Environmental, Social and Governance Report
for 2019
As I write this note, it’s hard to think about life before COVID-19. As of April 2020, we are fully engaged in supporting the activities around the world to fight the outbreak, and you can learn more about our well-being focused approach to COVID-19 on our website.

When I stand back from the current situation and thank about our efforts holistically, it is clear that as a company, the very nature of our services contribute to the social and environmental good of our communities. We provide services that enhance peoples’ lives, breaking down social barriers and improving access to information. We connect medical professionals and enabling telemedicine in under-served areas, for example, and help to foster small business growth by giving them a platform to reach and serve customers beyond their location. We connect students to educational resources to allow for distance learning and provide teachers and schools with the services they need to ensure the success of our next generation. On the environmental side, we help customers reduce their energy consumption by enabling smart technologies, dematerialization and virtualization.

In addition to the fundamental positive contributions our services make for people around the world, we have very intentionally committed to growing our business in an ethical and sustainable manner. Through our actions, our goal is to make our employees, business partners and communities proud of our innovative and quality services, the unwavering integrity of our business ethics, our deep commitment to being a good employer, our respect for the environment, and our ongoing support of the communities where we live and work.

Giving back to help strengthen and improve our communities is a significant part of who we are. CenturyLink supports the passions and interests of our employees, and we empower them to be a positive influence in the world. We’re proud to provide many opportunities to be good neighbors.

Being a good corporate citizen is a priority for CenturyLink. Thank you for your interest in learning how we ethically support sustainability and social responsibility in our communities.

Jeff Storey, President and CEO
**Environment, health and safety and sustainability**

- Establishing an approved science-based target to reduce greenhouse gas (GHG) emissions aligned with Paris Agreement goals
- Expanding the number of company locations with third-party certified energy, environmental, and safety management systems
- Purchasing renewable energy and investing in energy efficiency and new technologies in our network facilities around the world
- Reducing waste through managing product-end-of-life, which includes recycling and reuse of electronic and communications equipment

**Diversity, inclusion and belonging**

- Committed to embracing diversity and creating a culture of inclusion
- Diversity and Inclusion Steering Committee (DISC) shapes and drives the company’s overall diversity strategy
- Proactive policies to encourage diversity in our recruiting and outreach initiatives
- Well over 25 percent of our Board members are women
- Includes supplier diversity as part of our overall program
- 10 global employee resource groups that enhance the work and lives of employees, contributing to improved engagement and business results

**Community impact**

- Committed to strengthening the communities we serve through philanthropy, volunteerism and support of local community initiatives
- Encourage employee volunteerism with added support through the Dollars for Doers grants program
- Offer employees the opportunity to donate to charities of their choice through the ease of payroll deductions, while capitalizing on a corporate match
- Offer employees the opportunity to donate to support disaster relief and food relief efforts, with added support through a corporate match
- In support of STEM education, annual program that offers teachers in schools an opportunity to earn grants to innovatively implement technology in their classrooms

**Governance, ethics and compliance and political contributions**

- ESG is managed and led by a federation of senior management from numerous departments and is overseen by CenturyLink’s Nominating and Corporate Governance Committee
- Committed to creating and maintaining an ethical business culture based on our Unifying Principles
- CenturyLink Code of Conduct lays the foundation for our ethics and compliance program; required training for all employees and our Board of Directors
- Maintain a 24/7 Integrity Line with a firm no-retaliation policy
- CenturyLink has a proud history of embracing and showcasing inclusion, diversity and human rights as demonstrated through the benefits we provide to our global employees
- CenturyLink issues a semi-annual Political Contributions Report and is viewed as a leading company in terms of transparency
- Train and reinforce anti-bribery and fair competition principles; require all employees to adhere to all applicable anti-bribery and anti-corruption legislation worldwide
## Table of contents

About us: CenturyLink is a technology leader 1
  Universal competencies 1

Environmental 2
  Environmental health and safety 3
  Environmental compliance and management 4
  Occupational health and safety 4
  Energy and emissions 6
  Waste 8
  Supplier environmental assessment 9
  Climate preparedness 10

Targets and metrics 11

Social 13
  Diversity, inclusion and belonging 14
  Supplier diversity 15
  Community impact 15

Governance 19
  Governance 20
  Political contributions and transparency 21
  Data privacy and cyber security 21
  Lifeline/E-rate/rural healthcare 22

Awards and accolades 23
  2019 CenturyLink awards and accolades 24
CenturyLink (NYSE: CTL) is a technology leader delivering networking, cloud connectivity, and security solutions to customers around the world. CenturyLink’s goal is to deliver technology that creates customer experiences that are better, easier, and simpler. Through our extensive global fiber network, CenturyLink provides secure and reliable services to meet the growing digital demands of businesses and consumers. CenturyLink is a valued solutions partner and the trusted connection to the networked world.

Universal competencies

Always put the customer first  |  Strive for operational excellence  |  Get the right things done  |  Communicate, listen and influence  |  Be a change maker  |  Champion diversity  |  Develop a growth mindset

These behaviors are the foundation in how we approach our work – and how we will grow and prosper. They guide how we conduct our business and support to one another, our customers, shareholders, business associates, and the people in the communities where we live and work.
Environmental
CenturyLink is committed to actively making choices to lessen our environmental footprint. Managing our environmental impacts requires balancing the needs of our employees, customers, shareholders, and the environment. This balanced approach means ensuring environmental compliance and sustainability efforts support the financial health of our business, the quality of service we offer our customers, and the value we create for our shareholders and our communities.

CenturyLink’s Environment, Health and Safety (EHS) team oversees and executes the company’s EHS and environmental sustainability visions.

Environment, health and safety (EHS) vision

CenturyLink is committed to achieving excellence in its protection of health, safety, and the environment for our employees, business partners, and global communities. The company will achieve and maintain excellence by:

- Evaluating risks to the company and developing and implementing effective strategies for mitigating identified risks
- Complying with applicable regulations and company requirements
- Allocating appropriate resources to facilitate implementation of the EHS function
- Communicating responsibilities and other requirements using effective training and awareness programs
- Encouraging employee participation
- Developing innovative and flexible solutions that drive improved EHS performance and contribute to achieving company objectives

Environmental sustainability vision

CenturyLink is committed to incorporating environmental sustainability principles and practices throughout our operations as we work to serve our customers and our communities. The company will maintain the following objectives to inform and drive our sustainability efforts:

- Identifying and implementing sustainability initiatives aligned with our overall business objectives
- Building and operating an energy efficient global communications network thereby reducing carbon emissions
- Reducing waste and energy/materials consumption
- Engaging employees and suppliers in our sustainability efforts
- Meeting applicable sustainability legal requirements
- Establishing sustainability metrics to measure the results of our efforts

The EHS program framework focuses on six key areas:

- Environmental compliance and management
- Occupational health and safety (OSHA)
- Energy and emissions
- Waste
- Supplier environmental assessment
- Climate preparedness
Environmental compliance and management

CenturyLink is committed to complying with applicable environmental regulatory requirements. CenturyLink’s environmental management systems (EMS) help us identify and mitigate the environmental impacts of our operations, drive continuous improvement, and facilitate regulatory compliance. CenturyLink ensures that internal and external issues, including authority and ability to control and influence, organizational units, physical boundaries, legal requirements, and contractual obligations are considered when determining the scope of the EMS.

Environmental management practices and procedures

The CenturyLink EHS team performs assessments and due diligence reviews of its programs, facilities, and waste vendors. We monitor environmental legislative activity and develop documented practices and procedures that support compliance with applicable laws and regulations and drive improved performance. CenturyLink also participates in the Environmental Health and Safety Communications Panel (EHSCP), where EHS professionals across the industry share best practices, monitor emerging issues, and engage with policy makers directly by commenting on and providing recommendations related to various proposed regulations.

Environmental management training

The CenturyLink EHS team evaluates training requirements of employees that play a role in environmental compliance and management systems and facilitates training accordingly in compliance with federal, state, and local regulations and company requirements.

ISO 14001-certified facilities

In 2019, CenturyLink added operations and facilities in Argentina to those in Colombia, Peru, Ecuador, Chile, and the United Kingdom that are certified in accordance with ISO 14001. We will continue to evaluate opportunities to certify additional facilities in the future.

Non-compliance with environmental laws and regulations

CenturyLink has over 29,000 global facilities that are subject to federal, state, and/or local environmental laws and regulations. In 2019, CenturyLink had three minor environmental compliance issues that resulted in $2,650 in fines. Compliance information is summarized in the “Targets and metrics” table below.

Occupational health and safety

CenturyLink is committed to providing a healthy and safe workplace for our employees and others who visit our workplaces. CenturyLink’s safety management system is designed to drive continuous improvement by incorporating “risk-based thinking” into our prioritization of health and safety objectives and organizational safety goals. CenturyLink believes that a systems approach focused on risks reduces operating costs, improves stakeholder engagement, enhances legal compliance and risk management, and improves our employee and customer experience.

Safety performance

In 2019, CenturyLink’s OSHA recordable occupational
injury and illness rate in the U.S. was 2.25 per 100 employees – well below the industry average for wired telecommunications carriers which is 3.2 per 100 employees (as of year-end 2018, the most recent available data as reported by the Bureau of Labor Statistics (BLS)). Recordable occupational injury and illness rates in our Europe Middle-East Africa (EMEA) and Latin America (LatAm) regions were 0.28 and 0.69 per 100 employees respectively. Safety performance information is summarized in the “Targets and metrics” table below.

Occupational health and safety practices and procedures

The CenturyLink EHS team conducts risk assessments and monitors health and safety legislation to develop policies and procedures that eliminate or control safety hazards and support compliance with applicable laws and regulations. Work-related hazards that pose a risk of high-consequence injuries are identified through risk assessments, incident investigations, employee feedback and by periodically reviewing injury claims data including lost time injuries and claims expenses. For example, in telecommunications working at heights is a hazard with the potential to result in a high consequence injury. CenturyLink has taken several steps to eliminate or reduce the risks posed by this hazard including:

- Elimination of the hazard by lowering certain outside plant equipment to ground level
- Substituting aerial lifts for climbing where feasible and applying engineering controls such as deploying lighter weight extension ladders with enhanced stability features
- Improving administrative controls by reviewing, revising, and updating safety training content and delivery

The CenturyLink EHS, Risk Management and Operations teams continuously monitor safety performance to evaluate opportunities to eliminate or reduce the risks of workplace hazards.

Mutual occupational safety and health committees

CenturyLink’s Mutual Occupational Safety and Health (MOSH) Committees in the U.S. provide an opportunity for represented employee participation and consultation in the implementation and as-needed modifications to our safety management system. MOSH committee members are responsible to identify, evaluate and help to implement practical and sustainable solutions to workplace health and safety issues. CenturyLink maintains state MOSH committees for Arizona, Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, New Mexico, North/South Dakota, Oregon, Utah, Washington, and Wyoming. These committees are codified in CenturyLink’s collective bargaining agreements with Communication Workers of America, District 7 and International Brotherhood of Electrical Workers, Local 206. Non-represented employees in these states and employees in other states are not currently included in management/labor safety committees.

Occupational health and safety training

The CenturyLink EHS team evaluates training requirements of employees and facilitates training accordingly to achieve and maintain compliance with federal, state, and local regulations, comply with our safety management system where applicable and also to target high frequency and high severity safety hazards. We believe this investment in training enables CenturyLink to maintain its better than industry safety performance.

Incident reporting and investigations

CenturyLink employees are responsible for reporting work-related incidents immediately to their manager and to the company’s 24/7 reporting systems. Work-related incidents include on-the-job injuries and illnesses, motor vehicle collisions, and property/equipment damage. We investigate reported safety incidents to identify ways to prevent recurrences. CenturyLink also reports safety incidents to the appropriate government agencies when required by applicable regulations.

Unsafe conditions and anti-retaliation measures

Employees are trained to immediately report unsafe or hazardous conditions or suspected violations of the law to management. If an unsafe or hazardous condition is reported, managers provide necessary warnings and report the unsafe or hazardous condition to the company’s EHS team and/or our 24/7 incident reporting system. Suspected violations of the company’s Code of Conduct or legal obligations are reported to the Integrity Line, the company’s compliance hotline. CenturyLink does not tolerate retaliation against anyone who in good faith reports known or suspected violations of our Code of Conduct which includes by reference our safety and health practices (e.g. reporting unsafe conditions and safety incidents). Retaliatory acts may lead to disciplinary action against the person responsible for the retaliation up to and including termination. Employees who believe they have experienced retaliation are encouraged to contact our Integrity Line.
Third-party certified safety management systems

In 2019, CenturyLink added operations and facilities in Argentina to those in Chile, Colombia, Ecuador, Peru, and the United Kingdom that are certified in accordance with OHSAS 18001 or ISO 45001 (UK only). CenturyLink’s decision to seek third-party safety management system certification is based upon a variety of factors including the scope and nature of the operation, legal requirements, and customer/market expectations. Work operations in areas not referenced above are not currently subject to a third-party certified safety management system. We will continue to evaluate opportunities to certify additional operations.

Energy and emissions

CenturyLink is committed to identifying and implementing actionable energy efficiency and greenhouse gas emissions reduction initiatives in order to reduce our carbon footprint.

Science-based target (SBT)

In 2019, CenturyLink established an SBT to reduce the company’s greenhouse gas emissions. As of December 2019, CenturyLink is one of only two North America-based telecommunications providers with an SBT approved by the Science-Based Target Initiative. For more information regarding science-based targets, visit: https://sciencebasedtargets.org/

CenturyLink established a science-based target to reduce the company’s absolute scope 1 and 2 GHG emissions by 18% and scope 3 GHG emissions by 10% by 2025 compared to a 2018 baseline year.

Carbon Disclosure Project participation

CenturyLink submits its annual climate change questionnaire to the CDP (formerly the Carbon Disclosure Project). The CDP is an independent, non-profit organization that aims to create an ongoing relationship and meaningful dialogue between investors and corporations about the implications of climate change. CDP’s network of investors represents $96 trillion in assets and its network of purchasers represent $3 trillion in purchasing power respectively.

CenturyLink’s CDP submittal includes comprehensive data and metrics related to the company’s energy and emission reduction initiatives, energy consumption, GHG emissions (third party-verified in accordance with ISO 14064-3), renewable energy purchasing, and climate-related risks and opportunities. CenturyLink was awarded a “B” grade for our 2018* global climate change mitigation efforts. We were ranked in the top one-third of responding companies in the telecommunications and data center services group. For more information regarding CDP and/or to view CenturyLink’s full disclosure, register with CDP at: www.CDP.net. Emissions data is captured in the “Targets and metrics” table below.

ISO 50001-certified facilities

In 2019, CenturyLink added our major facilities in Italy to those in Belgium, Germany, France, the Netherlands, and the United Kingdom that are certified in accordance with ISO 50001. CenturyLink will continue to maintain these certifications and evaluate opportunities to expand them to other facilities.

Energy efficiency and reduction initiatives

CenturyLink’s energy management teams lead an active program to improve efficiency, reduce energy consumption, and minimize carbon emissions in our facilities around the world. These initiatives include:

• Developing an ENOC (energy network operations center) to centrally monitor, manage, and reduce facility energy use via energy management and control systems and advanced data analytics
• Deploying and enhancing building energy management and control systems
• Turning down underutilized critical infrastructure equipment including excess rectifiers and unused

* The information CenturyLink submits to the CDP is completed in July and is based on the previous year’s data. Therefore, the data for its greenhouse gas emissions (Scope 1, 2 and 3) for 2019 is still being calculated and is not available at this time.
power plants
• Grooming, consolidating, and/or updating network switch equipment
• Installing and/or upgrading mechanical systems to improve efficiency, including the installation of VFDs (variable frequency drives) and variable speed EC (electronically commutated) fans
• Installing LED lighting retrofits and controls
• Improving facility airflow management, including deployment of hot aisle – cold aisle containment
• Increasing PUE (power usage effectiveness) monitoring and reporting
• Upgrading facility mechanical system chilled water systems
• Upgrading, replacing, and decommissioning UPS batteries
• In 2018, these initiatives saved 12,564 metric tons of GHG emissions

Transportation initiatives
The Environmental Protection Agency has estimated that GHG emissions from transportation represent about a quarter of total domestic emissions. CenturyLink initiatives to reduce transportation emissions include:
• In 2019 the CenturyLink deployed a new GPS platform for over 10,000 fleet vehicles which will assist in more efficient dispatching and operation. These efficiencies will result in fuel savings as well as reduced greenhouse gas emissions
• The CenturyLink fleet includes flex-fuel and propane-fueled vehicles. These vehicles produce significantly less greenhouse gas emissions than traditional vehicles

Renewable energy initiatives
Renewable purchasing – In 2018, CenturyLink purchased 195,368 MWh of renewably-sourced zero-carbon electricity, which equates to 64,103 metric tons of GHG emissions avoided. Renewable energy data is captured in the “Targets and metrics” table below.

Solar-powered sites – CenturyLink has approximately 30 standalone (off-grid) solar-powered radio sites ranging in size from a few hundred to several thousand watts in its portfolio.

Customer initiatives
CenturyLink helps customers reduce their energy consumption with our products and services by enabling smart technologies, dematerialization, and virtualization.

We believe being aligned with our customers’ climate change mitigation goals and communicating our efforts to support these goals creates a strategic advantage.

As outlined in the 2030 Global e-Sustainability Initiative (GeSI), By 2030, “Information and Communications Technology (ICT) could enable $11.4 trillion stakeholder benefits, comprising new revenues from new business opportunities across key sectors and reduced costs from greater efficiencies and decreased waste. ICT will provide benefits across the triple bottom line, from reducing CO2 and resource use, to generating additional revenues, cost savings, as well as wider societal benefits.”

Examples of how CenturyLink, as an ICT company, can assist our customers in reducing their environmental impact include:
• Connector of IoT (Internet of Things) solutions – CenturyLink not only connects devices and sensors to the internet, but also can connect business objectives with a solution that drives deeper analytical insights and real business value
• Remote energy management through CenturyLink Smart Home allows customers “anywhere management” of thermostat settings and to preprogram efficient energy practices such as turning lights on/off at specific times
• Minimization of carbon footprints through technologies such as Voice over Internet Protocol (VOIP) and Zoom, that reduce the need for air travel and other transportation
• Reduction of paper waste with online billing and autopay
• Set-top box energy conservation – CenturyLink, in 2019, continued its voluntary participation with cable, satellite and telco service providers and set-top box manufacturers in the Voluntary Agreement for Ongoing Improvement to the Energy Efficiency of Set-Top Boxes. The agreement stipulates that at least 90 percent of new set-top boxes purchased and installed beginning Jan. 1, 2013, will meet the U.S. Environmental Protection Agency Energy Star 3.0 efficiency levels (“Tier 1” standards). In addition, it stipulates that set-top boxes procured beginning Jan. 1, 2016, must meet more efficient standards (“Tier 2” standards). The 2019 report by independent auditor D+R International shows that “the Voluntary Agreement has reduced the national set-top box annual energy consumption by 39% over six years, yielding cumulative savings of more than $5 billion in electricity costs and avoiding 28.6 million metric tons of CO2 emissions”
• Small network equipment energy conservation – In 2019, CenturyLink also continued its participation in
the Voluntary Agreement for Ongoing Improvement to the Energy Efficiency of Small Network Equipment with other residential broadband Internet service providers and manufacturers of small network equipment. This equipment includes items such as modems and routers used by consumers to access such services. The primary objective of the agreement is to increase the energy efficiency of small network equipment while promoting rapid innovation and timely introduction of new features. At least 90 percent of small network equipment procured, must meet the energy efficiency standards established by the agreement. The 2019 report issued by independent auditor D+R International showed that “the average idle mode energy usage of SNE relative to average broadband speed has decreased by 66% since the agreement was ratified in 2015”

Employee initiatives

CenturyLink has established ways to allow employees to participate in sustainability efforts.

“Going Green” –
- Employees may submit suggestions via our “Going Green” program, which are then evaluated to determine feasible ways to implement environmentally sustainable practices into the organization.
- The “Green Tip Board” is an internal platform for employees to obtain sustainable tips and ideas. It showcases both individual and organizational practices that can help make a positive impact.

Electric vehicle (EV) charging stations –
- To accommodate increased demand, CenturyLink doubled EV charging capacity at the Broomfield, Colo. office in late 2018 with the addition of two dual-port charging stations. Four (Level 2-ChargePoint) dual-port stations now provide charging for up to eight EVs at once. As a direct result of the doubled charging capacity, the number of employees utilizing the stations increased by 41% and twice as many GHG emissions were avoided in 2019 compared with 2018. Through year-end 2019, the Broomfield stations have delivered a combined total of 12,362 charging sessions, avoiding approximately 58 tons of GHG emissions.
- In 2015, CenturyLink partnered with Kansas City Power and Light to install three (Level 2-ChargePoint) dual-port electric vehicle charging stations at CenturyLink’s office in New Century, Kan. These stations provide charging for up to six EVs at once.

Commuter programs –
- CenturyLink offers commuter programs to employees in Seattle, Portland, and Phoenix to encourage the use of public transportation. In partnership with Denver’s Regional Transportation District (RTD), CenturyLink offers employees who commute to work discounted monthly transit via bus or light rail paid on a pre-tax basis. The Center for Climate and Energy Solutions estimates the average commuter using public transit saves about $9,738 annually and can lower a commuter’s carbon footprint by 4,800 pounds annually, based on a 20-mile round trip commute.

Collaborative initiatives

Telecommunications Industry Association (TIA) - Corporate Sustainability Working Group (CSWG) –
- TIA CSWG is comprised of companies that prioritize sustainability. The group focuses on engaging best practices in benchmarking company and supply chain performance such as establishing science-based targets, recycling opportunities for telecommunications equipment, and discussing the future of circular economy as it pertains to the telecommunications industry. As an active member and contributor to the TIA CSWG, CenturyLink works alongside other industry leaders to support the team’s goals and objectives.

Waste

CenturyLink is committed to establishing and enhancing internal waste management programs and initiatives to reduce waste through minimization, re-use, and recycling. These programs and initiatives are also intended to ensure the appropriate disposition of hazardous wastes. The EHS team assists in determining waste management methods, submitting annual reports to regulatory agencies regarding disposal, and auditing disposal facilities for environmental compliance.

CenturyLink does not manufacture the products used for its services, but partners with suppliers that are required to follow applicable environmental standards. See the Supplier Environmental Assessment section below for additional information.

Recycling and product end-of-life management

The CenturyLink Waste Minimization and Recycling Program diverts millions of pounds of electronic and communications equipment from landfills each year. CenturyLink recycles telecommunications equipment and many other items such as batteries, wood poles, electronics, copper wire, fluorescent lamps, fleet oil and solvents. Recycling data is captured in the “Targets and
When it’s time to dispose of paperwork or non-paper media, CenturyLink values the security of that information – whether it’s customer, company or employee-related. CenturyLink uses a secure shred program where employees dispose of company documents and media through responsible recycling practices. In 2019, more than 1,050 CenturyLink sites collected, securely shredded and recycled more than 891 metric tons of paper. Paper recycling data is captured in the “Targets and metrics” table below.

<table>
<thead>
<tr>
<th>Key metric</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4,290 metric tons</strong> of telecommunications equipment recycled in 2019</td>
</tr>
</tbody>
</table>

Paper recycling

When it’s time to dispose of paperwork or non-paper media, CenturyLink values the security of that information – whether it’s customer, company or employee-related. CenturyLink uses a secure shred program where employees dispose of company documents and media through responsible recycling practices. In 2019, more than 1,050 CenturyLink sites collected, securely shredded and recycled more than 891 metric tons of paper. Paper recycling data is captured in the “Targets and metrics” table below.

Significant chemical spills

In 2019, CenturyLink had no significant chemical spills at its facilities.

Supplier environmental assessment

CenturyLink expects our suppliers to embrace and share CenturyLink’s commitment to integrity and compliance. While CenturyLink understands that its suppliers are independent entities, a supplier’s business practices may impact or reflect upon CenturyLink. Therefore, CenturyLink requires suppliers to review and comply with our Supplier Code of Conduct, in addition to their own comparable standards of ethical business conduct, while conducting business with or on behalf of CenturyLink.

Through contracts, CenturyLink requires its suppliers to use reasonable efforts to provide commercially available:

- environmentally preferable, energy-efficient services and products (based on best-in-class guidelines)
- services that eliminate or reduce the generation of hazardous waste/materials and the need for special material processing
- services and products that promote the use of non-hazardous, recovered and recycled materials

Supplier environmental reviews

To ensure that CenturyLink suppliers are meeting its Supplier Code of Conduct, CenturyLink conducts environmental reviews of its suppliers who pose the most potential risk to the company. These environmental reviews are done by both on-site visits and by records review.

Procurement

CenturyLink has implemented programs in the procurement of its products and services to lessen its environmental impact, including:

- **EPA SmartWay** – CenturyLink is a member of the EPA’s voluntary SmartWay Transport Shippers program. The SmartWay program recognizes partners that set and achieve goals to reduce greenhouse gas emissions in their freight transport operations. It encourages using SmartWay partner freight carriers that are improving their own fuel efficiency, which helps reduce potential environmental impacts from freight shipping activities.

- **Telecommunications Energy Efficiency Ratio** – CenturyLink requires suppliers to apply the Telecommunications Energy Efficiency Ratio (TEER) metric to appropriate proposal submissions. The TEER measures and uniformly quantifies energy consumption for network components, which helps ensure the energy efficiency of new network equipment.

CenturyLink expects our suppliers to embrace and share CenturyLink’s commitment to integrity and compliance.
Climate preparedness

CenturyLink is committed to ensuring business resiliency and survivability during an incident or business disruption. Our Corporate Business Continuity Management (BCM) program supports an environment of prevention, collaboration, communication, response, and recovery--ensuring our ability to serve customers, shareholders, and employees in the face of disruptive events.

CenturyLink prepares for any number of potential impacts to our network services and our operation by evaluating various risks to our ongoing operations when considering siting new facilities and/or expanding our network. These risks include climate change related events such as more frequent and/or intense flooding, windstorms, hurricanes/cyclones, storm surge, etc.

Annually, the BCM team requires each functional group to evaluate the criticality of their business processes at the location or asset level. Critical processes are subject to a business impact analysis which includes criteria for materiality and priorities. Maximum allowable downtimes are identified which drive the recovery time objectives for critical processes and systems. The hazards/threats that are possible outcomes of climate change that are included in this process include flooding from rising ocean levels or increased severe weather, disruption to our supply chain, loss of people or facilities due to disruptive natural phenomena such as tornadoes, cyclones, tsunamis, hurricanes, drought, wildfires, and other extreme weather events as well as displacement of populations and civil unrest. The overall business continuity strategy, processes, and results are communicated to the executive leadership team and made available to all employees.

Our industry faces many environmental challenges, and CenturyLink is committed to working toward solving them. CenturyLink uses remote work strategies to minimize the impact to customers and the environment during disasters, and pandemics. Further evidence to CenturyLink’s commitment and response to the recent COVID-19 pandemic is outlined here: https://news.centurylink.com/covid-19. Environmentally sound data center design and the use of virtualization technology contribute to the resiliency, high availability, and recoverability of our operations.
# Environmental compliance and sustainability targets and metrics

<table>
<thead>
<tr>
<th>Category</th>
<th>Measure</th>
<th>Scale</th>
<th>Unit</th>
<th>Target reduction goal</th>
<th>2019</th>
<th>2018</th>
<th>Percent of target met</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GHG emissions</strong></td>
<td>GHG scope 1 Thousands</td>
<td>Metric tons</td>
<td>CO2e</td>
<td>See below</td>
<td>Being calculated</td>
<td>286</td>
<td>In progress</td>
</tr>
<tr>
<td></td>
<td>GHG scope 2 Thousands</td>
<td>Metric tons</td>
<td>CO2e</td>
<td>See below</td>
<td>Being calculated</td>
<td>1,911</td>
<td>In progress</td>
</tr>
<tr>
<td></td>
<td>Total GHG Thousands</td>
<td>Metric tons</td>
<td>CO2e</td>
<td>See below</td>
<td>Being calculated</td>
<td>2,197</td>
<td>In progress</td>
</tr>
<tr>
<td></td>
<td>GHG scope 3 Thousands</td>
<td>Metric tons</td>
<td>CO2e</td>
<td>See below</td>
<td>Being calculated</td>
<td>2,179</td>
<td>In progress</td>
</tr>
<tr>
<td><strong>Renewable energy</strong></td>
<td>Renewable energy Hundreds</td>
<td>MWh</td>
<td>N/A</td>
<td>See below</td>
<td>Being calculated</td>
<td>195,368</td>
<td>NA</td>
</tr>
<tr>
<td><strong>Waste recycled</strong></td>
<td>Waste recycled Thousands</td>
<td>Metric tons</td>
<td>N/A</td>
<td>See below</td>
<td>4.29</td>
<td>3.45</td>
<td>NA</td>
</tr>
<tr>
<td><strong>Paper recycled</strong></td>
<td>Paper recycled Thousands</td>
<td>Metric tons</td>
<td>N/A</td>
<td>See below</td>
<td>0.891</td>
<td>0.912</td>
<td>Meeting goal</td>
</tr>
<tr>
<td><strong>Environmental fines and significant spills</strong></td>
<td>Environmental fines #</td>
<td>#</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Environmental fines Whole dollars</td>
<td>Currency (US)</td>
<td>0.00</td>
<td>$2,650</td>
<td>0.00</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Significant spills</td>
<td>#</td>
<td>#</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>NA</td>
</tr>
</tbody>
</table>

* # indicates the measure, scale or unit is a number.*
# Targets and metrics

## Health and safety metrics

<table>
<thead>
<tr>
<th>Category</th>
<th>Measure</th>
<th>Scale</th>
<th>Unit</th>
<th>Industry average (recent year) or goal</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>North America</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High consequence injury rate</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>2.4</td>
<td>0.89</td>
<td>0.85</td>
</tr>
<tr>
<td>Total recordable incident rate</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>3.2</td>
<td>2.25</td>
<td>2.28</td>
</tr>
<tr>
<td>Employee fatalities</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Number of h and s fines</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>0.00</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Cost of h and s fines</td>
<td>Whole dollars</td>
<td>#</td>
<td>Currency (US)</td>
<td>0.00</td>
<td>4,550</td>
<td>28,000</td>
</tr>
<tr>
<td><strong>EMEA</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High consequence injury rate</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>Not reported</td>
<td>0.06</td>
<td>Not reported</td>
</tr>
<tr>
<td>Total recordable incident rate</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>Not reported</td>
<td>0.28</td>
<td>Not reported</td>
</tr>
<tr>
<td>Employee fatalities</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>0</td>
<td>0</td>
<td>Not reported</td>
</tr>
<tr>
<td>Number of h and s fines</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>0</td>
<td>0</td>
<td>Not reported</td>
</tr>
<tr>
<td>Cost of h and s fines</td>
<td>Quantity</td>
<td>#</td>
<td>Currency</td>
<td>0</td>
<td>0</td>
<td>Not reported</td>
</tr>
<tr>
<td><strong>LATAM</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High consequence injury rate</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>Not reported</td>
<td>0.39</td>
<td>Not reported</td>
</tr>
<tr>
<td>Total recordable incident rate</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>Not reported</td>
<td>0.69</td>
<td>Not reported</td>
</tr>
<tr>
<td>Employee fatalities</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>0</td>
<td>0</td>
<td>Not reported</td>
</tr>
<tr>
<td>Number of h and s fines</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>0</td>
<td>0</td>
<td>Not reported</td>
</tr>
<tr>
<td>Cost of h and s fines</td>
<td>Quantity</td>
<td>#</td>
<td>Currency</td>
<td>0</td>
<td>0</td>
<td>Not reported</td>
</tr>
</tbody>
</table>

- # indicates the measure, scale or unit is a number
- High Consequence Injuries for NA include those that resulted in days away from work or restricted duty
- High Consequence Injuries for EMEA and LATAM include those that resulted in greater than 3 lost workdays
- Recordable Injuries for NA include those that are recordable per OSHA regulations
- Recordable Injuries for EMEA include any safety incident reported to EHS even if an injury did not result. For example, trip and/or fall with no first aid or medical treatment required
- Recordable Injuries for LATAM include those that resulted in medical treatment beyond first aid
Social
Diversity, inclusion and belonging

CenturyLink believes that fostering a diverse and inclusive environment is more than the right thing to do – it is good business. We embrace the rich mix of cultures, viewpoints, and backgrounds that come from a global workforce of approximately 42,500, and we draw upon their different experiences in all areas of the business – from company culture to customers to communities we serve.

Diversity and inclusion steering committee

Creating and maintaining a diverse workforce requires companywide dedication and focus – starting from the top of our organization. To underscore our commitment, CenturyLink has established a diversity and inclusion steering committee (DISC), made up of six senior leaders who help shape, drive, and champion our overall diversity, inclusion, and belonging strategy. The DISC evaluates our diversity initiatives, like training and education, marketing, hiring, compensation, promotion, retention, talent development, company culture, and employee engagement.

Employee resource groups

Our 10 global employee resource groups (ERGs) are communities of employees founded on different cultures and beliefs, offering members a sense of belonging. Being part of an ERG helps enhance the work and lives of our employees – contributing to improved engagement and business results.
Recruiting and outreach
CenturyLink prioritizes attracting and retaining a talented and diverse workforce by:

- Posting job openings on more than 200 diversity job boards
- Celebrating Black History Month, Women's History Month, PRIDE Month, Asian/Pacific Heritage Month, Veterans Day, Hispanic Heritage Month, National Disability Employment Awareness Month, Native American Heritage Month, and other observances
- Sponsoring and participating in events, forums, and trainings to support and recruit diverse talent, including women, minorities, veterans, active military, LGBTQ+ individuals, individuals with disabilities, and other groups
- Partnering with and recruiting from diverse colleges and universities through our University Relations program, helping strengthen the diversity of our talent pipelines
- Maintaining an alumni platform to encourage former employees and retirees to engage with us and consider future work opportunities

Regional view - EMEA

- In 2019 we launched EMEA chapters of two of our CenturyLink ERGs: Millennial Minds and FRIENDS. Our Women Empowered and Global Communities ERGs continue to be active, having organized events to support and raise the profile of diverse employee groups. We anticipate the formal launch of an EMEA chapter for Pride in 2020.
- We have renewed our membership and use of the Working Mums job site, aiming to attract women returners to the workplace and maximizing the work/life flexibility that we offer. This has included the use of videos to ensure that candidates from all backgrounds hear voices of real employees to learn about our supportive and progressive culture.
- The EMEA region has introduced a range of flexibility measures, which enables our employees to balance the needs of their personal and work lives. These measures include core hours and Flex4Friday as well as industry leading maternity and paternity provisions.

Benefits and wellness policies

- CenturyLink offers progressive employee benefits and enhancements that recognize the diverse needs of our employees and their families, including: a comprehensive wellness program, flexible time off, extended maternity/parental leave, Milk Stork program for nursing mothers, fertility benefits, gender-affirming and same sex/domestic partner health care benefits, adoption benefits, survivor benefits, and disability accommodations.

Supplier diversity

The corporate supplier diversity organization is an integral part of CenturyLink’s global procurement and supply chain. This function within CenturyLink identifies and encourages business opportunities for purchasing products and services from certified small businesses, as well as businesses run by and supporting women, minorities, disabled veterans, veterans, people with disabilities, and lesbian, gay, and transgender individuals.

Community impact

Our vision
To be recognized as a trusted community partner around the globe through our strategic community investments.

Our mission
To leverage our time, talents and treasure to invest in and create a long-term positive impact in the communities we serve.
We support the passions and interests of our employees and empower them to be a positive influence in the world. We are proud to provide many opportunities to be good neighbors by volunteering time and talent to support the causes that matter most to our employees. CenturyLink was recognized by Points of Light in partnership with CSR Solutions of Colorado as one of the 50 most community-minded companies in Colorado, known as the Civic 50. The group sets the standard for community engagement and highlights companies that have found effective ways to use their time, talent and resources to improve the quality of life in local communities.

The company focuses charitable giving and volunteerism on our employees’ passions and strengthening communities through educational programs that support youth and technology-focused initiatives. CenturyLink supports non-profits across the country through its Dollars for Doers program, the match on our annual Employee Giving Campaign and helps fight hunger in our communities through the match on our Campaign to Fight Hunger. In addition, we provide science, technology, engineering and math (STEM) solutions in pre-K-12 schools through our Teachers and Technology grants program.

Employee volunteer program and Dollars for Doers

Employees and teams are encouraged and supported to actively volunteer and give back to their communities through causes that are important to them. Employee volunteerism is supported through the Dollars for Doers program. Through this program, employees or teams of employees who volunteer 40 hours or more, within a six-month period, can earn a $500 grant to an eligible 501(c)(3) non-profit agency. In 2019, we awarded over 250 grants totaling over $130,000 in support of employee volunteerism.

Much of our volunteerism is initiated by our CenturyLink Cares Ambassadors - employees with a commitment to the community are empowered to partner with the Corporate Social Responsibility (CSR) team to inform, engage and inspire others. CenturyLink encourages volunteerism throughout the year and tracked more than 42,000 employee volunteer hours in 2019, with over 27% of these hours supporting education and youth programs. View our Volunteers in Action video here.

Skills-based volunteerism – CenturyLink has relationships with STEM schools and has identified ways the company can engage students early and get them interested in STEM and ultimately CenturyLink: building our own pipeline of talent through STEM. P-TECH (Pathways in Technology Early College High School) is one such program where volunteers, who are subject matter experts, work with schools to design essential workplace competencies and technical skills and assist in design of high school and college course scope and sequence that will be taught during high school to diverse, under-resourced youth. Students must apply to this program and commit to six years to obtain an Associates of Applied Science in Technology through the partnered community college. Each year a new cohort of students enters the P-TECH program. At the end of each school year, the 9th and 10th grade students participate in a 3-day Camp SQL and the 11th grade students participate in a 3-day P-TECH Academy with formal job rotations throughout CenturyLink. The program provides volunteer mentor touch points to middle and high school students to engage around STEM, not only in curriculum design, but mentoring and advising opportunities, onsite job shadow opportunities, campus tours, expert panel speaking engagements, and guest lecturer opportunities.

Our PTECH students represent first generation college seekers, English Language Learners (ELL), females, and students who are considered under-represented or low-income. We are proud to announce that of our 12 PTECH students who received straight A’s in their college course, 100% were first generation college seekers and 50% were female.

<table>
<thead>
<tr>
<th>PTECH students</th>
<th>1st Gen</th>
<th>Female</th>
<th>ELL</th>
<th>Under rep.</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cohort 1 12th grade</td>
<td>88%</td>
<td>41%</td>
<td>59%</td>
<td>71%</td>
<td>17</td>
</tr>
<tr>
<td>Cohort 2 11th grade</td>
<td>85%</td>
<td>30%</td>
<td>45%</td>
<td>70%</td>
<td>20</td>
</tr>
<tr>
<td>Cohort 3 10th grade</td>
<td>86%</td>
<td>24%</td>
<td>34%</td>
<td>59%</td>
<td>29</td>
</tr>
<tr>
<td>Cohort 4 9th grade</td>
<td>86%</td>
<td>31%</td>
<td>41%</td>
<td>93%</td>
<td>29</td>
</tr>
<tr>
<td>Fall 19 cohort students with straight A’s in college classes</td>
<td>100%</td>
<td>50%</td>
<td>42%</td>
<td>75%</td>
<td>12</td>
</tr>
</tbody>
</table>
Employee giving campaign

CenturyLink also provides employees with a method for continual giving to charities they support. During the company’s annual employee giving campaign, U.S. employees can donate to eligible 501(c)(3) agencies through payroll deduction. In turn, CenturyLink matches those donations with a gift to the United Way in the employees’ local community.

Campaign to fight hunger

At CenturyLink, we know that regardless of the size or location of a community, hunger is an issue. Since 2009, we have worked to fight hunger in our communities through our annual campaign to fight hunger.

Our campaign to fight hunger was created to generate donations for food banks around the globe and help raise awareness of food insecurity in communities in our own backyard. We have provided more than 80 million meals since the program’s inception. In 2019, through the generous donations of our employees and a corporate match, we provided over 360,000 meals to those in need and volunteered at food relief agencies across the globe.

Teachers and technology grants

To support STEM education, CenturyLink offers pre-K-12 teachers in schools an opportunity to earn grants of up to $5,000 to innovatively implement technology in their classrooms. The CenturyLink teachers and technology program annually awards grants to schools across the country and has provided over $11 million since 2008. Grants are used for a number of technology solutions, including but not limited to laptops, projectors, drones, graphic design and photography equipment, microscopes and robotics. In 2019, we supported 81,786 students through the award of 180 grants.

Teachers interested in applying for a grant during the application window should visit www.centurylink.com/teachersandtechnology.

Example of a teachers and technology grant award

Keller Elementary teacher Deborah Clark’s project “Drones aren’t Just Toys, Real Life Applications for the Classroom” aimed to bring drone technology to 4th, 5th and 6th grade students through their science, math, language arts/reading and social studies curriculum. Students will focus on three projects to help learn how drones work, how drones can be modified for specific purposes and drone regulations and pertinent legal considerations. For their first project, the team will partner with local search and rescue teams to see how their drones could be implemented to help locate a person in distress, deliver that person supplies and track their coordinates for rescue. For their second project, they will focus on modifying the drones to accommodate data collection including soil, vegetation and water samples. Their final project will involve partnering with forestry partners in the community. Student teams will modify the drones to carry grass seed and spread the seed on skid trails after trees are harvested.
Regional community impact

As a socially responsible corporate citizen, we are committed to giving back to and creating shared benefits with the communities in which we serve. In 2019, we engaged and partnered with various organizations to address communities’ needs and contribute to building a more inclusive community around the globe.

The EMEA region has held a wide range of activities directly improving lives in local communities. Recent examples include building relationships with local schools, supporting learning and encouraging females’ careers in technology, cleaning beaches in the Netherlands, or fundraising efforts, such as the Thames bridge walk which raised over £15,000 for cancer research. CenturyLink employees in EMEA are quick to get involved. We have had great responses to local initiatives such as supporting local food banks and holiday giving programs to less fortunate children in our communities.

Employees in Latin America participated in numerous corporate social responsibility initiatives to specifically support at-risk children and families in need. Employees donated not only their time, but donated food items, clothing, school supplies, toiletry items, etc., to charities providing education and social and psychological support to children and women in vulnerable environments.

In India, the corporate social responsibility focus continues to be on hunger, poverty, and malnutrition, while promoting the support of natural disaster victims and children in need of healthcare. A few keys highlights of employee efforts include sponsoring wholesome meals to school children, preparing and serving meals to school children, providing support to human trafficking victims and supporting flood relief efforts in north Karnataka.

Our employees in APAC actively participated in various corporate social responsibility initiatives and contributed to different charitable organizations. To encourage volunteerism and to give back to the community, APAC set up corporate social responsibility committees in Australia, Japan, Hong Kong, and Singapore to drive sustainable contributions to the community. As an example, in Singapore, we participated in the Hair for Hope charity for the second year running. Eleven CenturyLink Cares Ambassadors shaved their heads to raise SGD 17,000 in support towards the Children’s Cancer Foundation.
Governance

Responsible corporate citizenship has long been a part of our governance and business strategy and continues to be a key priority for our Board and management team. CenturyLink’s Nominating and Corporate Governance Committee has oversight of ESG and works in conjunction with designated management teams to evaluate our ESG program and to identify meaningful environmental, social, financial factors and communication plans regarding our ESG strategy.

Global ethics and compliance

CenturyLink’s global Corporate Ethics and Compliance Program is designed to communicate the ethical and legal standards that govern our business conduct. We expect our employees, agents, business partners and other third-party representatives to embrace the standards embodied in our Unifying Principles, and to act with the highest level of integrity and in accordance with all applicable laws and industry and trade regulations when doing business with and on behalf of CenturyLink.

CenturyLink’s Code of Conduct is the cornerstone of our corporate ethics and compliance program. The Code sets forth the basic principles we must follow to uphold our company’s ethical business culture and provides guidance and resources to help employees make ethical business decisions. CenturyLink employees are trained on the Code and must acknowledge their obligations under the Code on an annual basis. CenturyLink’s Supplier Code of Conduct describes the ethical requirements of our suppliers, partners, contractors, vendors and other third parties with whom we do business.

Reporting concerns – our global integrity line

CenturyLink promotes a culture of honest communication and mutual respect, and, in this regard, maintains a confidential compliance hotline – the integrity line – which is available to employees and external stakeholders 24 hours a day, seven days a week.

The integrity line is available to all employees in all CenturyLink locations around the world, and employees have the option to make reports in their local languages, whether via telephone, e-mail or web intake. CenturyLink encourages employees to contact the Integrity Line to seek guidance regarding ethics and compliance issues, to report actual or suspected misconduct, and to obtain information about CenturyLink’s policies and procedures. CenturyLink allows employees to make anonymous reports, where permitted under applicable law, and prohibits retaliation. CenturyLink’s ethics and compliance function includes a dedicated corporate investigations team, and CenturyLink does not tolerate retaliation for voicing concerns or for participating in investigations.

Commitment to human rights

At CenturyLink, our commitment to human rights is integrated into every aspect of our business. Our Code of Conduct addresses our position on topics that relate directly to human rights, such as privacy, data security, diversity, inclusion and fair treatment, individual rights, confidentiality of information, health and safety, and our prohibition on the use of forced or involuntary labor in the supply chain. We train our employees to recognize and report violations of human rights laws, such as those relating to child labor, forced labor, discrimination and harassment, and fair compensation.

In addition, our supplier code of conduct and our third-party contracts further advance our commitment by holding our vendors, suppliers and other third parties with whom we do business accountable for upholding the laws and ethical standards that promote human rights. Through our Supplier Code and third-party contracts, we specifically prohibit the use of any form of child labor or forced labor, including any form of human trafficking, in the supply chain. Our supplier code further requires that suppliers around the globe uphold CenturyLink’s commitment to freedom of association.

No tolerance for bribery or corruption

CenturyLink competes in the marketplace on the basis of service and product quality, pricing, and reputation. We prohibit all corrupt practices and unethical payments, including bribes and kickbacks, everywhere we do business. In accordance with our Anti-Corruption Policy and Supplier Code of Conduct, we require our employees and those with whom we do business to adhere to all applicable anti-bribery and anti-corruption laws, including the Foreign Corrupt Practices Act and the UK Bribery Act. Our employees are required to disclose and obtain pre-approval before offering anything of value to government officials, and these processes are regularly audited to regulate compliance. In addition, we communicate our anti-bribery policy to our agents, contractors, partners and vendors, conduct diligence to determine they meet our standards of integrity and require them to certify that they will abide by all applicable laws and regulations. CenturyLink also strictly prohibits financial crimes, such as money laundering, the facilitation of tax evasion, terrorist financing, securities fraud, and market manipulation.

Compliance with antitrust and fair competition laws
CenturyLink recognizes that competition benefits consumers and the free marketplace, while anticompetitive practices stifle economic growth. As set forth in our Code of Conduct and Antitrust and Fair Competition Policy, CenturyLink is committed to compliance with antitrust and fair competition laws around the globe. We reinforce the importance of these laws through our training and communication initiatives and provide examples to ensure our employees are able to recognize, avoid, and report anti-competitive conduct.

As our business expands globally, we continue to shape our corporate ethics and compliance program to address those issues that are relevant to our business within our diverse world market. Additional information on CenturyLink’s ethics and compliance program, including the Code of Conduct and the Integrity Line, is available at http://www.centurylink.com/aboutus/governance/ethics-and-compliance.html.

**Political contributions and transparency**

CenturyLink encourages its employees to be actively involved in the community, including supporting political candidates and initiatives of their choice. CenturyLink employees and representatives are expected to comply with all applicable laws regarding political contributions.

CenturyLink has established various Political Action Committees (PACs) that are legally recognized organizations that accept voluntary contributions and make expenditures to support candidates for elected office. Only eligible employees may contribute to a CenturyLink employee PAC. CenturyLink does not attempt to influence employee contributions or political activities.

CenturyLink values responsible corporate governance and participates in the political process in an effort to formulate public policies that benefit our customers, shareholders, employees, and the communities we serve. We provide transparency regarding our political contributions and expenditures. The company publishes a semiannual Political Contributions Report on our corporate website. Specifically, our Report discloses our corporate political contributions and those of our political action committees in accordance with federal and state campaign finance laws, and contributions to trade associations and 501(c)(4) organizations.

CenturyLink takes data privacy very seriously; safeguarding personal information and protecting privacy of customers, vendors, employees and all stakeholders are among our priorities.

As a communications company that transmits large amounts of information over our networks, we clearly recognize that maintaining the security and integrity of information, data, and systems under our control are priorities. Consequently, we have strong controls around cybersecurity and data privacy which include a global information security management program designed to provide consistent solutions to risks which may arise.

Like most companies, we have certain information about our customers and may use it to provide our services. We also share it where appropriate to meet our business goals or fulfill our legal obligations. We protect the information we have about our customers, and we require those we share it with to protect it, too.

The CenturyLink Privacy Policy describes how we use and protect the information we collect about customers and their privacy options. Our Privacy Policy is available at www.centurylink.com/privacy.
Lifeline/E-rate/rural healthcare

CenturyLink is a major participant in the Federal Communications Commission’s Lifeline, E-rate and rural healthcare programs.

Lifeline provides certain discounts on monthly service to qualified residential subscribers. The program helps low-income households stay connected. Lifeline provides eligible customers a discount on qualifying voice or broadband service. Residents of tribal lands may qualify for an additional Lifeline discount, as well as support for initial installation costs for new service.

E-rate provides funding for schools and libraries to obtain broadband services, while rural healthcare provides funding for healthcare providers to obtain necessary services. These programs help schools, libraries and healthcare systems stay connected.
Awards and accolades
2019 CenturyLink awards and accolades

CenturyLink honored with Civic 50 Colorado Award
– CenturyLink was recognized by Points of Light in partnership with CSR Solutions of Colorado as one of the 50 most community-minded companies in Colorado, known as the Civic 50. The group sets the standard for community engagement and highlights companies that have found effective ways to use their time, talent and resources to improve the quality of life.

CenturyLink listed with FTSE4Good In 2019
– CenturyLink was awarded listing in the FTSE4Good Index Series for the seventh year in a row. Listing in the FTSE4Good Index Series is designed for those companies whose performance demonstrates strong Environment, Social and Governance (ESG) practices.

CenturyLink named one of Barron’s Top 100 Sustainable Companies
– The Barron’s Top 100 Sustainable Companies ranking takes into account things like environmental policies, diversity, stakeholder relations, board structure and workplace safety. CenturyLink was ranked 43rd in 2019, up from 50th in 2018 and 63rd in 2017.

CenturyLink ranked as an EcoVadis Silver class company
– CenturyLink was ranked in 2019 as a Silver class company with an aggregate score of 50. The Silver rating positions the company in the top 30% of all companies for ethical and responsible employment and business practices, sustainable procurement and environmental management. EcoVadis is the world’s most trusted provider of Corporate Social Responsibility (CSR) practices and sustainability ratings, intelligence and collaborative performance improvement tools for global supply chains.

CenturyLink recognized by CENIC for supporting high-speed broadband for research and education community
– For committing to support CENIC and understanding the importance of high-speed broadband for the research and education communities in California, CenturyLink was recognized with CENIC’s 2019 Innovations in Networking Award for a Corporate Partner.

CenturyLink named one of Barron’s Top 100 Sustainable Companies
– The Barron’s Top 100 Sustainable Companies ranking takes into account things like environmental policies, diversity, stakeholder relations, board structure and workplace safety. CenturyLink was listed 50th in Barron’s 2019 ranking.

CenturyLink honored by Frost and Sullivan for its portfolio of full-featured SD-WAN services
– Based on its analysis of the North American managed, software-defined wide area networking (SD-WAN) services market, Frost and Sullivan recognized CenturyLink with the 2019 North American Innovation Excellence Frost Radar Award.

CenturyLink CEO awarded Industry Executive of the Year at MEF 2019
– CenturyLink CEO Jeff Storey was recognized at the 2019 Metro Ethernet Forum for driving the successful merger of CenturyLink and Level 3, realizing benefits ahead of plan and leading bold investments in technology, advanced networking and enterprise services.

CenturyLink presented eight awards for Service and Network Excellence at MEF 2019
– The Metro Ethernet Forum’s awards program is the largest in the world, enabling next-generation network services, including LSO (Lifecycle Service Orchestration), SDN/NFV, SD-WAN and Carrier Ethernet technologies. CenturyLink’s focus on the customer experience through innovative, relevant and competitive solutions was key to being selected for the following awards: Retail Service Provider of the Year (Global), Retail Service Provider of the Year (North America), Wholesale Service Provider of the Year (Global), SD-WAN Service Provider of the Year (Global), SD-WAN Service Provider of the Year (North America), Enterprise Application Award for Education, and Enterprise Application Award for Transportation.

CenturyLink ranked #14 on Careers and the disABLED Magazine’s 2019 Top 50 Employers List
– In an annual survey, the magazine’s readers recognized CenturyLink as one of the top 50 companies in the U.S. for which they would most prefer to work or believe provides a positive working environment for people with disabilities.

CenturyLink named to Minority Engineering Magazine’s 2019 Top 50 Employer’s List
– CenturyLink ranked #20 on the 28th Annual Top 50 Employers in the U.S. by Minority Engineering Magazine. Readers of the magazine selected the top companies and/or government agencies in the country they would most like to work for or believe provide a positive working environment for engineers who are members of minority groups.
CenturyLink earns perfect score on 2019 Human Rights Campaign Corporate Equality Index – CenturyLink earned a perfect score on the 2019 Human Rights Campaign Corporate Equality Index (CEI). The CEI is the United States’ premier benchmarking survey and report measuring corporate policies and practices related to LGBTQ workplace equality.

CenturyLink named to Equal Opportunity Magazine’s 2019 Top 50 Employers List – CenturyLink ranked #16 on the Top 50 Employers in the U.S. by Equal Opportunity Magazine. Readers of the publication selected the top U.S. companies and/or government agencies that they would most like to work for or believe provide a positive working environment for members of minority groups.

CenturyLink ranked #29 on the Top 50 Employers in the U.S. by Woman Engineering Magazine. Readers of the magazine selected the top companies and/or government agencies in the country that they would most like to work for or believe provide a positive working environment for women.

CenturyLink recognized by NaVOBA as a Best Corporation for Veteran’s Business Enterprises – The National Veterans Owned Business Association named CenturyLink one of the U.S.-owned corporations most committed to partnering with veteran-owned businesses.

CenturyLink leaders receive CRN 2019 Women of the Channel Awards – The Channel Company (CRN) recognized CenturyLink leaders Lisa Miller and Meghan Wilkinson based on their success in channel management.

CenturyLink named a 2019 Best for Vets Employer by Military Times – CenturyLink was recognized by this well-known publication based on its answers to a rigorous survey evaluating the company’s culture, recruitment and policies for veterans, service members and military families.

CenturyLink honored by Black Employment and Entrepreneur Journal as a Best of the Best Employer – With the goal of promoting the advancement of African Americans in all aspects of business and employment, this publication surveyed hundreds of Fortune 1000 companies. Based on the results, CenturyLink was named a Best of the Best Employer.

CenturyLink recognized by Hispanic Network Magazine as a 2019 Best of the Best Employer – Working to promote Hispanics in all aspects of business and employment, this publication recognized CenturyLink as a Best of the Best Employer.

CenturyLink honored by Forbes as a 2020 America’s Best Employers for Diversity – Promoting inclusion across businesses and organizations of all sizes, this well-known publication named CenturyLink to its list of Best Employers for Diversity.


CenturyLink recognized by Women’s Forum of New York as a Raising the Bar Gender Parity Champion – CenturyLink was named by the Women’s Forum of New York as one of the growing number of forward-thinking companies that are raising the bar to accelerate the U.S. towards the goal of gender parity in corporate boardrooms by 2025.