



2014 Sprint Corporate Responsibility performance scorecard

Reduce our impact on global climate change

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
Greenhouse Gas Emissions	Reduce GHG emissions 20% (MT of CO2-e)	10.35%	18.81%	26.36%	43.00%
	Improve carbon efficiency 75% (MT CO2e/TB data)	59.88%	74.68%	84.77%	90.37%
Total electrical use	Reduce electrical use 20% (kWh)	3.44%	7.92%	19.64%	36.87%
Renewable Energy	Source 10% of total kWh from renewable sources	3.06%	5.25%	5.97%	8.00%

Reduce our use of natural resources

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
Operational Waste	Reduce operational waste to landfill by 30%				
	% of Square Footage (OC) reporting	74.80%	81.90%	86.70%	97.00%
	% Recycled operational waste (MT)	38.00%	49.00%	80.00%	81.00%
Network and IT e-waste	Reuse/recycle all Network and IT e-waste				
	Metric tons of e-waste collected annually	1,448	9,143	8,109	12,059
Water Use	Reduce water use by 30%	27.20%	26.52%	30.33%	37.57%
Paper Use	Reduce paper volume 40%	57.20%	64.52%	71.63%	82.81%

Promote a socially and environmentally sound supply chain

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
Supplier responsibility	90% of suppliers (based on \$) meet Sprint social and environmental criteria	55%	79%	79%	77%
	% Sourceable Spend Assessed	91%	87%	87%	91%

Reduce the environmental impact of our products and services

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
Phone recycling	90% device collection rate for reuse/recycling	40.0%	44.5%	46.6%	32.5%
	Voluntary device collections (Buyback/Project Connect)	2,055,911	4,431,280	4,856,512	3,210,633
Sustainable Devices	Ensure 70% of devices launched meet Sprint's environmental criteria	66.3%	52.0%	71.40%	55.9%

Promote ethical conduct*

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
i-Comply	Percentage of employees that complete Sprint's annual i-Comply certification to acknowledge their understanding of and compliance with Corporate policies and guidelines.	100%	100%	100%	100%

Promote a safe and healthy workplace*

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
Safety & Health Statistics	OSHA Recordable Incidence Rate	0.46	0.40	0.35	0.32
	OSHA Recordable Cases	191	158	141	104
	Days Away, Restricted, or Transferred (DART) Rate	0.17	0.12	0.12	0.15
	Lost Workaday Cases	74	47	49	48
	Lost Time Severity Rate	7.06	5.65	5.0	6.6
	Days Away from Work	2,946	2,241	2,008	2,185
	Total Hours Worked (in millions)	83.4	79.2	80.2	65.8
	Number of Fatalities	0	0	0	0

Support our communities through contributions and employee volunteerism*

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
	Employee volunteerism (in hours)	339,940	329,616	304,020	312,975
	Sprint Foundation grants (in millions)	\$4.9	\$4.2	\$4.2	\$3.9
	Sprint Project Connect Grants, funding from Sprint's charitable phone recycling program (in millions)	\$985	\$859	\$175	\$177

Improve customer's experience and earn their long-term loyalty*

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
	American Customer Satisfaction Index (on a scale of 1 to 100)	72	71	71	68
	Sprint postpaid churn	1.85%	1.89%	1.93%	2.18%
	Sprint prepaid churn	3.28%	3.01%	3.72%	4.05%

Promote a diverse and inclusive workforce*

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
Total Workforce: Ethnicity	Asian	5%	5%	6%	6%
	Black	21%	21%	19%	19%
	Hispanic	14%	16%	15%	17%
	White	56%	54%	55%	55%
	Other/Non-specified	4%	4%	5%	3%
Total Workforce: Gender	Female	45%	45%	42%	41%
	Male	55%	55%	58%	59%
Management: Ethnicity	Non-White	27%	24%	24%	26%
	White	73%	76%	76%	74%
Management: Gender	Female	35%	34%	34%	38%
	Male	65%	66%	66%	62%
Location	United States	99.5%	99.5%	99.9%	99.9%
	Other	0.5%	0.5%	0.1%	0.1%

*Data covers 100 percent of Sprint's operations.