasant, with Bob Avery (left) and Jim Veny of The 100 Black Men of America.

At only 10 years old, Jasmine Pleasant already has her eyes on the future.

"As I get older and move into higher grades, I'm going to need to use computers more and more," says the San Jose, Calif., sixth-grader.

That's why Jasmine enrolled in one of the AT&T Youth Technology Workshops offered by the Silicon Valley chapter of The 100 Black Men of America and funded by a grant from the AT&T Foundation.

During the summer of 2001, Jasmine joined 20 minority students in learning about computers, leadership skills, teamwork, communication, and business development.

According to chapter president Bill Kindricks, "The funding that AT&T provides helps us motivate our young people to develop the academic, technical, and life skills that will make them responsible adults."

As for Jasmine, the workshop drew her toward a career goal that combines computing and compassion. "When I grow up, I'd like to be a computer programmer," she says. "And I'd like to help people."

A stylized graphic of a globe, composed of thin, intersecting lines in shades of green and yellow, creating a grid-like pattern that represents latitude and longitude. The globe is positioned on the left side of the page, with its top edge near the top of the frame and its bottom edge near the bottom.

We care
about the
environment



e're a global company. But that

means much more than connecting people and businesses around the world. It also means caring about the globe that we all call home.

So when we recycle paper and equipment, train our people on workplace safety, and provide the communications services that help reduce pollution, we're doing our part to make the globe healthier for people and businesses everywhere.

POLICY

AT&T contributes to an environmentally efficient national and global economy by protecting human health and the environment in all our operations, services, and products.



Going for the green

PROGRAM & PERFORMANCE

ENVIRONMENT

We keep our commitment to a healthy planet by including environmental, health, and safety considerations in our business decisions and activities.

AT&T's Environment, Health and Safety (EH&S) Organization works with other AT&T units and departments to implement our EH&S policy and improve the company's performance.

But EH&S issues aren't the responsibility of just the EH&S Organization. The EH&S Organization's management system helps every AT&T employee take responsibility for improving the environment and our business:

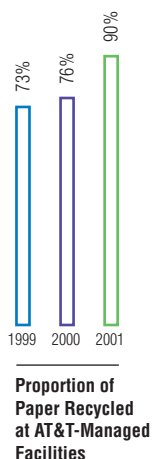
- **THE STAKEHOLDER CONTACT AND NEEDS ANALYSIS TEAM** stays in touch with AT&T employees, the public, shareowners, and regulatory agencies using various forms of research, direct communication, and trend analysis.
- **THE ENGINEERING TEAM** creates companywide EH&S programs, policies, and training materials. The team provides technical consultation for AT&T operating units, and manages such processes as hazardous-waste disposal and the U.S. Occupational Safety and Health Administration (OSHA) record-keeping process. It also leads "e-EH&SSM," an initiative that uses information technology to improve EH&S.
- **THE OPERATIONS/ACCOUNT MANAGEMENT TEAM** works with AT&T operating units to implement EH&S programs. The team supports AT&T employees, responds to emergencies, and ensures that the EH&S needs of the operating units are addressed.
- **THE ASSESSMENT TEAM** inspects work processes throughout AT&T to ensure that best practices are in place for a safe, healthful workplace that complies with applicable laws and regulations.
- **THE EH&S HOTLINE** provides 24-hour assistance to employees who need help with emergencies or general EH&S inquiries. Subject-matter experts provide assistance in areas such as industrial hygiene, safety, fire prevention, and environmental protection.

Online Business

Sometimes business needs drive environmental change. We moved toward e-commerce and online billing to reduce paper costs, lower postage expenses, and serve customers better. At the same time, by cutting paper use we can save about 3,000 trees every year.

OUR ACTIONS

We translate our EH&S policy into actions that increase the environmental benefit of our services, reduce the environmental impact of our activities, and enhance the safety of our workplace.



Products and Services

AT&T is fortunate to be in a business that can make a difference to the environment. Our communications services offer alternatives to travel and help reduce dependence on fossil fuels. And our e-commerce and online-billing services cut paper use by more than 40 million sheets a year – that's about 3,000 trees and about 80,000 gallons of gasoline.

Waste Minimization

We are constantly developing new ways to use and reuse equipment, including personal computers, switching and other central-office equipment, and office furniture. Our efforts include recycling initiatives, reuse and resale programs, donations to schools and nonprofit organizations, and take-back programs, through which manufacturers agree to take back equipment at the end of its useful life.

From January 2001 to June 2002 these waste-minimization efforts avoided more than \$9.4 million in expenses. And by recycling 90 percent of our waste paper at the office locations we manage, we kept more than 9,600 tons of paper, cardboard, magazines, and newspapers out of landfills in 2001.

Incident and Injury Results

Our rate of accidents or injuries reportable to OSHA was 1.27 per 100 people in 2001 and .5 per 100 people during the first quarter of 2002 – lower than the communications-industry average rate of 2.4 reported by the Bureau of Labor Statistics in 2000.

1993–1997

1993

AT&T eliminates emissions of chlorofluorocarbons (CFCs) and other ozone-depleting substances from our consumer and business product-manufacturing operations.

1994

On September 20, about 30,000 AT&T employees work from home to participate in "Telecommuting Day," a companywide event to encourage telecommuting.



EMPLOYEE ENGAGEMENT

We can't keep our commitment to the environment without the commitment of our employees. They're the lifeblood of our EH&S program.

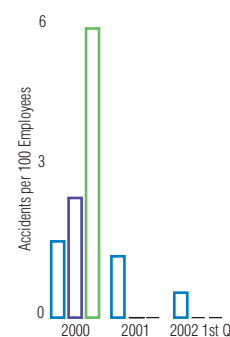
We involve employees in EH&S activities through our award-winning EH&S communications program, which includes:

- **KNOW EH&S**, our monthly electronic employee newsletter about safety and the environment.
- **THE AT&T EH&S REPORT**, a monthly online update of our EH&S performance and milestones, available on the Internet at www.att.com/ehs/annual_reports/ehs_report
- **THE EH&S INTRANET SITE**, which gives employees access to EH&S guidelines; Web-based tools, such as procedures, training, and emergency action plans; links to such external agencies as the Environmental Protection Agency and OSHA; online EH&S-knowledge games; and timely features on such topics as Lyme disease, lightning, and tornadoes.
- **TRAINING PROGRAMS** on more than 60 topics ranging from adult CPR to chemical-spill clean-up, hearing protection, scaffold safety, and workplace first-aid.



Among the most popular classes is "ErgoWise," an award-winning Web-based ergonomics course that uses animated characters to guide employees through standing and stretching exercises, office redesigns, and other activities that improve the comfort and safety of the work environment.

- **CHAMPIONS OF THE ENVIRONMENT**, a recognition program that honors employees who care for the future of our planet by undertaking environmentally sound projects within the workplace or in the community. Every year, five workplace projects and five community projects receive awards. AT&T makes a \$1,000 donation to the nonprofit environmental group selected by each winner.

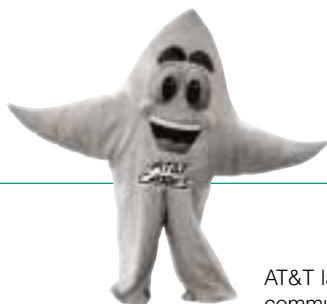


Total Case Rate

■ AT&T
■ Telecom Industry*
■ Private Industry*

As reported by the U.S. Bureau of Labor Statistics.

*2001 and 2002 Telecom and Private Industry data not available.



1996

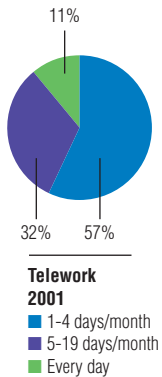
AT&T launches the "AT&T CARES" community-service program, which grants each employee one paid workday a year to volunteer in the community.

1997

A toll-free hotline sponsored by AT&T and Travellers Aid reconnects 3,000 runaways with their families during the six weeks after Thanksgiving.

TELEWORK

By substituting information technology for trips to the office, telework helps reduce pollution, relieve traffic congestion, and improve worker productivity.



Four in 10 (43%) of the AT&T managers who telework do so more than once a week.



As a leader in communications technology, AT&T strongly supports telework. We offer products and services that support telework for our customers. And because our own management employees can take advantage of the latest teleworking technology, they're able to suggest improvements that make our products and services even more valuable to our customers.

More than half of all AT&T managers telework at least one day a month. In 2001, AT&T teleworkers avoided commuting 100 million miles, saved 5 million gallons of gasoline, and reduced air emissions by almost 45,000 tons. In addition, we saved about \$25 million in real estate costs and \$10 million in reduced employee turnover.

1998-1999

AT&T Labs receives the Breakthrough Award from the Women in Engineering Program and Advocates Network. The award recognizes AT&T's efforts to create a work environment that fosters career success for women engineers.

1998

The AT&T Foundation helps launch MentorNet, a project that uses the Internet and e-mail to connect female engineering, science, and math students with volunteer mentors.

AT&T
Worldnet

AT&T Worldnet® Service becomes the first Internet service provider to offer Kids CyberHighway Browser™, specially designed software that prevents children from straying into inappropriate Web sites.

Pollutant Emissions Avoided by AT&T Teleworkers

| | (TONS PER YEAR) |
|----------------------------|-----------------|
| Carbon dioxide | 44,000 |
| Carbon monoxide | 500 |
| Nitrogen oxide | 200 |
| Volatile organic compounds | 100 |

Major Advantages of Telework

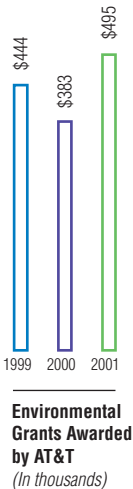
| | (ACCORDING TO EMPLOYEES) |
|---------------------------|--------------------------|
| Balances work and family | 82 % |
| Improves productivity | 71 |
| Shows that the firm cares | 70 |
| More personal time | 66 |
| Employee feels trusted | 64 |
| Employee saves money | 64 |
| Keep/attract best people | 63 |
| Helps environment | 61 |
| Company saves money | 61 |
| Reduces work stress | 55 |

ENVIRONMENTAL GRANTS

AT&T's commitment to the environment is reflected in many of the projects we support through AT&T Foundation grants and employee-directed contributions.

The AT&T Foundation awarded grants totaling nearly \$650,000 to environmental groups between January 2001 and June 2002. These contributions included the AT&T Industrial Ecology Grants, a program established in 1993 to encourage academic activity in the emerging field of industrial

ecology. Each year, the AT&T Foundation awards \$25,000 to six university researchers who study ways to reduce environmental impacts at every stage of a product's life cycle, from design to manufacture, use, and disposal. Fellowship recipients are listed at the EH&S Web site (www.att.com/ehs).



Rainforest Alliance

The Rainforest Alliance presents AT&T its Corporate Green Globe Award for leadership on environmental issues.

1999

AT&T invests over \$725 million, tests more than 3,000 applications, and checks more than 380 million lines of code to prepare our network for Y2K.

Y2K

AT&T presents a \$3.5 million grant to the U.S. Library of Congress for the National Digital Library, an initiative to digitize American history collections and make them accessible online.

MAKING THE GARDEN GROW



"Other schools have contacted us to learn about starting their own gardens," says Janet Coppola (second from left), with Hazel Avenue School students (from left) Jose Romero, Kevin Huynh, Chelsey Pursand, and Zachary Coppola.

Bland, boring, barren.

That's how AT&T employee Janet Coppola once described the grounds around the Hazel Avenue School in West Orange, N.J. Gorgeous, beautiful, and blooming are the words she uses today.

What made the difference? Coppola and dozens of volunteers, who joined organizer Amy Simon-Gardner to plant the school's Rainbow Garden.

Every week Coppola and sons Glen, Zachary, and Ryan spent after-school hours planting, weeding, and watering to transform the lot from vacant to verdant.

As the garden grew, so did the Coppolas' consciousness. "The boys help with yard work now. They make sure we dispose of batteries properly. They even planted a row of vegetables for needy families," Coppola says.

In appreciation of her efforts, AT&T named Coppola a "Champion of the Environment" and awarded a \$1,000 grant to the Rainbow Garden.

"It makes me proud," Coppola says, "to know my company cares as much as I do."

2000




The 40,000 American troops stationed in the Balkans receive AT&T PrePaid Phone Cards, which enable them to make 400,000 minutes of free calls.

AT&T launches an in-language section of our Web site for customers who speak Spanish, Polish, Russian, Chinese, Japanese, or Korean.

2000

歡迎閱覽
AT&T Global 網頁

AT&T establishes its Corporate Citizenship Council, which coordinates the company's social-responsibility initiatives.



A continuous cord of **care**

2001

2001

In some of the darkest hours in America's history, AT&T, its network, and its people kindled a light of hope. Time and again, AT&T people reached out to one another, to customers desperate for communication, to weary rescue workers, and to grieving communities.

Like so many others, we wanted to help. We looked at what we had to offer — our funds and our services — and made them available to organizations supporting those in need.

SEPTEMBER 11

- The AT&T network kept people connected, carrying 100 million more calls than on any other day in history.
- The AT&T Network Disaster Recovery Team restored AT&T Local Network Service within 36 hours for hundreds of business customers in lower Manhattan.
- On the day after the attacks, the AT&T Foundation granted \$1 million to the American Red Cross.
- We donated \$10 million in prepaid calling cards to relief agencies in New York, Washington, and Pennsylvania, and to the family crisis centers set up by American Airlines and United Airlines.
- Our employees and retirees donated more than \$800,000 to the American Red Cross; through the Employee Matching Gifts Program, those donations were matched by the AT&T Foundation.
- Our employees and retirees donated more than \$86,000 to the United Way September 11th Fund; over \$56,000 was eligible for matching by the AT&T Foundation.
- We supported "America: Tribute to Heroes," a nationwide broadcast telethon. AT&T Consumer contributed 1,000 positions at five telemarketing centers, and enlisted employee volunteers to staff the phones. AT&T Business covered network costs, dedicated three additional call centers, and provided volunteers to the cause.
- We supported the "Concert for New York" on VH1 by donating toll-free service and AT&T Consumer call centers. Thousands of our employee volunteers staffed the phones.
- AT&T employees volunteered with the Salvation Army and the American Red Cross to provide relief services.
- We opened our facilities at 32 Avenue of the Americas in Manhattan to house a New York Police Department command center and provide meals for rescue workers.



A continuous cord of **care**

2002

AT&T Labs helped design, develop, and deliver the Business Roundtable's CEO COM Link, a secure telephone-communications system that will enable top U.S. CEOs to communicate with leading government officials and each other in times of crisis.

As one of the largest stand-alone online billers in the United States, we have avoided printing more than 15 million paper bills for our 1.3 million online-billed residential customers since January 2001. Those online bills saved about 400 tons of paper and preserved more than 5,000 trees.

We conduct quarterly disaster-recovery simulation exercises so that our Network Disaster Recovery Unit's staff and equipment are prepared to bring communications services to people cut off from the world by disaster.

Our audio- and video-teleconferencing services support LifeGuard America's goal of reaching all 278 U.S. medical transplant centers with real-time medical information that helps doctors determine whether an organ is suitable for their patient.

AT&T Worldnet® Service can be reached via text telephone devices, which enable hearing-disabled callers to get help with ordering the service's software, technical support, and account maintenance. And the service's online "Chat for Technical Support" feature lets customers with hearing or speech loss use their computer keyboards to get live, real-time Web support.

Today, with more than \$40 billion in 2001 communications-services annual revenue, AT&T is among the world's premier voice, video, and data communications companies. We run the largest, most sophisticated communications network in the United States. We connect nearly 50 million consumers and 4 million businesses to the people and information important to them. And we continue our tradition of social responsibility through the services we offer and the time, talent, and spirit of our 72,000 people.

We developed and deployed the Victim Notification System, which helps three U.S. Department of Justice agencies – the Federal Bureau of Investigation, United States Attorneys Office, and the Federal Bureau of Prisons – easily, accurately and efficiently notify federal-crime victims about changes in the status of their cases.

Our Telecommunications Relay Service will handle nearly 12 million calls this year for customers with speech or hearing loss.

AT&T Natural Voices™ Text-to-Speech Engine is used in Freedom Box Internet, an online service designed for people with disabilities who access the Internet and operate computers using only voice commands.

AT&T Labs researcher Lorrie Cranor led a project at the World Wide Web Consortium to develop Platform for Privacy Preferences (P3P), a new Web standard that provides a simple, automated way for users to learn about the privacy policies of Web sites they visit.

We teamed with Wal-Mart, SAM'S CLUB, and the United Service Organizations for "Dial Home for Mother's Day," a project that sent more than 377,000 AT&T PrePaid Phone Cards worth over \$2 million to U.S. troops stationed overseas.

AT&T's Aviation Group donates flights on our corporate aircraft to passengers from the Corporate Angel Network, which assists cancer patients traveling for treatment, and Children of Chernobyl, which provides respite from ongoing radiation exposure to children affected by the Chernobyl nuclear explosion.



AWARDS

BUSINESS PRACTICES

2001

- Inducted into the Billion Dollar Roundtable for spending more than \$1 billion annually with minority- and women-owned businesses
- Named by *Working Woman* magazine as one of 30 companies with the best supplier-diversity track record
- Ranked No.1 on Div2000.com's Top 50 Corporations for Multicultural Business Opportunities
- Named by the Women's Business Enterprise National Council as one of America's Top Corporations for Women's Business Enterprises
- Ranked No.3 on *Hispanic Business Magazine's* list of the top 60 advertisers in the Hispanic market
- National Minority Supplier Development Council's Minority Business Enterprise Coordinator of the Year

2002

- Named one of the 100 Best Corporate Citizens by *Business Ethics*
- Among *Hispanic Magazine's* Top 25 Minority Vendor Programs
- Named to *Hispanic Magazine's* annual list of the Corporate 100 for providing opportunities for Latinos

PEOPLE

2001

- Ranked No.15 in the Top 50 Diversity Employers List compiled by international research firm Universum Communications
- Ranked No.19 of 75 in *Money* magazine's annual Best Company Benefits survey, with ranking based on generosity of companies' benefit plans
- Among *CAREERS & the disABLED* magazine's Top 50 Companies to Work For
- Ranked No.13 among the Gay Financial Network's 50 Most Powerful & Gay-Friendly Public Companies in Corporate America
- Gay & Lesbian Alliance Against Defamation's GLAAD Fairness Award for commitment to equal rights

2002

- Among *Hispanic Magazine's* top 25 companies for outstanding recruitment programs that focus on diversity
- American Society on Aging Business Award for commitment to the elder-care needs of employees and families

COMMUNITY

2001

- First Annual Corporate Award from the Theatre Communications Group for commitment to American not-for-profit theaters
- Bronze Achievement Award from the Juvenile Diabetes Foundation and the Diabetes Research Foundation

2002

- Corporation of the Year Award from The 100 Black Men of America for exemplary leadership in corporate philanthropy
- Corporate Partner of the Year Award from the National Conference of Black Mayors for outstanding corporate citizenship
- Partner in Education Award from the Dallas Independent School District

ENVIRONMENT

2001

- Vision for America Award from Keep America Beautiful Inc.
- Supplier Environmental Excellence Emergency Preparedness Award from Cinergy Corporation
- Dalton Pen Communications Award of Excellence for AT&T's Environment Health & Safety Employee Awareness Campaign and the AT&T Telework Web Guide

2002

- Excellence in Diversity and Environmental Stewardship Award from the Environmental Careers Organization
- Keep Georgia Beautiful Award from the Georgia Department of Community Affairs for our commitment to telework
- International Film and Video Festival's second-place Silver Screen Award for ErgoWise, our Web-based ergonomics training course

LEARN MORE ABOUT

BUSINESS PRACTICES

AT&T Corporate Web site: www.att.com

AT&T Investor Relations: www.att.com/ir

AT&T Natural Voices: www.naturalvoices.att.com

AT&T Relay Service: www.consumer.att.com/relay

AT&T Worldnet Service: www.att.net

Network Disaster Recovery: www.att.com/ndr

Privacy: <http://www.att.com/privacy>

Supplier Diversity:
www.att.com/supplier_management

PEOPLE

The Alliance of Black Telecommunications
Employees: www.abteinc.org

Alliance for Employee Growth & Development:
www.employeegrowth.com

Asian/Pacific American Association
for Advancement at AT&T (4A):
www.4a-att.org/National

AT&T Financial Leadership Program:
www.att.com/flp

AT&T Labs Fellowship Program:
<http://akpublic.research.att.com:9000/academic/alfp.html>

Benefits: www.att.com/hr/life/benefits.html

Diversity: www.att.com/hr/life/diversity.html

Equal Opportunity/Affirmative Action:
www.att.com/hr/life/eoaa/index.html

Hispanic Association of AT&T Employees (HISPA):
hispa.org

Individuals with Disabilities Enabling Advocacy
Link (IDEAL): www.attideal.org

Intertribal Council of AT&T Employees (ICAE):
home.att.net/~icae

Lesbian, Bisexual, Gay & Transgendered
United Employees at AT&T (LEAGUE):
www.league-att.org

Women of AT&T (WATT): womenofatt.org

COMMUNITY

AT&T CARES: www.attcares.com

AT&T Foundation: www.att.com/foundation

AT&T Giving: www.att.com/giving

AT&T Matching Gift Program:
www.att.com/foundation/employee/matching.html

Telephone Pioneers of America:
www.telephone-pioneers.org

ENVIRONMENT

AT&T Environment, Health & Safety:
www.att.com/ehs

AT&T EH&S Report:
www.att.com/ehs/annual_reports/ehs_report

AT&T Telework Guide: www.att.com/telework

Your feedback about this report and AT&T's performance is important to us. Please take a minute to tell us what you think by clicking on [this link](#) and filling out the online form.