In 2021, Lumen conducted our inaugural “materiality assessment,” an analysis and validation process to guide how we prioritize the sustainability and environmental, social, and governance (ESG) issues that matter most to our stakeholders and our future. Working with an independent consultant, we conducted a peer and industry benchmarking review of sustainability topics that are common to the communications and technology industry. We assessed international standards and guidelines, such as the Sustainability Accounting Standards Board (SASB), the Taskforce for Climate-related Financial Reporting (TCFD) and the Global Reporting Initiative (GRI). We also engaged stakeholders including employees, community partners, customers, governmental agencies and regulators, investors, suppliers, as well as Lumen’s Board of Directors and senior leadership teams.

The chart below shows how specific issues rank when measured by importance to Lumen’s stakeholders and the impact on our business success. The key takeaway is that Lumen’s best sustainability impact opportunities are already integrated into our long-term vision and business strategy. For more information, visit the Lumen sustainability page.

Lumen Impact Matrix

Impact on Lumen’s Future Business Success

Impact Opportunity Topics

- Digital Infrastructure
  - High Light: Protecting and respecting the privacy rights of our customers and employees
  - Medium Light: Data and customer trust
  - Low Light: Compliance

- Customer Experience
  - High Light: Protecting and respecting the privacy rights of our customers and employees
  - Medium Light: Data and customer trust
  - Low Light: Compliance

- High-Light/High-Impact
  - Strengthening our commitment to a sustainable, circular economy
  - Protecting the environment

- Medium-Light/High-Impact
  - Providing high-quality access to all
  - Ensuring reliable and secure online experiences

- Low-Light/High-Impact
  - Ensuring a safe and secure online experience for children and adults
  - Protecting personal information

- Social
  - High Light: Protecting and respecting the privacy rights of our customers and employees
  - Medium Light: Data and customer trust
  - Low Light: Compliance

- Economic
  - High Light: Protecting and respecting the privacy rights of our customers and employees
  - Medium Light: Data and customer trust
  - Low Light: Compliance

- Environmental
  - High Light: Protecting and respecting the privacy rights of our customers and employees
  - Medium Light: Data and customer trust
  - Low Light: Compliance

- Governance
  - High Light: Protecting and respecting the privacy rights of our customers and employees
  - Medium Light: Data and customer trust
  - Low Light: Compliance

**Note:** The image contains a diagram of the Lumen Impact Matrix, which categorizes impact opportunities based on their materiality and potential impact on Lumen’s business success. The diagram uses a color-coded scale to indicate the level of importance (High, Medium, Low) and the impact (High, Medium, Low) for various sustainability topics such as Digital Infrastructure, Customer Experience, High-Light/High-Impact, etc.