



# 2016 Corporate Citizenship Annual Report

**dish**cares





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“I am optimistic about the possibilities we have in front of us, and I look forward to continuing on this journey with all of you.”

- Charlie Ergen, Chairman & CEO



## Letter from the Chairman & CEO Charlie Ergen

Dear Stakeholders,

In today's world, people are more connected, more mobile, and more selective than ever before. As the telecommunications industry evolves and new technologies emerge, we must continue to adapt and transform our business to meet the changing needs of society.

Since DISH was founded 36 years ago, we have been committed to providing the best video entertainment, anytime, anywhere, at the best value. We've evolved, from C-band satellite systems to delivering TV over the Internet, and we've continued to innovate to provide new ways for the world to connect. As we position ourselves for the future and pursue new business opportunities, we are also strengthening our place in our communities.

Now, more than ever, we have the potential to benefit society through our technology, products, services, and talented workforce. I am proud to present this report, which highlights ways that we are leveraging our resources to make a positive impact on our people, our communities, and our planet.

I am optimistic about the possibilities we have in front of us, and I look forward to continuing on this journey with all of you.

Thank you,

Charlie Ergen  
Chairman & CEO



# Letter from the President & Chief Operating Officer Erik Carlson

Dear Stakeholders,

At DISH, we take pride in the work we do, both inside and outside the company. We understand that a great business needs more than just a great product. That is why we are tuned in to every stakeholder – our customers, partners, employees, shareholders, local neighbors and national community.

In our ever-evolving marketplace, it is essential that we continue to devote resources to developing our people, partnering with our communities, and preserving our planet. The success of our business is wholly dependent upon the vitality of our workforce, the strength of the communities we serve, and the preservation of our planet’s natural resources.

Our commitment to be a good corporate citizen requires the involvement of every DISH team member. From our technicians visiting homes, to our customer service agents serving customers, and our corporate team making critical

decisions, we are all held accountable to the values and ethics that make up the foundation of DISH.

I specifically want to thank everyone who supports DISH Cares, including the Executive Steering Committee, site liaisons, volunteers, and employee committees. Your leadership and dedication continue to make this program great.

Our Corporate Citizenship Annual Report offers an in-depth view of the efforts we are undertaking to be a great employer that positively influences our communities, and a responsible steward of the environment. Thank you for taking the time to learn more about DISH and read about our accomplishments in 2016.

Sincerely,

Erik Carlson  
President & COO

“It is essential that we continue to devote resources to developing our people, partnering with our communities, and preserving our planet.”

- Erik Carlson, President & COO

## DISH Cares Executive Steering Committee Members

<b>Erik Carlson</b> President & Chief Operating Officer	<b>Stanton Dodge</b> Executive Vice President & General Counsel
<b>Mike McClaskey</b> Executive Vice President, Chief Human Resources Officer	<b>Warren Schlichting</b> Executive Vice President, Ad Sales, Marketing, and Programming
<b>Robert Toevs</b> Vice President, Corporate Communications	<b>Eric Wohl</b> Vice President, Human Resources



About DISH	
Fortune 200 Company	50 States Served Also Serve Puerto Rico
Englewood, CO Headquarters	\$15 Billion Gross Revenue
DISH NASDAQ	Key Brands DISH, Sling TV, DishLATINO
1980 Founded	13.6 Million Total Subscribers

## DISH Cares Pillars

DISH Cares, our corporate citizenship program, is designed to serve the communities where DISH operates. Launched in 2014, DISH Cares provides opportunities for our team members to grow, promotes community engagement and development, and protects the environment through sustainable business practices. Through our corporate citizenship efforts, we focus on having a positive impact on our people, our communities, and our planet.



### Our People

We maintain a safe, healthy, and productive workplace, and provide training and development opportunities to ensure that all of our employees have the opportunity to reach their full potential.



### Our Communities

We leverage our technology and our talented workforce to make a positive impact in the communities where we live and work.



### Our Planet

We understand our role as stewards of the environment, and strive to reduce our footprint across the entire value chain.

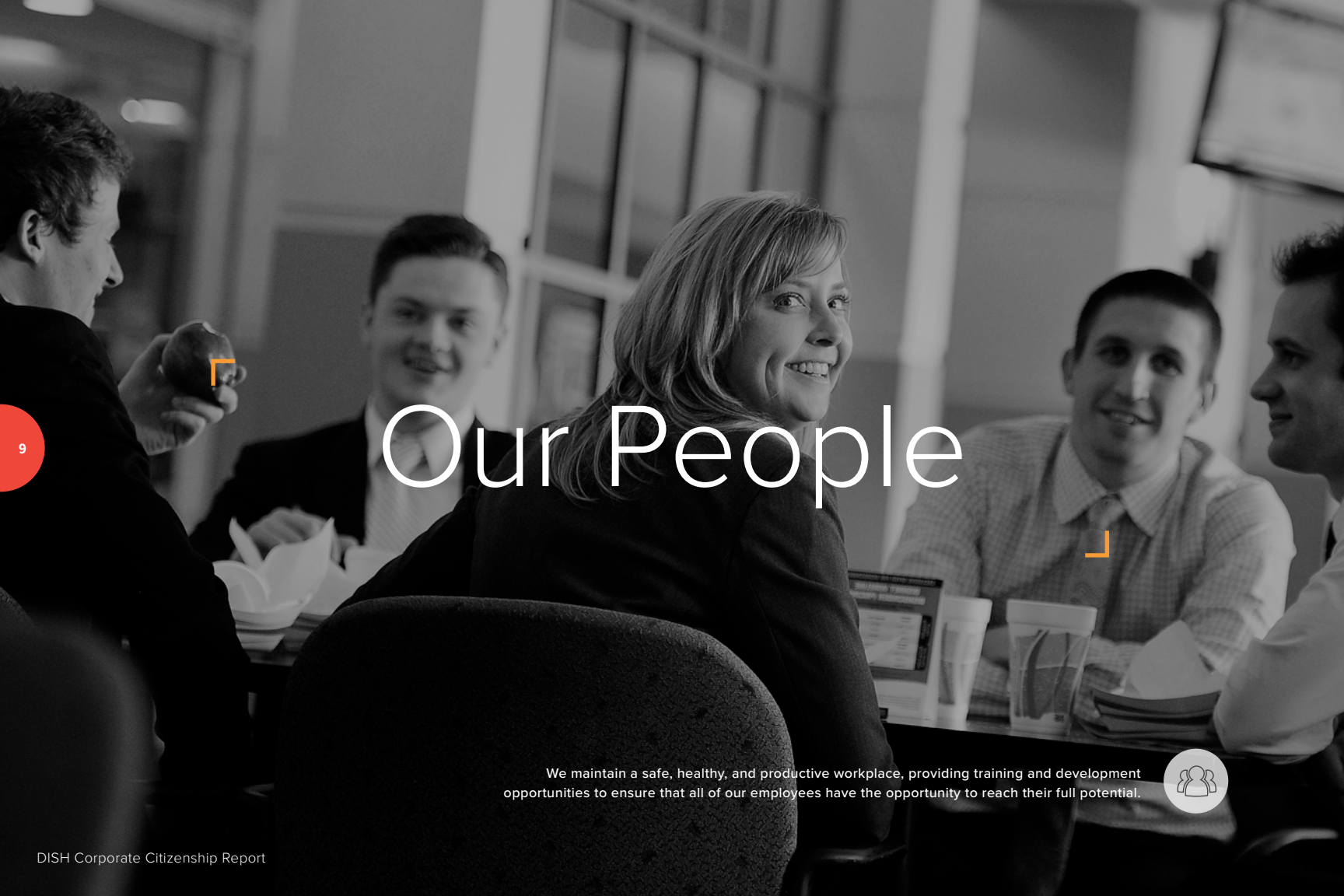
“At DISH, creating a strong business and empowering local communities are symbiotic goals. We are proud of our ability to connect people, no matter how remote their home may be, to entertainment, and that connectivity extends to our corporate citizenship program. Our social impact efforts join our team members, our customers and our communities together to build long-term success for us and for the places where we live and work.”

– Caitlen Curtis, Corporate Citizenship Manager

## 2016 by the Numbers







# Our People

We maintain a safe, healthy, and productive workplace, providing training and development opportunities to ensure that all of our employees have the opportunity to reach their full potential.



## The DISH Way

Our values are:

**CURIOSITY, PRIDE, ADVENTURE, and WINNING.**



### Curiosity

We are inquisitive, not afraid to challenge assumptions, and hungry for knowledge.



### Pride

We are driven to do our personal best in everything we do and expect the same from our teammates.



### Adventure

We are comfortable and thrive in an environment where our path is often unclear, changes frequently, and requires us to challenge ourselves.



### Winning

We have the drive, work ethic, and discipline to always put DISH in a position to win.

“Our business is driven by our people. It is great to see employees from every area of the company get involved with DISH Cares and work together to improve our communities.”

-Eric Wohl, Vice President, Human Resources



# Opportunity & Professional Growth

We believe in motivating our people, challenging them to achieve more, and fostering personal and professional development throughout their career. Opportunity is one of the core benefits for all DISH employees, and as part of that initiative, we strongly support promotions from within. We take pride in the fact that many of our leaders have risen from within our organization and have grown long-term, successful careers.

## LEAD

Our flagship leadership development program, LEAD serves as a vehicle to cultivate world-class leaders internally. The comprehensive, competency-based program is designed to teach the fundamentals of DISH Leadership to a variety of levels of employees, from aspiring future managers to existing senior executives. Employees who participate in LEAD programs gain valuable skills to help them manage their teams effectively and drive business results.

LEAD programs have been designed to equip DISH leaders with the tools they need to be successful at every stage of their career. In 2016, 3,241 team members completed more than 30,000 hours of LEAD training through 260 workshops.

<b>LEAD Grow</b> Our program for high-potential individual contributors who may be looking to move into management within 6-12 months.
<b>LEAD Build</b> Our program for all managers to help them build their leadership capabilities.
<b>LEAD Climb</b> Our high potential development program to support current DISH leaders to become future executives.
<b>LEAD Empower</b> Our session for intact teams led by front-line managers and above who want to achieve higher levels of performance.
<b>LEAD Partner Work</b> Our customized workshops and coaching opportunities for teams and individual contributors.
<b>Manager Essentials</b> Our session and e-learning modules to help newly hired or promoted managers learn the policies and procedures of DISH management.





## Diversity & Inclusion

At DISH, diversity and inclusion are an important part of our corporate DNA. We are committed to empowering women in the workforce, promoting cultural diversity among our employees, and fostering a culture of inclusion across all areas of the business. Our team consists of individuals of many different ages, ethnicities, and interests, contributing to a more innovative and collaborative work environment.

### Women's Network Vision

To provide women at DISH with an environment to foster relationships and professional growth through our three pillars: networking, education, and self-development. The goal is to empower women at DISH to become leaders.



Kathy Schneider, DISH Senior Vice President, Customer Service, named Top 50 Women in Entertainment by National Diversity Council

“Today, women enter the workforce at an equal rate as men yet hold a tiny sliver of leadership positions. Our goal is to change this narrowing funnel and empower women to become leaders.”

— Paris Bradley, Co-Founder and member of the DISH Women's Network

In 2016, the network hosted 18 events, including the Leader Series, which invites female executives to speak about their career journeys and leadership experiences. Networking happy hours have provided women and men at the company with an opportunity to establish new working relationships across the organization. Training and development opportunities through the network, as well as a book club, provide additional sources of education and discussion for DISH employees.



Over 800 Women's Network members and 18 events in 2016

## Recruitment

We have a bold sense of curiosity, pride, adventure, and desire to win - it's in our DNA. We look for people with boundless energy, intelligence, and an overwhelming need to achieve as we embark on the next chapter of our story. Opportunity is here. We are DISH.

We believe that one of the best ways to contribute to society is to provide high-quality, stable employment opportunities. We recruit and hire talented employees who demonstrate energy, intelligence, and the need to achieve. Through our recruitment efforts, we have attracted and developed a diverse and dynamic workforce dedicated to our company's success.

### University Relations

We collaborate with top universities around the country to recruit outstanding undergraduate and graduate students for full-time employment and summer internships. Through this program, students gain exposure to the inner workings of our business, learn critical skills, and acquire real-world experience that prepares them for a successful career.

### Veterans

We support, honor, and recognize our military communities, servicemen, servicewomen, and their families by offering employment opportunities to the brave individuals who have served our country.

### Veteran Employment

DISH is proud to hire military veterans, and we actively recruit and employ members and families of our US armed forces nationwide. **DISH employs over 1,100 members of the U.S. Armed Forces.**





## Safety Training & Protocols

“A safe worksite is an organized worksite. At DISH, we are committed to providing a safe environment which not only protects our employees, but also helps them deliver a quality customer experience.”

- Nick Rossetti, Senior Vice President, In-Home Services

### Workplace Safety

Safety courses are provided during new hire orientation, and for some positions are conducted on a weekly, monthly, or annual basis thereafter.

Specific safety guidelines are taught by supervisors and trainers, and include instruction about the use of tools, equipment, chemicals, personal protective equipment, and maintaining a safe work environment.

### Safety Protocols

Ladder Safety	Powered Industrial Truck Safety	Chemical Spill-Accidental Release
General Safety	Safety Committee	Hazardous Waste
Warehouse Safety and Footwear	Ride Along-Field Observation	Emergency Action Plan
Flat Roof Fall Restraint System	Personal Protective Equipment	Emergency Lighting & Exit Lighting Testing
Fall Protection Program	Bloodborne Pathogen Exposure Control Plan	Evacuation Plan
Lockout-Tagout	Hazard Communication	Fire Plan
Recycling and Waste Management	Chemical Inventory Log	Severe Weather
Electrical Safety	Motor Vehicle Safety	DISH Site-Specific Emergency Action Sheet



## Comprehensive Benefits

### Opportunity

Our most valuable benefit at DISH is “Opportunity.” We provide an environment for each employee to realize their full potential. Every employee is encouraged to reach beyond their assignment, and to participate as we change the way the world communicates.

### Employee Stock Purchase Plan

We provide discounted company stock through our Employee Stock Purchase Plan.

### 401(k) Matching

We help our employees save for retirement through our 401(k) matching program.

### DISHscriber/Slingscriber

We offer employees discounted DISH and Sling service so they can enjoy our products at home and better serve our customers with product knowledge. We incorporate our employee feedback about products and services on a continual basis.

### Tuition Reimbursement

We support employees pursuing higher education through our tuition reimbursement program.

### Medical, Dental, & Vision Insurance

We provide comprehensive medical, dental, and vision insurance to all our employees, and the flexibility for them to choose the plan that is best for them.

### Life & Disability Insurance

We offer life and disability insurance to protect our employees and their families.

### New Mother Accommodations

We work hard to ensure that expecting and new mothers are comfortable at work, including reserved parking spaces and new mother rooms across our



DISH provides fun and interactive ways for employees to stay active and healthy, allowing them to monitor their movement and enjoy fitness activities with co-workers in a variety of ways.





## Q&A with Mike McClaskey

### EVP & Chief Human Resources Officer

Mike McClaskey joined by local representatives of Girls, Inc., at a DISH event.

Q

As a member of the DISH Cares Executive Steering Committee, what motivates and inspires you about this program?

A

Our employees' hard work and commitment goes beyond the office. I am continuously inspired and personally motivated by the DISH employees across the country who selflessly volunteer their time, donate goods, and give back to their local communities. We are fortunate to have so many people dedicated to improving the places where they live and work. Individually, we can all do our part to drive positive change, and collectively, these small acts of kindness and generosity have an enormous impact.

Q

What role does leadership development play in making DISH a better corporate citizen?

A

Strong leadership is what drives a company in the right direction. As we develop our corporate citizenship efforts, it is essential that our leaders uphold the values of our company and inspire their teams to work towards a shared vision. By developing our employees and offering opportunities for growth, we are not only strengthening our workforce, we are strengthening our role in society.

Q

Which corporate citizenship initiative were you most proud of in 2016?

A

DISH Day of Service, our companywide day of volunteering, made a tremendous impact on our employees and communities across the U.S. I am immensely proud of the more than 850 volunteers who joined together as a team to donate time supporting causes that matter to them. The teamwork, generosity, and sense of pride for our local communities exhibited through this initiative really exemplified the caliber of employees that we have at DISH.







# Our Communities

We leverage our technology and our talented workforce to make a positive impact in the communities where we live and work.



## Supporting Local Communities

At DISH, we are committed to improving the communities where we live and work.

Our employees are encouraged to support the causes that matter most to them, and collectively we contribute to a wide range of important efforts across the country. Through the DISH Cares program, employees generously donate time and resources to local and national nonprofits. We promote community engagement through volunteerism, drives, and fundraisers to support organizations making a difference.



674

Community Outreach Events

6,756

Volunteer Hours

320

Volunteer Events

81

Fundraisers

131

DISH Sites Participated in Events

2,588

Volunteers

272

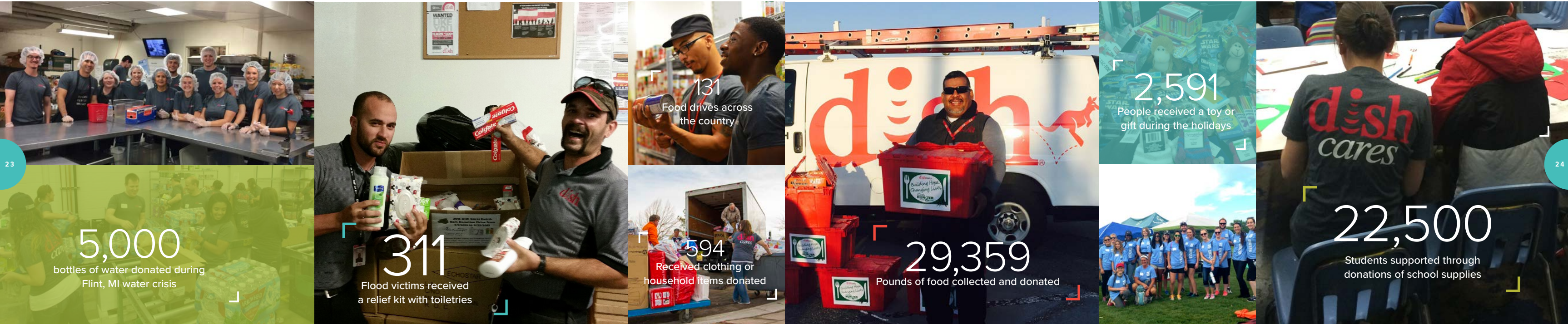
Drives

320

Volunteer Events



## 2016 Community by the Numbers: Causes Supported





## Event Spotlight: El Paso Make-A-Wish

When DISH team members at our El Paso Customer Engagement Center heard about Giovanni, a 14-year-old boy suffering from progressive muscular disease and dreaming about going to the Macy's Thanksgiving Parade in New York City, they raised money to make his wish come true. The team learned of Giovanni's wish through the Make-A-Wish Foundation, a nonprofit organization whose vision is to grant the one true wish of every child diagnosed with a life-threatening medical condition.



Giovanni is wheelchair-bound due to his condition, making long-distance travel a challenge for him and his family. He has three siblings, two of whom share his diagnosis and are also wheelchair-bound. Once their fundraising goals were met, the DISH team, in partnership with Make-A-Wish, invited Giovanni and his family to the DISH Auditorium where they hosted a parade-themed party. DISH employees decorated remote control cars as parade floats that Giovanni and his siblings could take home. He was also gifted Xbox gift cards, toys, coloring books, iPhone gift cards, reading books and, Giovanni's favorite, Papa John's pizza.

At the party, the DISH team gave the family NYC T-shirts and Statue of Liberty hats, and revealed that Make-A-Wish would be sending the family on a trip to New York City to watch the Macy's Thanksgiving Parade – a dream come true!

## Tulsa Holiday Gifts

As part of their ongoing commitment to DISH Cares, team members at our Tulsa Customer Engagement Center (CEC) support Partners in Education (PIE). PIE works with members of the community, businesses, and non-profits to help close the achievement gap for low-income students, reduce dropout rates, and assist educators in the Tulsa community.

Through PIE, team members chose to support McClure Elementary, a local school close to the CEC with nearly 95% of students qualifying for a free lunch program because of their household income.

During the holidays, the Tulsa team worked with McClure Elementary to identify 52 families who would share a very special surprise: presents completely covered by DISH team members. Each team within the CEC adopted a student or two, shopping for and wrapping presents from each student's wish list.

In all, the Tulsa team sent two trucks full of gifts, including bikes, toy race tracks, doll houses, clothing, and more to McClure Elementary school families.



“Thank you from the bottom of our hearts for making Christmas possible for so many of our sweet students. They were all so excited...A grandparent told me they could not afford stocking stuffers for the kids and cried when I handed their 3 bags of gifts to him. You guys are amazing and we are so thankful to have you as our partners. Merry Christmas to each of you!”

— Charity, McClure Elementary Social Worker

## Liaison Network

Our ongoing support for communities around the country would not be possible without our nationwide network of more than 80 DISH Cares Liaisons who lead community outreach efforts at the local level. Liaisons play an important role in organizing events and promoting employee engagement through volunteering, drives, and fundraisers. They are also responsible for tracking and reporting the impact that DISH employees are having in the communities where DISH employees live and work.

“DISH Network has been a great partner of ours for several years now, helping us further our mission by the hours donated by their employees. We could not do what we do without their support.”

— Laura D. Egan, Volunteer Supervisor at Food Bank of the Rockies

## Key Initiatives

### Helping Build “America’s Best Communities”

DISH is a lead sponsor of the America’s Best Communities (ABC) competition, a phased program designed to transform communities through creativity, innovation, and long-term planning. The competition will award a total of \$10 million over three years to spur growth and transformation in towns or regions with populations between 9,500 and 80,000.

### DISH Day of Service: The Impact a Day Makes

In the fall of 2016, employees gathered around the country to participate in our annual “DISH Day of Service,” a companywide day of volunteering and community outreach. Nearly 900 volunteers took part in 90 events across 71 cities, making an impact in local communities across the nation. The groups supported 68 different nonprofits and a variety of causes, including health, education, hunger, poverty, and the environment.

## STEM: Inspiring the Next Generation

In the telecommunications industry, we depend on a talented workforce with a foundation in science and technology. We collaborate with schools and youth organizations in the communities where we operate to advance education in STEM (Science, Technology, Engineering, and Math Education).

We encourage students to pursue careers in STEM and provide resources to help them succeed. Our employees invest time, energy, and funds to mentoring, coaching, and inspiring youth to develop their skills and create a brighter future for themselves.

### STEM Fiesta!

Employees from our El Paso office donated time and money to support STEM Fiesta!, a local event aimed at exposing youth to the exciting possibilities a career in STEM offers. DISH volunteers from our manufacturing, customer service, and sales teams served as judges in the robotics competition and interacted with more than 2,000 middle school and high school students at the event.

### Urban Advantage Metro Denver Science Celebration

At DISH, we have a talented pool of engineers that consistently deliver innovative, cutting-edge technology and products. Members of DISH’s product team brought their technical expertise to the Denver Museum of Nature and Science to support a local event aimed at reducing the opportunity gap for Latino and African-American middle school students. The DISH volunteers spent a day at the science fair mentoring 200 7th grade students and sharing their personal journeys into STEM careers.

### Girls Inc. Eureka Program

At the DISH Summer Concert, hundreds of employees participated in a raffle to benefit the Eureka! Program, a 5-year STEM immersion program run by Girls Inc. of Metro Denver that prepares girls for college. In 2016, we were able to help 40 young women from Denver take steps towards a successful career.

“Our partnership with DISH supports programs that reach 2,500 girls each year. Through special events, sponsorship, and volunteerism, DISH is helping to inspire all girls to be strong, smart, and bold!”

— Sonya Ulibarri, President & CEO of Girls Inc. of Metro Denver






29


“We were so proud that our employee base came together, and it was a very rewarding feeling to help our fellow West Virginians.”

- Bluefield Site Leader Michelle Walker




33,400

hours of internet and TV services provided to disaster relief sites



35

disaster relief sites aiding communities recovering from tornadoes, wildfires, and flooding



5

truckloads of supplies donated to West Virginia flood victims



## Disaster Relief

### Joining Forces to Help Communities in Crisis

With the help of our partners, we bring DISH broadband and television service when telecom infrastructure goes down following a disaster. We also provide on-the-ground support from our In-Home Services team to help communities recover and rebuild.

### West Virginia Floods

On June 23, 2016, a catastrophic flood hit West Virginia and the surrounding areas, bringing 10 inches of rain in a 12-hour span and destroying more than a thousand homes in the area. Over 20 people lost their lives in the flood, which sparked a state of emergency in 44 of the state's 55 counties.

As those in affected communities struggled to come to terms with the devastation, many local citizens immediately stepped in to help with recovery efforts. Team members at DISH's Bluefield Customer Engagement Center quickly sprang into action. The Bluefield team organized and collected five truckloads of donations and nearly \$6,000 from DISH Customer Engagement Centers around the country (Christiansburg, Phoenix, El Paso, Riverfront, Harlingen,

Tulsa, Thornton, Hilliard, and of course, Bluefield) to purchase household items for flood victims.

On August 19, 2016, Bluefield managers set up a distribution tent at the town hall in Rainelle, WV, a small town about 55 miles north of Bluefield heavily damaged by the floodwaters. The Bluefield management team helped distribute items to more than 100 families who lost their possessions in the flood.

### Tennessee Wildfires

As recovery efforts continued in late 2016 following the devastating wildfires in Tennessee, DISH delivered free satellite broadband to aid relief efforts in Sevierville and Gatlinburg. Through DISH Cares, the company worked with Information Technology Disaster Resource Center (ITDRC) to deliver connectivity at the Forward Operations Base and Volunteer Reception Center, two key hubs of volunteer organization and mobilization.

In addition to providing connectivity, DISH ensured that all customers had access to watch Smoky Mountains Rise: A Benefit for the My People Fund. The event, headlined by Sevier County native Dolly Parton, as well as country music headliners Reba McEntire, Kenny Rogers, and Alison Krauss, raised money for families whose homes were destroyed in the fires.

# Information Technology Disaster Resource Center (ITDRC)\*

## Mission

To prepare and assist communities with technology continuity and recovery of information systems during times of disaster. We fulfill this mission through education, planning, and disaster response; by a dedicated team of volunteer technology professionals and corporate partners.

## Overview

ITDRC was founded in 2008 to provide communities with the necessary resources to continue operations and recover their technology infrastructure from disaster.

ITDRC was established as a nationwide 501(c)(3) nonprofit organization and is currently comprised of hundreds of volunteer professionals with expertise in many technology disciplines. ITDRC harnesses the collective resources of the technology community to provide information, communications, and technology (ICT) resources at no cost, as well as technical recovery assistance to help communities continue operations in times of disaster.

In addition to providing public education to help build disaster resilient communities, ITDRC serves as a vendor-neutral clearinghouse for in-kind technology resources and a catalyst for connecting NGOs with communities in crisis.

“As an example of how DISH supports us, at the Volunteer Reception Center in Sevierville, TN alone, we saw anywhere from 700 to 1,100 volunteers per day who were providing crucial relief efforts. DISH made it possible for us to register and stay connected with all of these volunteers. We were on the ground for several weeks, and we knew DISH would be with us each step of the way as they have been in numerous other disaster relief efforts.”

– Joe Hillis, Operations Director for ITDRC

\* DISH Cares Disaster Relief Partner

# Team Rubicon\*

## Mission

Team Rubicon unites the skills and experiences of military veterans with first responders to rapidly deploy emergency response teams.

## Overview

Team Rubicon is an international nonprofit organization that provides disaster relief free of charge to communities that have been impacted across the country. The organization currently maintains a roster of 30,000+ volunteers able to deploy throughout the United States. By pairing the skills and experiences of military veterans with first responders, medical professionals, and technology solutions, Team Rubicon aims to provide the greatest service and impact possible.

30,000+ volunteers are currently registered with the organization across the United States



“Team Rubicon provides opportunity for continued service to help communities recover from disaster. DISH Cares provides critical connectivity for life safety and coordination to Team Rubicon’s military veterans and first responders in the field. DISH services empower us to align and adjust resources to more effectively scale our aid to help more people in need. At Team Rubicon, disaster response is our business and military veterans are our passion. DISH embodies this culture of service and opportunity through its dedication to our cause.”

– Steve Hunt, Chief Information Officer for Team Rubicon



\* DISH Cares Disaster Relief Partner





# Our Planet

We understand our role as stewards of the environment, and strive to reduce our footprint across the entire value chain.



## Commitment to Sustainability

Environmental stewardship is important to DISH. We focus our efforts on conserving energy, sourcing materials responsibly, recycling, and minimizing waste. We are adopting cleaner, smarter, and more efficient technologies and processes that reduce our environmental footprint. We understand the importance of integrating sustainability across the supply chain and continue to take steps to preserve the planet's precious resources.

### American Forests Campaign

When it comes to the environment, our approach is to not only reduce our impact as a company but also to give back where we can. In 2016, DISH encouraged customers to switch to electronic billing and save paper through a campaign with American Forests. For every customer that switched to eBill during the campaign, DISH partnered with American Forests to plant one tree. **Together with our customers, we planted 78,000 trees in forests across Colorado, Texas, and Virginia. We were able to save 9 tons of paper annually.**



American Forests, Engage for Good Halo Award Finalist: Environmental/Animal Category





## Waste Management and Recycling

At DISH, we continue to innovate ways to reduce waste. In 2016, our organization diverted 91 tons of trash intended for landfill to recycling, while our manufacturing division relentlessly pursued the refurbishment and recycling of receivers and other e-waste.



5,119,269

receivers refurbished in 2016



220,000

disposable cups per year saved by distributing 850 DISH Cares coffee mugs to employees

## Packaging: From Recyclable to Reusable

DISH has implemented a new, environmentally-friendly packaging process for receivers that will reduce waste by greater than 3 million pounds annually. Instead of packaging our receivers in corrugated boxes that we recycle after a single use, we now use polypropylene, a reusable material, to ship and securely transport our receivers. Polypropylene has also been placed in our technician vehicles and will last for 1-2 years. Each technician now uses reusable, padded bags to protect and safely carry receivers from the vehicles into customer homes. This new design takes up less space in our technician vehicles, allowing more room for inventory which, in turn, helps us better serve our customers.



## In-Home Services (IHS) inForms

The IHS division launched a major paper reduction initiative. IHS inForm digitized four of our most highly used inspection and field management forms and made them available on mobile devices. Every year, IHS inForm saves 14,000,000 sheets, or 50 tons, of paper.



337,000 lbs

of foam recycled

9,000,000 lbs

of cardboard recycled

Weekly e-waste recycling:

12 tons

of remote controls

4.3 tons

of hard drives

3.5 tons

of alkaline batteries





## Energy Conservation

Energy conservation reviews all aspects of energy from generation to consumption and looks for ways to support renewable energy and reduce usage.

At DISH facilities, we have moved away from incandescent and fluorescent lighting toward more sustainable LED lighting. Last year, the facilities team replaced and recycled 5,500 fluorescent bulbs at our Christiansburg, Bluefield, Tulsa, and Phoenix locations.

DISH has also been expanding customer experiences with the home automation side of its Smart Home Services division. We give customers the option to replace, as an example, a standard 60-watt incandescent light bulb with a programmable LED bulb. Each programmable LED bulb saves our customers \$129 in energy costs over its lifetime.

DISH also took a giant leap in energy usage management with new technology that allows us to analyze electricity, gas, and water consumption within a single platform.

## Green Fleet

Along with alternative fuel vehicles, DISH continuously investigates and deploys new vehicle options and other technologies that can improve miles per gallon and reduce overall fuel consumption. In addition to alternative fuel vehicles, **DISH also has an engine calibration program to reduce fuel consumption by 6%-7% per vehicle.**



5,712,860

Total alternative fuel miles driven  
since program inception

194

Total number of alternative  
fuel vehicles in use

194 alternative fuel vehicles drove

2,381,890

miles in 2016.

## Reusable Boot Covers

Every year, IHS reusable boot covers eliminate 1.7M disposables from the waste stream.



17,000

cardboard boxes eliminated from recycling stream

\$1M

saved on costs by using reusable boot covers instead of disposable covers



136,000 lbs

of plastic eliminated from recycling stream

SLIP RESISTANT  
SYNTHETIC LEATHER

## Product Sustainability

DISH has implemented a nationwide program where every site recycles batteries, fluorescent bulbs, non-empty aerosol cans, and other electronics.

In 2016, we replaced our standard silicone with environmentally-friendly green silicone, eliminating over 83,112 tubes of byproduct from the waste stream. Proving that going green can also be good business, the cost of the new green silicone was \$0.08 less per tube than standard silicone, and reduced disposal costs by over \$58,000.

83,112

tubes of silicone eliminated from the waste stream

“While DISH has been committed to sustainable practices throughout the years, it deepened its efforts within specific business units in 2016. Through sustainable programs, such as manufacturing’s drive to identify and execute recycling processes for our products, fleet’s use of alternative energy vehicles, facilities’ efforts converting to LED lighting, and In-Home Services’ product sourcing and waste reduction projects, DISH is continuously improving on its goal to develop innovative solutions to reduce our ecological footprint.”

- Scott Chizanskos, Environmental Safety Manager







# Thank You

Learn More About DISH Cares by Visiting  
[about.dish.com/dish-cares](https://about.dish.com/dish-cares)

**dishcares**