

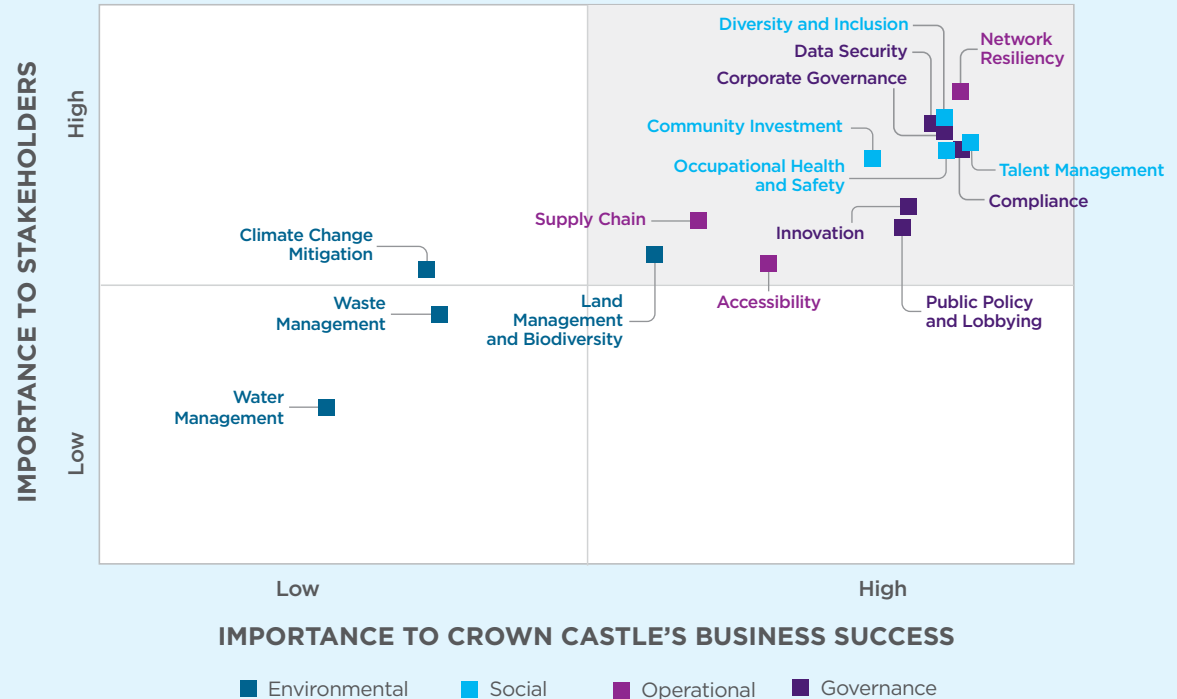
OUR 2020 MATERIALITY ASSESSMENT

Key Findings from Our Materiality Assessment

We considered topics spanning environmental, social and governance categories and included an additional operations category that specifically relates to our business and operational impacts. Of the four categories analyzed, topics falling under the social category were rated the highest, on average, according to feedback from our stakeholders. We also had a high level of interest from our customers in how we manage our operational risks, including network resiliency.

While these 16 topics represent the most material sustainability issues for our company, we strive to continually work with senior leaders from across our business to refine our sustainability focus areas. We recognize the need to be fluid to address those sustainability topics we feel can have the largest impact and to ensure they align with our values and goals, especially as we continue to innovate and evolve as a company.

Materiality Assessment¹ Map



1. Conducted in 2020.