



## DELIVERING STRATEGIC SOLUTIONS ACCA'S 2000 ANNUAL MEETING

U.S. EPA Climate Protection Awards

### The AT&T Employee Telework Program

#### Innovation in Transportation Efficiency

The AT&T employee telework program is effective in potentially reducing air pollution. In 1999, AT&T teleworkers avoided 87 million miles of commuting (VMT), equivalent to saving approximately:

- 4.1 million gallons gasoline,
- 41,000 tons CO<sub>2</sub>
- 180,000 tons hydrocarbons
- 1.4 million tons CO
  
- 93,000 tons NO<sub>x</sub>.

Telework is more than increasing commuting options. The business and societal benefits of employee's increased flexibility and reduced cost make the positive environmental outcomes self-sustaining. Our 1999 study of AT&T teleworkers found:

- 68% of teleworkers say they get more done working at home.
- 76% are more satisfied with their job than before teleworking.
- 79% are more satisfied with their career.
- 79% are more satisfied with their personal and family lives.
- 65% of all managers say telework helps attract and keep good employees.
- All of these statistics are trending upward year over year.

AT&T's telework participation is evidence these benefits are real: about half of AT&T's managers telework at least one day a month, about one quarter telework once a week, and about 10% telework full time.

The program began in 1992, but several recent innovations are noteworthy:

- A grassroots initiative, telework is managed by a collaborative team of many stakeholders within AT&T, such as Property Management, Information Technology Services, Procurement, and Environment, Health and Safety. The team seeks to find and replicate best practices across the firm.
- An intranet telework "portal" offers many new tools: readiness assessments, tips, a cost calculator, and links to all AT&T resources for teleworkers, for example.
- Statistical telephone surveys provide top-notch data in areas such as participation, benefits, barriers, and environmental aspects.
- A widely publicized "Earth Day is e-Day" event encouraged employees to telework on Earth Day 2000, increasing awareness of the clean air benefits.
- Lessons learned are shared with the public on AT&T's telework website at [www.att.com/telework](http://www.att.com/telework), helping others to replicate our successes.

Our research has revealed several challenges in the path to success. The technology available at home must become the same as in the regular office. Human interaction will always be important. Many managers must adapt their style to this new worker — a teleworker.

AT&T is currently working on solutions, breaking new ground so telework can spread through the entire economy as quickly as it has spread through AT&T.

Telework is a powerful example of how information technology can replace materials and energy, leading to benefits across all environmental media. For example, fewer cars on the road mean less time idling in traffic -- meaning that telework could improve the automotive efficiency of society as a whole. AT&T's employee telework program is a great example of how a firm can work towards sustainability -- producing simultaneous environmental, social, and business benefits -- in a true self-sustaining manner.

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