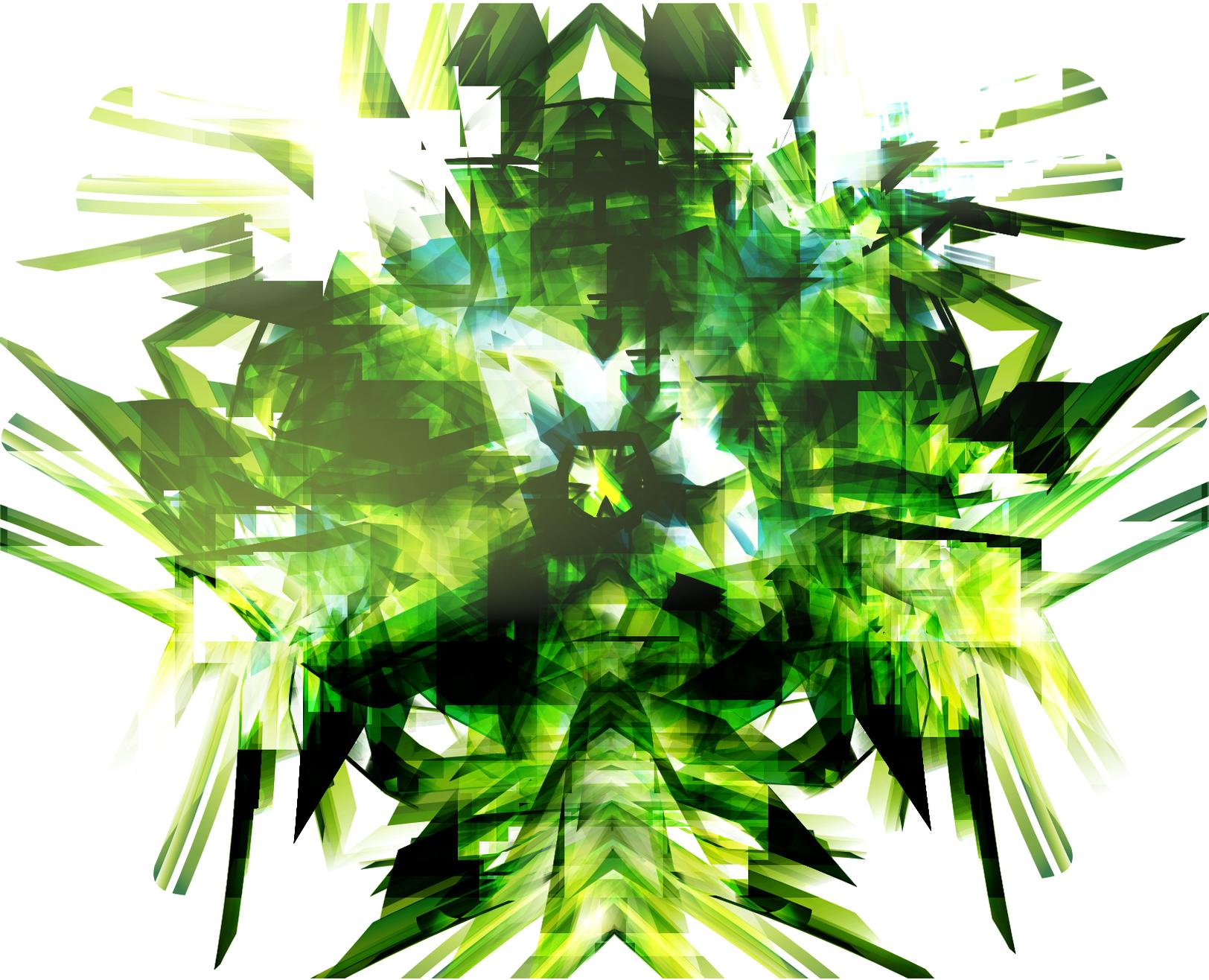


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**CORPORATE  
SOCIAL  
RESPONSIBILITY  
REPORT**



# Corporate Social Responsibility Report

## A Message From Glen Post

At CenturyLink, our social responsibility vision is simple. We believe that, by joining together, we can make a positive difference in the world and specifically in the communities we serve. We are fortunate to be part of communities around the world that support CenturyLink and our growth. We believe being part of these communities brings with it the responsibility to support them as well. Through our actions, our goal is to make our communities proud of the innovativeness and quality of our services, the unwavering integrity of our business ethics, our deep commitment to being a great place to work, our respect for the environment and our ongoing support of the communities where we live and work.

We provide our employees opportunities to be kind to our neighbors and support our communities. Giving back to help strengthen and improve our communities, while building a sense of community, is a significant part of who we are. As our company continues to transform and innovate, we remain committed to the same set of core values – our Unifying Principles – that have been in place for more than a quarter of a century.

CenturyLink's Unifying Principles – Fairness, Honesty and Integrity, Commitment to Excellence, Positive Attitude, Respect, Faith and Perseverance – guide our interactions with our customers, communities and one another. In this report, you will learn how we have put these principles into action.

Highlights of these efforts include:

- Reducing our absolute carbon emissions and carbon intensity by purchasing renewable energy and investing in facility efficiency improvements and new technologies in our data centers and network facilities around the world.
- Improving energy efficiency by partnering with other service providers, as well as manufacturers of set-top boxes and small network equipment.
- Decreasing waste through online billing and autopay and recycling end-of-life equipment and materials.
- Maintaining and/or expanding the number of company locations with third-party certified Energy, Environmental, and Safety Management Systems.
- Delivering on the objectives set in our Corporate Ethics and Compliance Program, which guides employees to make ethical business decisions and provides mechanisms for employees to report concerns..
- Maintaining a Supplier Code of Conduct that establishes expectations for our contractors and vendors regarding ethical business practices.
- Keeping with CenturyLink's Privacy Policy, which is designed to protect our customers' information and keep them informed about the information we collect and the choices they have regarding that information.
- Helping the community via the CenturyLink Clarke M. Williams Foundation's Teachers and Technology grants which help fund projects that advance student success through the innovative use of technology.
- Empowering employees to make a difference in their community by the Matching Time Grant program that awards grants to charitable organizations from the CenturyLink Clarke M. Williams Foundation based on the number of hours volunteered by employees to those organizations.
- Supporting the Backpack Buddies Food Drive program, which raises awareness and much needed funds for local food banks across the U.S.
- Diversity and Inclusion programs that celebrate and promote diversity through Employee Resource Groups and community engagement programs that assist us in connecting with our customers' varied cultures and backgrounds.
- Engaging by a senior-level Diversity Steering Committee to help drive training, , education, marketing, supplier selection, hiring, talent development, culture and employee engagement.

Additionally, CenturyLink is pleased to have been recognized by Barron's, Newsweek, the British Safety Council and CAREERS & the disABLED Magazine for the various initiatives, programs and activities outlined in this report.

Thank you for your interest in learning how CenturyLink is giving back to our communities through our corporate social responsibility program.



**Glen F. Post, III**

# About CenturyLink



CenturyLink (NYSE: CTL) is second largest U.S. communications provider to enterprise customers. With customers in more than 60 countries and an intense focus on the customer experience, CenturyLink strives to be the world's best networking company by solving customers' increased demand for reliable and secure connections. The company also serves as its customers' trusted partner, helping them manage increased network and IT complexity and providing managed network and cyber security solutions that help protect their business.

## Unifying Principles

Our Unifying Principles represent the fundamental values upon which CenturyLink was built. They serve as the foundation upon which we continue to grow and prosper, conduct our business and relate to one another, as well as our customers, shareholders, business associates and the general public.

Our Unifying Principles are Fairness, Honesty and Integrity, Commitment to Excellence, Positive Attitude, Respect, Faith and Perseverance.

## CONTENTS

About CenturyLink	3
Unifying Principles	3
Diversity and Inclusion	4
Supplier Diversity	5
Internet Basics	5
Lifeline	5
Corporate Ethics & Compliance Program	6
Political Contributions and Transparency	7
Customer Privacy	7
Community Involvement	8
Environmental Health & Safety Management and Sustainability	10
Management Programs	11
Technology Transformation	13
Collaborative Solutions	14
Resources and Waste Management	15
Climate Preparedness	16
Environmental Sustainability Metrics	16
Health and Safety Metrics	17
Awards and Accolades	19

# Diversity and Inclusion



We believe that embracing diversity and creating a culture of inclusion makes CenturyLink a better company. By incorporating a variety of viewpoints, insights and perspectives, CenturyLink is a better service provider, a better community partner and better able to serve our diverse employee and customer bases.

*"A diverse workforce is one of our greatest strengths in a competitive global marketplace. We are committed to fostering a culture that honors mutual respect and collaboration, which results in our best work. Our goal is for all employees to feel appreciated, respected and part of the CenturyLink family, consistent with our Unifying Principles."*

- Glen F. Post III, CEO

## Diversity Steering Committee

Our approach to diversity is based on the belief that creating and maintaining a diverse workforce takes all of us working together, led by a team of leaders from around the company helping drive different programs and initiatives. To that end, we formed a Diversity & Inclusion Steering Committee (DISC), which shapes and drives the company's overall diversity strategy. The committee reviews the company's diversity initiative results, which include training and education, marketing, hiring, talent development, company culture and employee engagement. In addition, it provides guidance and feedback on diversity initiatives through six Diversity & Inclusion subcommittees, which are led by leaders within Human Resources.

## Employee Resource Groups

CenturyLink employs thousands of individuals throughout the world, and we are committed to fostering a diverse and inclusive culture. We have had formal Employee Resource Groups (ERGs) for almost 10 years, and with the acquisition of Level 3, have expanded from eight to 10 ERGs. ERGs play an important role in CenturyLink's diversity philosophy. ERGs assist with employee career development, increase employee engagement and help us connect with CenturyLink's increasingly diverse customer base.

CenturyLink ERGs include:

- **ABTP (Alliance of Black Technology Professionals)**
- **CenturyLink Veterans**
- **FRIENDS (Friends Respecting & Inspiring Employees Needing Disability Support)**
- **Global Community**
- **Millennial Minds**
- **PAAN (Pacific Asian American Network)**
- **PRIDE (LGBTQ Employees and Allies)**
- **SOMOS (Latino Support Network)**
- **Voice of Many Feathers (Native American Network)**
- **Women Empowered**

CenturyLink provides each ERG with an operating budget, meeting space and an internal website. ERGs are open to all CenturyLink employees and are publicized through the company's internal communication channels.

## Recruiting and Outreach

We engage diverse talent in several ways: creative elements and targeted media linked to our web presence; engagement via social media, recruiter collateral, talent communities and the Employee Referral Rewards Program. In addition, we educate our employee base on the importance of diversity via internal events such as Diversity and Inclusion Week.

CenturyLink attracts candidates who are drawn to improving lives, strengthening businesses and connecting communities, and who willingly embrace our Unifying Principles. Job openings are cross-posted on more than 200 diversity job boards, and we have an active military recruiting strategy, including an online military job code translator. We recruit through multiple diversity partners such as Historically Black Colleges and Universities and predominantly Hispanic educational institutions. We also partner with numerous organizations to sponsor diversity-focused hiring events and career development programs.

CenturyLink also has a year-round calendar of events that support many national observances through internal/external communications, company events and community events (i.e. PRIDE festivals, Black History, Women's History, Hispanic Heritage Month Activities, Asian New Year, Veterans Day, National Disability Awareness Month, etc.).

# Supplier Diversity

The Supplier Diversity Organization is an integral part of CenturyLink's Global Supply Chain. CenturyLink values a unique blend of cultural and business expertise, as well as the flexibility and creativity that diverse suppliers provide to our operations.

Diverse suppliers have equal opportunity to be included in our strategic sourcing and procurement process to achieve

our corporate goals and objectives. CenturyLink proactively identifies and encourages business opportunities for purchasing products and services from certified small businesses, as well as women, minority, disabled veteran and lesbian, gay, bisexual and transgender business enterprises. CenturyLink stays connected with diverse firms via an active presence in local, regional and national diversity business outreach events.

## CenturyLink® Internet Basics

No matter where families live in the world, Internet access and the right training can give them the gateway to participate in the global economy. CenturyLink supports the goal of bringing high-speed Internet to America's families, including economically disadvantaged households.

We work with non-profit partners throughout our service areas and have conducted more than 130 basic computer and Internet training sessions where low-income residents of all ages learn how to find jobs, start businesses, gain

education and increase their financial self-sufficiency through the use of the Internet. In many underserved, isolated and low-income communities, our Internet connectivity, discounted computer equipment and free training are offered to qualifying low-income households through the CenturyLink Internet Basics program to help more people get online. The training, regardless of income, is opening doors to better healthcare, education, jobs, social services and economic opportunities.

## Lifeline

CenturyLink is a major wireline participant in the Federal Communications Commission's Lifeline program, which provides certain discounts on monthly service to qualified subscribers. The program helps low-income households to 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.



# Corporate Ethics & Compliance Program

We are committed to creating and maintaining an ethical business culture based on our Unifying Principles. CenturyLink's Corporate Ethics and Compliance Program advances our commitment by communicating the ethical and legal standards that govern our business conduct. We expect our employees, business partners and other third-party representatives to embrace these standards 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.

The CenturyLink Code of Conduct is the cornerstone of the Corporate Ethics and Compliance Program. It 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. In addition, CenturyLink has implemented its Supplier Code of Conduct, which requires contractors, vendors and other third parties who conduct business with CenturyLink or on our behalf to act in accordance with our high ethical standards.

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

## 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, immigration, 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. The Supplier Code prohibits the use of any form of child labor or forced

labor, including any form of human trafficking, in the supply chain and requires that suppliers uphold CenturyLink's commitment to freedom of association.

## Anti-Bribery and Fair Competition

CenturyLink competes in the marketplace on the basis of service and product quality, pricing and reputation. We prohibit all unlawful and unethical forms of payment, including bribes and kickbacks. We require our employees and those with whom we do business to adhere to all applicable anti-bribery and anti-corruption legislation, including the Foreign Corrupt Practices Act and the UK Bribery Act. In addition, we communicate our anti-bribery policy to our agents, contractors, partners and vendors, and require them to certify that they will abide by all applicable laws and regulations.

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 global Code of Conduct and the Integrity Line, is available at <http://www.centurylink.com/aboutus/governance/ethics-and-compliance.html>.



# Political Contributions & 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.

The company may, on occasion, elect to spend authorized funds to publicize a specific event or viewpoint. CenturyLink complies with all applicable laws, including requirements regarding the filing of disclosure reports with the appropriate federal or state election commission.

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.

# Customer Privacy

CenturyLink takes customer privacy very seriously; safeguarding personal information and protecting privacy are among our priorities.

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](http://www.centurylink.com/privacy).



# Community Involvement

CenturyLink is committed to strengthening the communities it serves through philanthropy, volunteerism, and support of local community initiatives.

The company focuses charitable giving and volunteerism on strengthening communities through primary education, programs that support youth and technology-focused initiatives. Most of CenturyLink's community investment is driven by the programs of the CenturyLink Clarke M. Williams Foundation. Named after CenturyLink's founder, Clarke M. Williams, the Foundation is endowed by CenturyLink to support community initiatives that encourage our employees to use their time, talents and resources to strengthen the communities in which they live and work. The Foundation supports non-profits across the country through our Matching Time Grants program, the match on our annual Employee Giving Campaign and helps fight hunger in our communities through the match on our Annual Backpack Buddies Food Drive. In addition, the Foundation provides science, technology, engineering and math (STEM) equipment in pre-K-12 schools across our markets through our Teachers and Technology Grants.

## **Volunteerism and Matching Time Grants**

CenturyLink encourages employee volunteerism and supports it through the Matching Time Grants program funded by the CenturyLink Clarke M. Williams Foundation. Through this program, employees who volunteer 40 hours or more, or teams who volunteer 80 hours within a six-month period to an eligible 501(c)(3) non-profit agency can earn a \$500 grant for that organization. For 2017, CenturyLink awarded 503 Matching Time Grants for a total of \$251,500 in support of employee volunteerism. CenturyLink encourages volunteerism throughout the year, but gives added emphasis during National Volunteer Week by kicking it off with CenturyLink Celebrates Volunteerism Day projects across the country. Employees can register for volunteer projects in their local community using our online community engagement portal. CenturyLink employees volunteered more than 35,000 hours in 2017.

### *Past CenturyLink Sponsored Volunteer Event*

CenturyLink's sponsorship of the Little Shop of Physics (LSOP) program at Colorado State University's College of Natural Sciences began in conjunction with the Denver Broncos and allows LSOP to visit multiple schools annually, as well as Boys & Girls Clubs, bringing hundreds of science experiments to kids all over Colorado. CenturyLink believes in the importance of STEM education in K-12 schools and actively supports and volunteers in programs like LSOP to introduce school-age children to these concepts across the country.

## **Employee Giving**

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

CenturyLink's 2017 campaign resulted in more than \$2.5 million in individual donations pledged to more than 3,500 non-profit agencies in our U.S. markets with a match of nearly \$1.8 million to local United Way organizations across the U.S. Organizations such as St. Jude Children's Research Hospital, Global Woman P.E.A.C.E. Foundation and the Wounded Warrior Project are impacted by the generosity of CenturyLink employees, as are numerous other organizations focusing on education, human services, animal welfare, the environment, the arts and much more.

## **Annual Food Drive**

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

The Backpack Buddies Food Drive was created to generate donations for local food banks and help raise awareness of the need for backpack programs. These programs provide nutritional, shelf-stable meals for at-risk students during weekends and school breaks and are crucial to children who rely on school breakfasts and lunches to meet their nutritional needs each day.

Through donations from employees, customers and community members along with an annual \$1 million match from the CenturyLink Clarke M. Williams Foundation, we have provided more than 56 million meals since the program's inception to those in need through community food banks across the country.

In 2017, donations of more than \$900,000 were raised to support more than 140 food banks in the communities we serve. These donations, along with the Foundation Match, provided much needed support for our community food banks in the fight against hunger.

## **Teachers and Technology Grants**

In an effort to support STEM education, CenturyLink offers pre-K to 12<sup>th</sup> grade teachers in schools within our service areas and key employee locations 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 up to \$1.4

million in grants across the country. Grants are used for a number of equipment purchases, including but not limited to laptops, projectors, drones, graphic design and photography equipment, microscopes and robotics. Teachers interested in applying for a grant should visit [www.centurylink.com/teachersandtechnology](http://www.centurylink.com/teachersandtechnology) between October 1, 2018 and January 12, 2019.

In May of 2018, CenturyLink will announce our 2017-18 grant winners. Out of nearly 2,000 applications, 337 projects were selected. Equipment purchased through those grants, totaling \$1.4 million, will be implemented in classrooms in the 2018-19 school year.

*Example of Teachers and Technology Grant Award*  
As an example, in 2017 a classroom in Oberlin, Ohio received a grant of \$4,895 to help students explore science in a whole new way. With these grant dollars, the school was able to purchase wireless scientific probes and tablets to implement in the school's science curriculum. The hope is that this equipment will help bring science to life for students and further engage them in STEM concepts leading to an interest in STEM careers.



# Environmental Health & Safety Management and Sustainability

CenturyLink maintains an effective environmental, health, and safety management program and also has established several sustainability initiatives. We also offer our customers solutions (such as virtualization and e-commerce) that enable them to lessen their impact on the environment.

Our goal is to help ensure the long-term health of our environment and maintain employee safety, as well as to join with consumers and businesses to focus on ways to practice and promote sustainable use of resources.

## CENTURYLINK FOCUSES ON FIVE KEY AREAS:

- Management Systems and Policy
- Technology Transformation
- Collaborative Solutions
- Resources and Waste Management
- Climate Preparedness

# Environmental Health & Safety and Sustainability Management Programs

CenturyLink's Environmental, Health, and Safety management programs provide a framework to address federal, state and local environmental health and safety regulations. Additionally, CenturyLink's Environmental Health and Safety management programs provide assistance to employees in understanding and interpreting regulations, implementing compliance options, programs and training, and communicating directly with regulatory officials.

CenturyLink's commitment to providing employees and customers with a safe and healthy environment is detailed in the CenturyLink Environmental Health and Safety Policy. Employees can find the policy on the company's intranet and are expected to comply with all environmental health and safety laws and to make responsible environmental management a company priority. [Where needed,] CenturyLink has established detailed compliance plans, procedures and systems to manage environmental risks in day-to-day operations. CenturyLink strives to meet all applicable environmental laws and regulations in a cost-effective manner and to incorporate environmental considerations into our business planning processes. Additionally, CenturyLink goes beyond compliance to address particular environmental or safety impacts that are important to our employees and the communities we serve (e.g. establishing third-party certified safety management systems and reporting our climate change mitigation activities).

## **CenturyLink Environmental Health and Safety Corporate Policy**

CenturyLink strives to conduct its operations in compliance with applicable environmental, health and safety laws and regulations in a manner designed to minimize the risk of occupational injury, illness and property damage.

- CenturyLink instructs its employees to comply with all applicable laws, regulations, the CenturyLink Code of Conduct and practices governing environmental health and safety.
- CenturyLink management supports environmental health and safety initiatives to protect employee health and safety and minimize losses to property and the environment.
- CenturyLink management fosters open communication and dialogue on workplace health, safety and environmental issues and actively responds to concerns and suggestions to ensure a safe work environment.

- CenturyLink strives to integrate fundamental principles of resource conservation into our business processes, facilities and operations.

## **Environmental Health and Safety Practices and Procedures**

The CenturyLink Environmental Health and Safety team monitors environmental health and safety legislative activity and develops practices and procedures supporting compliance with applicable laws and regulations through the CenturyLink safety, health and environmental practices.

## **Environmental Health and Safety Training**

Employees understand and adhere to applicable occupational health and safety requirements. CenturyLink provides environmental, health and safety training in compliance with federal and state laws.

## **Electromagnetic Field (Radio Frequency) Training**

CenturyLink provides Electromagnetic Fields (EMF) and/or Radio Frequency (RF) safety training to employees who may be exposed to EMF or RF to ensure that they are aware of potential hazards and the necessary control measures to avoid and/or minimize exposure.

## **Emergency Procedures**

Each organization participates in the development and implementation of emergency procedures for each facility they occupy. Management communicates emergency plans to all employees. Employees participate in evacuation drills and adhere to requirements contained in these plans. Organizations ensure that emergency procedures integrate with business continuity and disaster recovery plans and procedures.

## **Accident Reporting Responsibilities**

CenturyLink employees are responsible for reporting all work-related accidents immediately to their manager and to the company's 24/7 reporting system. Work-related accidents include on-the-job injuries and occupational-related illnesses, automobile accidents, property damage and equipment accidents. CenturyLink Environmental Health and Safety reports all serious accidents involving multiple injuries or a fatality to the appropriate government agencies when required.

### Accident Investigations

Management is responsible for initiating the immediate investigation of an accident and calling the company's 24/7 reporting system prior to investigate when third parties are involved. Third parties are involved when there is injury to individuals not employed by CenturyLink or damage to property not owned by CenturyLink.

### Unsafe Conditions

Any employee who observes an unsafe or hazardous condition or suspected violation of the law is trained to report it immediately to management. If an unsafe or hazardous condition exists, managers provide necessary warnings and immediately report the unsafe or hazardous condition to the company's 24/7 reporting system. Violations of the law are reported to the Integrity Line, the company's anonymous compliance hotline.

### ISO-Certified Facilities

Based on the driving principle of continuous improvement and seeking to go beyond compliance, numerous Latin American and European facilities have been certified to ISO 14001, OHSAS 18001 and ISO 50001 standards. CenturyLink will continue to maintain these certifications and will look at expanding these certifications to other facilities in its portfolio.

### CenturyLink's Environmental Sustainability Statement

CenturyLink improves the lives of our customers by connecting them to the power of the digital world. While delivering customer benefits through our services, we are mindful of the impacts our actions may have on the environment.

Reducing environmental impact requires a thoughtful approach, balancing the needs of our employees, customers, shareholders and the environment. A balanced approach means that we support the financial health of our business while also supporting environmental sustainability efforts that create value for our stakeholders, which includes our communities.

CenturyLink has adopted the following objectives to inform and drive our environmental sustainability efforts:

- Consider sustainability in the context of stakeholder value
- Build and operate efficient networks and data centers
- Pursue sustainability initiatives that reduce energy, waste and materials consumption
- Engage employees and suppliers in our sustainability efforts
- Comply with applicable sustainability legal requirements
- Establish sustainability metrics to measure the results of our efforts

CenturyLink is committed to environmental stewardship. We incorporate environmental sustainability principles and practices throughout our operations as we work to serve our customers and our communities.



# Environmental Sustainability

## Technology Transformation

### Green Information Technology Program

CenturyLink has implemented initiatives to reduce energy consumption as well as the company's carbon footprint. These projects include decommissioning unused servers and replacing aging equipment with newer, more efficient server installations.

### Energy Efficiency & Sustainability Group

The CenturyLink Energy Efficiency & Sustainability Group leads an active program to improve efficiency, reduce energy consumption, and minimize carbon emissions in datacenter and network facilities around the world. These initiatives include:

- Implementing Energy Management and Control Systems
- Turning down or shutting off underutilized equipment, including excess rectifiers and unused converter plants
- Installing and/or upgrading mechanical systems to improve efficiency, including the installation of 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
- Converting facility mechanical system chilled water systems

### North America Initiatives

Switch consolidations which began in 2015 continued in 2017, resulting in further energy savings for CenturyLink. In fact, CenturyLink received the 2016 Self-Directed Achievement Award from Xcel Energy – given to companies who are investing in long-term sustainability and energy efficiency – for our work on the Colorado Switch Grooming Pilot Project. The goal of the Colorado Switch Grooming Pilot Project was to reduce the energy needed to run our voice network and was accomplished by migrating lines and trunks from under-utilized equipment to other equipment and then removing the under-utilized equipment. By doing this, we reduced the power needed to keep the voice network operating and cool the equipment still in use.

Not satisfied with just a taste of success and feeling the need to reduce costs and carbon emissions even further, we expanded the switch grooming project. Under the name, "Top 50 5ESS Grooms Switch Consolidation Program," a 200-employee team from across a wide range of organizations within the company worked aggressively to reduce power consumption in 50 additional voice switches.

The 50 5ESS program involved consolidating working lines and trunks into less equipment to power down switch modules in 48 5ESS end offices as well as collapse two 5ESS offices into other offices.

The work was completed in November 2017, resulting in the following benefits:

- Reducing annual kilowatt hour usage by 21.8 million; an EPA-estimated reduction of 12,066 metric tons of CO2 emissions into the atmosphere, equivalent to:
  - 2,584 passenger cars not driven for a year
  - CO2 emissions from 1,357,673 gallons of gasoline consumed
  - CO2 sequestered by 312,695 tree seedlings grown to age 10
  - Removal of common power supply unit cards from unused transport shelves, providing additional energy savings.

CenturyLink is committed to reducing the energy and space consumption footprints of underutilized and aging technologies and beginning the transformation to newer technologies and product sets.

### Solar-Powered Remote 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.

### Electric Car-Charging Stations

In 2015, CenturyLink partnered with Kansas City Power & Light to install three Level 2 ChargePoint dual electric car-charging stations at CenturyLink's office in New Century, KS. The stations continue to provide charging for up to six electric cars simultaneously. Additionally, two dual-port ChargePoint electric charging stations are located at the former Level 3 Communications Broomfield, Colorado office. To date, these stations have delivered 7,661 charging sessions resulting in avoiding an estimated 2.9 tons of carbon emissions.

### Latin America Initiatives

Air conditioning system updates starting in 2016 and continued in 2017 provided a 537,697 kWh decrease in energy consumption.

### Europe, Middle East, Africa (EMEA) Initiatives

In 2016, a purchase of 192,793 MWhs of renewable sourced zero carbon electricity led to electrical power supply contracts in 2017 that were all based on Renewable Energy sources.

# Environmental Sustainability

## Collaborative Solutions

### **Environmental Sustainability Council**

The CenturyLink Environmental Sustainability Council facilitates collaboration across the company to identify and implement actionable “green initiatives. The council aims to reduce the company’s carbon footprint and evaluates the ongoing economic feasibility of “green” initiatives.

### **Our Customers**

CenturyLink helps customers “go green” with products and services that use environmentally friendly architectures such as IP and Ethernet to reduce environmental impact and better manage natural resources.

CenturyLink helps customers “go green” with products and services that use environmentally friendly architectures such as IP and Ethernet to reduce environmental impact and better manage natural resources.

This key strategy has been informed by climate change as we have recognized that reducing our Greenhouse Gas (GHG) emissions assists our customers reduce their own (Scope 3) GHG emissions, thereby helping them meet their carbon emissions reductions targets and improve the overall customer experience. Being aligned with our customers’ climate change mitigation goals and communicating our efforts to support these goals creates a strategic advantage. Outcomes of this process include regulatory and voluntary efforts toward carbon emissions reduction.

Climate change has been integrated into this key element of our strategy as evidenced by our colocation business offering, whereby customers may locate customer-owned telecommunications equipment within a CenturyLink communications facility. This colocation product enables our customers to take advantage of existing sophisticated power and heating/cooling technologies and minimizes their footprint of these carbon emission intensive spaces.

Some other examples where we assist our customers reduce their environmental impact include:

- Reduction of paper waste with online billing and autopay.
- 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 that reduce the need for air travel and other transportation.

### **Our Employees**

CenturyLink employees care about the environment and sustainability. CenturyLink has a “Going Green” page on its intranet that encourages employees to submit suggestions to help the company go “green.” Suggestions are evaluated based on feasibility, economics and other factors.

To showcase both individual and organizational efforts that make a positive environmental impact, CenturyLink has established an internal online Green Tip Board for “green” ideas and news.

### **Our Suppliers**

CenturyLink is voluntarily partnering with equipment manufacturers and suppliers to reduce energy consumption in some of the equipment it purchases or uses.

CenturyLink also 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.

### **Our Shareholders and Investors**

CenturyLink provides publicly available information to numerous investors and customers on its environmental initiatives and progress. These prime disclosures and initiatives include:

### **Carbon Disclosure Project (CDP)**

CenturyLink submits its annual carbon inventory to the CDP. The CDP is an independent, non-profit organization that aims to create an ongoing relationship and meaningful dialogue between shareholders, investors, and corporations about the implications of climate change. CDP’s network of investors and purchasers represents over a trillion dollars.

Our global climate change mitigation activities have earned high marks from the CDP. For the 2017 reporting year, CenturyLink earned Management status (Score – B) and Level 3 Communications was awarded Leadership status (Score – A-) by CDP.

## Quest Forum

The Quest Forum Sustainability Team is working on ways the telecommunications industry can identify and integrate energy-efficient technologies and equipment into the supply chain. As an active member and contributor to the Quest Forum, CenturyLink works alongside other industry leaders to support the team's goals and objectives.

## Alliance for Telecommunications Industry Solutions (ATIS)

As a member and contributor to ATIS, CenturyLink works alongside other industry leaders to identify and promote energy-efficient technologies and equipment. CenturyLink

is also a member of the ATIS Exploratory Green Group (EGG), which develops recommendations and shares best management practices for the telecommunications industry in the area of environmental sustainability.

The EGG examines ways the telecommunications industry can assist businesses in reducing their carbon footprints through video conferencing, telecommuting, smart buildings and other technology solutions.

# Environmental Sustainability

## Resources and Waste Management

### Recycling

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. Since 2012, CenturyLink has recycled more than 69 million pounds of these materials. In 2017, CenturyLink's recycling program exceeded 8.6 million pounds and former Level 3 Communications' recycling program exceeded 1.36 million pounds, totaling close to 10 million pounds for the combined company.

### 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 "green" recycling practices.

In 2017, more than 1,050 CenturyLink sites collected, securely shredded and recycled more than 2.3 million pounds of paper – saving the equivalent of more than 19,950 trees or avoiding nearly 1.7 million pounds of CO<sub>2</sub>e.

### Procurement

CenturyLink is actively initiating 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.
- **Set-Top Box Energy Conservation** – CenturyLink, in 2017, 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 all 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). An independent report by D+R International "shows that the voluntary agreement has already saved consumers \$2.1 billion and avoided 11.8 million metric tons of CO<sub>2</sub> emissions over its first four years through 2016. Annual savings are expected to top \$1 billion in 2017 alone due to the completed implementation of a second tier of tightened energy efficiency commitments."
- **Small Network Equipment Energy Conservation** – In 2017, 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 all small network equipment procured beginning Jan. 1, 2016, must meet the energy efficiency standards established by the agreement. It is estimated that these commitments will improve the energy efficiency of small network equipment by 10 to 20 percent compared to typical legacy devices developed prior to the agreement.

### **Emissions from Transportation**

The Environmental Protection Agency has estimated that gas emissions from transportation represent about a quarter of total domestic emissions. CenturyLink initiatives to reduce transportation emissions include:

- **CenturyLink Fleet** – The CenturyLink fleet includes flex-fuel and propane-fueled vehicles. These vehicles produce significantly less greenhouse gas emissions than traditional vehicles. The CenturyLink fleet team routinely evaluates greenhouse-gas-friendly alternatives for possible addition to the fleet.
- **Commuter Programs** – CenturyLink offers commuter programs to employees in Seattle, Portland and Phoenix. 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. RTD estimates the average commuter using public transit saves about \$9,100 annually.

### **Leadership in Energy and Environmental Design (LEED) Technology Center of Excellence-Furthering Innovation**

The CenturyLink Technology Center of Excellence officially opened in March 2015 and continued in 2017 to house a technology research and development lab, a network operations center and collaborative office and meeting

space. The center is part of the CenturyLink corporate headquarters campus, located on 77 acres in Monroe, LA. The campus includes a 2.2-acre landscaped courtyard designed to unite the new center with the existing 365,000-square-foot headquarters building.

In the center, employees with network, cloud, information technology and other skills work together to create innovative products and services for CenturyLink’s customers.

CenturyLink made sustainable design a priority and incorporated unique design strategies. These features are showcased throughout the building to allow it to perform at a higher efficiency as well as improve the indoor environmental quality for employees.

In 2016, the center received the LEED (Leadership in Energy and Environmental Design) silver certification. LEED is a rating system devised by the United States Green Building Council to evaluate the environmental performance of a building and encourage sustainable design.



# Environmental Sustainability

## Climate Preparedness

CenturyLink is committed to ensuring business resiliency and survivability during an incident or business disruption. Our Corporate Business Continuity Management program, in conjunction with the company's culture and Unifying Principles, fosters an environment of prevention, collaboration, communication, response and recovery, ultimately ensuring our ability to serve customers, shareholders and employees in the face of disruptive events.

Risks related to impacts of global climate change, for example, are prioritized based upon disruption of network services that may occur due to physical damage to our network from flooding or severe weather events. Opportunities are generally prioritized based upon a return on investment formula, which is informed by the current business environment and financial performance.

The process to prioritize risks from global climate change that may imperil our network is as follows:

- Teams from all functional groups annually evaluate and rank the criticality of their business processes and systems at both the company and asset level and assess the risks presented by potential impacts to our business, including those presented by global climate change.

- Functional groups perform a Business Impact Analysis (BIA), which includes criteria for materiality and priorities. The BIA assesses the financial, customer and reputational risks of identified impacts to processes and functions to determine their relative criticality ratings.
- Once the criticality ratings have been determined, maximum allowable down-times are identified, which drive the recovery time objectives for facilities and systems.
- The hazards/threats that are possible outcomes of climate change that are included in this risk management process include flooding from rising ocean levels or increased severe weather, with disruption to our supply chain.
- Additional hazards/threats include loss of people or facilities due to disruptive natural phenomena such as tornadoes, cyclones, tsunamis, hurricanes, wildfires and other extreme weather events as well as civil unrest.

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. Environmentally sound data center design and virtualization contribute to resiliency, high availability and recoverability.

# Environmental Health & Safety and Sustainability

## Health and Safety Metrics

### Greenhouse Gas Emission Reduction Targets

CenturyLink has established a target to reduce the company's greenhouse gas footprint and is on point to meet these targets. These targets are:

- 20 percent reduction in direct (exhaust) CO<sub>2</sub>e by 2024
- 25 percent reduction of indirect (electricity) by terabyte by 2024
- 25 percent reduction of emissions by 2025 was established as a science-based target (via CDP) by former Level 3 Communications

In the below chart, commonly requested environmental and safety metrics are listed, which show how CenturyLink's sustainability initiatives are reducing its impact on the environment year after year and helping ensure the safety of its employees.

## Environmental Sustainability Metrics

Category	Measure	Scale	Unit	2016	2015	2014	2013	2012
<b>GHG Emissions</b>	GHG Scope 1	Thousands	metric tons CO <sub>2</sub> e	254.6	257.42	271.36	279.52	279.52
	GHG Scope 2	Thousands	metric tons CO <sub>2</sub> e	1894.92	1,960.63	2,080.18	2,079.91	2,079.91
	Total GHG (Scope 1 + 2) Emissions	Thousands	metric tons CO <sub>2</sub> e	2149.52	2,288.05	2,351.54	2,359.43	2,359.43
<b>*Renewable Energy</b>	Renewable purchase	#	MWh	109,892.22				
<b>Travel Emissions</b>	Travel Emissions	Thousands	metric tons CO <sub>2</sub>	8.29	8.84	29.20	13.50	11.02
<b>Waste Recycled</b>	Waste Recycled	Thousands	metric tons	4.04	4.76	5.82	8.47	8.33
<b>Electricity Consumption</b>	Electricity Used	Thousands	MWh	3972.30	3,423.93	3,668.00	3,671.00	3,598.00
<b>Total Water Use</b>	Total Water Use	Thousands	m <sup>3</sup>	1987.54	2,087.00	2,044.00	2,156.00	2,210.00
<b>Recycling</b>	Paper Recycled	Thousands	metric tons	1.36	1.72	1.75	1.59	1.76
<b>Fines</b>	Number of Environmental Fines	#	#	1	0	0	0	2
	Amount of Environmental Fines	Millions	Currency	.01	n/a	n/a	n/a	0.60

\* Former-Level 3 Communications

## Health & Safety Metrics

Category	Measure	Scale	Unit	2016	2015	2014	2013	2012
Workforce Accidents - Employees	#	#	#	901	882	977	906	973
Lost Time from Accidents	Hours	Hours	Hours	168,960	130,248	186,432	126,376	131,992
Lost Time Incident Rate	#	#	#	1.22	1.07	1.04	0.99	1.02
Total Recordable Incident Rate	#	#	#	2.76	2.40	2.50	2.22	2.06
Fatalities - Employees	#	#	#	1	0	0	1	0

# equals number for measure, scale and unit

# Awards and Accolades

## 2017

### **Barron's Top 100 Sustainable Companies Lists CenturyLink**

Barron's recently offered its first ranking of the most sustainable companies in the U.S. To create the ranking, Barron's turned to a sustainable-investing stalwart: [Calvert Research and Management](#). CenturyLink was ranked #64.

### **FTSE4Good Index Series member**

The FTSE4Good Index Series has been designed to objectively measure the performance of companies that meet globally recognized corporate responsibility standards. Inclusion on the list is a reflection of meeting or exceeding FTSE (Financial Times Stock Exchange) standards; ranks are not assigned. CenturyLink continues to be a member company of the FTSE4Good Index.

### **Newsweek recognizes CenturyLink with Green Ranking**

Newsweek's Green Rankings comprehensively assess the environmental performance of the largest publicly traded companies in the United States and around the world. CenturyLink was listed as 228 and former Level 3 Communications was listed 226 out of the top 500 companies in 2017.

### **2017 British Safety Council's Five Star Audit Award for Former Level 3 Communications UK Operations**

The Five Star Audit process involves an in-depth examination of an organization's entire health and safety management system(s) and associated arrangements, focuses on the key aspects of their approach to managing occupational health and safety in the workplace and offers a structured path for continual improvement toward best practice status.

### **CenturyLink named to Minority Engineer Magazine's "Top 50 Employers" List**

CenturyLink ranked #35 on the 27th Annual "Top 50 Employers" in the U.S. by Minority Engineer Magazine. The readers of Minority Engineer Magazine selected the top companies and/or government agencies in the country for which they would most prefer to work or believe would provide a positive working environment for engineers who are members of minority groups.

### **CenturyLink ranks #20 on CAREERS & the disABLED Magazine's "Top 50 Employers" List**

The readers of CAREERS & the disABLED Magazine recognized CenturyLink as one of the top 50 companies in the country for which they would most prefer to work or believe provide a positive working environment for people with disabilities. This list is the result of an annual reader survey mailed and e-mailed to randomly selected readers of CAREERS & the disABLED magazine.

### **CenturyLink ranks #185 globally on the Equileap 2017 Gender Equality Global Report**

Equileap researched and scored more than 3,000 public companies from 23 countries, using 19 criteria to measure their progress towards gender equality. CenturyLink ranked 185 out of the [Top 200](#) companies which have demonstrated a commitment to gender equality.

### **CenturyLink's Angela Norris receives 2017 MLK Business Award in Colorado**

Angela Norris was selected as a 2017 Martin Luther King, Jr. Business Award recipient by the Colorado Black Chamber of Commerce, Denver Metro Chamber of Commerce and Colorado Women's Chamber of Commerce. The Business Award is a high honor bestowed upon individual business professionals, corporations and non-profit organizations who have contributed significantly to the community, living the spirit of the life of Dr. Martin Luther King, Jr.

### **CenturyLink wins seven awards for network excellence at MEF 2017**

CenturyLink won seven awards from MEF that highlight the depth and breadth of CenturyLink's network and managed services, including Software-Defined Wide-Area Networking (SD-WAN).

### **CenturyLink receives Wholesale Provider Excellence Award from ATLANTIC-ACM**

CenturyLink was awarded ATLANTIC-ACM's 2017 Metro Wholesale Service Provider Excellence Award for Billing at the 2017 IMCOMPAS Show in San Francisco.

### **CenturyLink receives Asia Pacific Hybrid IT Service Provider of the Year award from Frost & Sullivan for third consecutive year**

CenturyLink was named the Asia Pacific Hybrid IT Service Provider of the Year for a third consecutive year by Frost & Sullivan, a global growth consulting firm. The award recognizes the company's success in solving IT challenges for Asia Pacific businesses that leverage CenturyLink's comprehensive portfolio of hybrid IT services.

### **CenturyLink Senior Vice President Vernon Irvin named to Colorado Technology Association Board of Directors**

Vernon Irvin, CenturyLink senior vice president, was appointed to Colorado Technology Association's (CTA) Board of Directors. In this role, Irvin helps advance the state's tech community by leveraging his 20 years of executive leadership expertise in communications services.

### **Live Marketing and CenturyLink win International Business Award**

Live Marketing, an award-winning creative agency, and CenturyLink, its client, earned a silver Stevie® Award in the 2017 International Business Awards. Live Marketing was responsible for the creative strategy and implementation of the project which was honored in the Live Event Category. Judges praised the exhibit for its interactive and personalized visitor experience, calling the program “effective and innovative” and citing its “impressive metrics.”

### **CenturyLink named a Leader in Gartner Magic Quadrant Hybrid Cloud Hosting, Europe for fifth consecutive year**

CenturyLink has been positioned as a leader in Gartner’s 2017 Magic Quadrant for Managed Hybrid Cloud Hosting, Europe. This marks the fifth consecutive year Gartner has named CenturyLink a leader in this report. The report evaluated managed hybrid cloud hosting solutions from CenturyLink and recognized it as a leading provider based on its “ability to execute” and “completeness of vision.”

### **CenturyLink Senior Vice President Vernon Irvin named to Executive Leadership Council**

Vernon Irvin, CenturyLink senior vice president, was inducted into the Executive Leadership Council (ELC) during its 2017 summer general membership meeting in London, England. Comprised of more than 600 current and former senior executives at Fortune 1,000 and Global 500 companies, the ELC champions the development of black leaders and strives to increase the number of successful black executives.

### **CenturyLink wins VMware Cloud Provider 2016 Global Partner Innovation Award**

CenturyLink was honored as a winner of a VMware 2016 Global Partner Innovation Award in the Cloud Provider category.

### **CenturyLink Wins HPE 2017 Global Service Provider of the Year**

CenturyLink won the 2017 Hewlett Packard Enterprise Global Service Provider of the Year award. This well-known award, presented at HPE’s Global Partner Summit, recognizes CenturyLink’s outstanding performance and accomplishments that raise the standard for business excellence and customer satisfaction.

### **CRN recognizes three CenturyLink Alliances professionals on its prestigious 2017 Women of the Channel list**

CRN®, a brand of The Channel Company, named three CenturyLink Alliances professionals to its prestigious 2017 Women of the Channel list: April Miller, Tina Smith and Janine Soika. The professionals who comprise this annual list span the IT channel, representing vendors, distributors, solution providers and other organizations that figure prominently in the channel ecosystem.

### **John DeLozier, vice president of CenturyLink Channel Alliances, honored by Channel Partners magazine with 2017 Circle of Excellence award**

Channel Partners magazine, a resource for indirect sales channels offering IT and telecom systems and services, recognized John DeLozier, vice president of CenturyLink Channel Alliances, with a 2017 Circle of Excellence award.

### **John DeLozier, vice president of Channel Alliances at CenturyLink, recognized as 2017 CRN® Channel Chief**

CRN®, a brand of The Channel Company, named John DeLozier, vice president of Channel Alliances, to its prestigious list of 2017 Channel Chiefs. The executives on this annual list represent top leaders in the IT channel who excel at driving growth and revenue in their organizations through channel partners.

## **2016**

### **CenturyLink awarded 2016 BizConnect Carrier Managed Services Partner of the Year by Ciena**

CenturyLink was named the 2016 BizConnect Carrier Managed Services Partner of the Year by Ciena® in recognition of CenturyLink’s significant growth and innovation in managed services across several verticals, including healthcare, financial services, and federal, state and local government. CenturyLink deploys Ciena equipment to deliver wave and Ethernet services to enterprise customers.

### **Mountain Plains Minority Supplier Development Council – 2016 Corporation of the Year**

The Corporation of the Year Award recognizes the corporation or government agency that, in the opinion of certified minority business owners, has demonstrated its commitment to minority business development during the past year. The award is regarded as the most significant honor to a major corporation for the utilization of minority suppliers in their supply chain.

### **STEM Workforce Diversity Magazine 2016 Top 50 Employers list**

CenturyLink ranked #38 on STEM Workforce Diversity Magazine’s Top 50 Employers list. The readers of the magazine selected the top companies in the U.S. for which they would most prefer to work or believe would provide a positive working environment for engineers and IT professionals who are members of minority groups.

### **Patriotic Employer Award**

Employer Support of the Guard and Reserve (ESGR) is a Department of Defense program that was established in 1972 to promote cooperation and understanding between Reserve Component Service members and their civilian employers and to assist in the resolution of conflicts arising from an employee’s military commitment. This award recognizes managers nominated by a Guardsman or Reservist employee.

## **Ohio Asian Award**

The Asian-American Commerce Group (AACG) honors individuals who have made significant contributions to the Asian-American community at large. Winners were selected by a nominating committee representing a diverse cross-section of the Asian and Ohio business community.

## **2016 Data Center Excellence Award for operational excellence, innovation and certification achievements**

CenturyLink won a 2016 TMC InfoTECH Spotlight Data Center Excellence Award for operational excellence and numerous global data center achievements. The award recognizes the most innovative and enterprising data center vendors and is a reflection of the numerous highlights in CenturyLink's data center business in 2016.

## **Datacenter Dynamics 2016 Energy Efficiency Improver's Award**

CenturyLink won The Energy Efficiency Improver's Award in connection with our efforts to increase energy efficiency at our Columbus, Ohio, data center. The award, part of a series that calls out worldwide recognition to outstanding individuals, teams and projects, was given to us by Datacenter Dynamics, an established global source of news and insight on data centers. Upgrading and replacing an existing cooling system using chiller-in-a-box yielded significant returns to the business and environment.

## **Newsweek recognizes CenturyLink with Green Ranking**

Newsweek's Green Rankings comprehensively assesses the environmental performance of the largest publicly traded companies in the United States and around the world. CenturyLink rose to #113 out of the top 500 companies in 2016 from #182 in 2015.

## **Million Dollar Circle of Excellence in Supplier Diversity**

For the fifth consecutive year, CenturyLink was named to the Arizona Hispanic Chamber of Commerce Million Dollar Circle of Excellence for Arizona companies spending more than \$1 million annually in supplier diversity.

## **FTSE4Good Index Series member**

The FTSE4Good Index Series has been designed to objectively measure the performance of companies that meet globally recognized corporate responsibility standards. Inclusion on the list is a reflection of meeting or exceeding FTSE (Financial Times Stock Exchange) standards; ranks are not assigned. CenturyLink continues to be a member company of the FTSE4Good Index.

## **2016 Indian Country Business Advocate – Rocky Mountain Indian Chamber of Commerce**

The Indian Country Business Advocate award recognizes corporations who help the Rocky Mountain Indian Chamber of Commerce accomplish its goal of assisting American Indian Communities through Economic Development.

## **2015**

### **2015 Data Center Excellence Award for operational excellence, innovation and certification achievements**

CenturyLink won a 2015 TMC InfoTECH Spotlight Data Center Excellence Award for operational excellence and numerous global data center achievements. The award recognizes the most innovative and enterprising data center vendors and is a reflection of the numerous highlights in CenturyLink's data center business in 2015. In 2015, CenturyLink completed data center expansion projects in Boston, London, Minneapolis-St. Paul, Phoenix, Seattle and Washington, D.C. The company also grew its market presence into Australia and in central Washington, where it opened a hydroelectric-powered data center.

### **Newsweek recognizes CenturyLink with Green Ranking**

Newsweek's Green Rankings comprehensively assess the environmental performance of the largest publicly traded companies in the United States and around the world. CenturyLink rose to #182 out of the top 500 companies in 2015 from #258 in 2014.

### **Million Dollar Circle of Excellence in Supplier Diversity**

For the fourth consecutive year, CenturyLink was named to the Arizona Hispanic Chamber of Commerce Million Dollar Circle of Excellence for Arizona companies spending more than \$1 million annually in supplier diversity.

### **FTSE4Good Index Series member**

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## **2014**

### **18 Enterprises Receive Global Recognition for Data Center Design and Operations Efficiency**

Uptime Institute, an independent division of the 451 Group, announced 18 winners, including CenturyLink, in the first annual Brill Awards for Efficient IT. In the judgment of more than 90 industry professionals who evaluated submissions from leading enterprises around the world, these companies best exhibited efficiency in data center and IT operations in the broadest sense of the word – efficiency of capital deployment, technology, design, operations and overall management. The Brill Awards program seeks to showcase companies and technologies that improve the industry's ability to sustainably deliver IT services to the end user.

### **CenturyLink named to DiversityInc's Top 10 Companies for Veterans list**

DiversityInc announced that CenturyLink ranked #10 on the 2014 Top 10 Companies for Veterans. More than 1,000 public and privately held companies competed for spots on the coveted list.

### **Newsweek recognizes CenturyLink with Green Ranking**

Newsweek's Green Rankings comprehensively assesses the environmental performance of the largest publicly traded companies in the United States and around the world. CenturyLink was ranked #258 in 2014. Newsweek did not conduct the Green Rankings in 2013.

### **Million Dollar Circle of Excellence in Supplier Diversity**

For the third consecutive year, CenturyLink was named to the Arizona Hispanic Chamber of Commerce Million Dollar Circle of Excellence for Arizona companies spending more than \$1 million annually in supplier diversity.

### **Minneapolis-St. Paul Data Center Earns Tier III Certification of Constructed Facility**

CenturyLink's data center in Minneapolis-St. Paul, MP2, received Uptime Institute's coveted Tier III Certification of Constructed Facility. MP2 is the first colocation data center in Minnesota to receive this award, which signifies that the design, construction and commissioning meet the Uptime Institute's rigorous criteria for concurrent maintainability.

### **FTSE4Good Index Series member**

The FTSE4Good Index Series has been designed to objectively measure the performance of companies that meet globally recognized corporate responsibility standards. Inclusion on the list is a reflection of meeting or exceeding FTSE standards; ranks are not assigned. CenturyLink continues to be a member company of the FTSE4Good Index.

## **2013**

### **CEEDA: Certified Energy Efficient Data Center Awards – Savvis, a CenturyLink company, receives Silver Award for LO3**

BCS, the Chartered Institute for IT, awarded Savvis a Silver Certified Energy Efficient Data Center Award for its LO3 London Docklands data center. Savvis is the seventh organization in the world to demonstrate its leadership in sustainability and data center energy efficiency by earning a CEEDA honor, which is administered by DCProfessionals on behalf of BCS.

### **Savvis, a CenturyLink company, receives Carbon Trust Standard**

All of Savvis' UK data centers have been awarded the Carbon Trust Standard. This recognizes Savvis' ongoing efforts to ensure its operational procedures are as energy efficient as possible in its LO1, LO3, LO5 and LO6 data centers in London, Slough and Reading.

The Carbon Trust Standard is widely acknowledged as the world's leading certifier of organizational carbon footprint reduction. The certification has been achieved as a result of Savvis' long-term commitment to reducing its carbon and the associated energy costs. Savvis is one of a small number of cloud infrastructure and hosted IT solutions companies to achieve this standard across all of its UK facilities.

### **Million Dollar Circle of Excellence in Supplier Diversity**

For the second consecutive year, CenturyLink was named to the Arizona Hispanic Chamber of Commerce Million Dollar Circle of Excellence for Arizona companies spending more than \$1 million annually in supplier diversity.

### **United Kingdom Carbon Trust Award**

CenturyLink was presented with the UK Carbon Trust Award for efforts to reduce the carbon footprint within all CenturyLink's United Kingdom data centers. Carbon Trust is a world-leading certifier of organizational carbon-footprint reduction. CenturyLink is one of only a few data center providers to receive this distinction. Carbon Trust measures and certifies the environmental footprint of organizations, products and services.

### **Minority Business News USA – Ambassador for Supplier Diversity**

Minority Business News USA, the leading print and digital publication supporting the national minority supplier development initiative, recognized CenturyLink as an ambassador for its supplier diversity efforts.

### **FTSE4Good Index Series member**

The FTSE4Good Index Series has been designed to objectively measure the performance of companies that meet globally recognized corporate responsibility standards. Inclusion on the list is a reflection of meeting or exceeding FTSE standards; ranks are not assigned. CenturyLink continues to be a member company of the FTSE4Good Index.



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