Connecting Our People, Our Communities, and Our Planet

2017
Corporate Citizenship Annual Report
We are driven by transformation.

“No matter where our growth has taken us, we have remained a connectivity company.”

– Erik Carlson, CEO
Throughout our 37-year history, our success has been marked by inflection points that have transformed our business and redefined the customer experience. From pioneering satellite television and launching the nation’s first live-streaming TV service to transforming how people and things will wirelessly communicate, DISH is driven to be a force of constructive disruption. No matter where our growth has taken us, we have remained a connectivity company.

At its heart, our corporate citizenship program, DISH Cares, is a connectivity program as well. It connects team members with the community to serve our neighbors and invest in future generations. It connects our people to training, benefits, and resources to help them thrive. And it connects disaster-stricken areas with critical communications support to aid recovery and rebuilding.

2017 was a landmark year for DISH Cares.

We held our largest Day of Service ever, where 1,343 volunteers provided 3,283 hours of service at 138 events nationwide. We launched Collective, our resource and interest-groups program, enabling team members to deepen their sense of community and support for one another.

We extended DISH Cares to our nationwide network of independent retailers, providing them with the tools and resources to further serve their local communities. And we responded to the devastation caused by natural disasters by installing critical satellite broadband, helping connect hospitals, emergency operations centers, 911 dispatch offices, and local pharmacies, among others.

As we look to the future, we are eager to continue using our technology, resources, and the strength of our teams to connect our people, our communities, and our planet.

Thank you for your interest in our journey.

Erik Carlson
President & CEO
DISH CARES

We focus on investing in our people, our communities, and our planet.

DISH Cares, our corporate citizenship program, provides opportunities for our employees and partners to grow, promotes community engagement and development, and protects the environment through sustainable business practices.

OUR PEOPLE

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

OUR COMMUNITIES

We leverage our technology and 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.
DISH AT A GLANCE

Headquarters
Englewood, CO

NASDAQ
DISH

Founded
1980

Serves
North America

Key Businesses
DISH TV, Sling TV and Wireless
THE DISH WAY

Our corporate culture is driven by four shared values:

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.
DEVELOPMENT & TRAINING

We see opportunity as the most valuable benefit offered by DISH. We provide an environment for every employee to realize their full potential.

Moreover, we give employees the freedom to reach beyond their assignment. Advancement is determined by commitment, efforts, teamwork, and results. We strongly support promotions from within the organization, and are proud that many of our senior leaders have been with DISH since early in their careers.
LEAD
Investing in our team members requires providing the training and tools to help them grow. LEAD, our leadership development program, cultivates world-class leaders at all levels through a series of training seminars. In 2017 alone, 4,026 team members completed over 35,000 hours of LEAD development training.

UNIVERSITY RELATIONS
We believe that training the students of today prepares our business, and the larger business community as a whole, for tomorrow. DISH headquarters hosted 69 summer interns in 2017, providing them with access to real-world professional scenarios and leadership roles in projects important to our business. We are proud of the impact we make on our student interns’ careers, many of whom go on to become full-time DISH employees.

BASE CAMP
Base Camp is an immersive program that gives our new hires and existing corporate leaders meaningful, hands-on experiences with our customer-facing business groups. Over 700 team members completed the monthlong training in 2017, equipping them to make better decisions on behalf of the business and providing them with a new level of appreciation for their colleagues and our customers.

WORKPLACE SAFETY
At DISH, we believe that workplace safety not only fosters a positive work environment for our team members, but also helps them deliver best-in-class customer service. Safety guidelines are taught throughout the year, including instruction on the use of chemicals, equipment, tools, and personal protective equipment.
DIVERSITY & INCLUSION

At DISH, we are committed to empowering a diverse workforce and fostering a culture of inclusion across all areas of the business.

“The stories I’ve heard from the speakers have been inspirational and changed the way I think about my opportunities and the heights I can reach.”

– Women’s Network member
**DISH WOMEN’S NETWORK**

The DISH Women’s Network exists to empower women to become leaders. Through networking, education, and self-development, it provides women with an environment to foster relationships and professional growth. In 2017, the network hosted 25 events, connecting 1,300 members to powerful female leaders and one another.

As part of the Leader Series, speakers such as Dr. Christine Darden, a NASA scientist featured in the book *Hidden Figures*, former Hewlett Packard Enterprise CEO Meg Whitman, CH2M CEO Jacque Hinman, and DISH’s own SVP of Customer Experience Operations Kathy Schneider shared their stories and career-development tips with women at DISH.

**VETERANS RESOURCE GROUP**

DISH is proud to actively recruit and employ members of the U.S. armed forces and their families nationwide. In 2017, the Veterans Resource Group was launched to provide a network of support and development to our DISH military community. DISH employs hundreds of brave individuals who served our country.

**COLLECTIVE**

A diverse team brings a number of diverse interests and hobbies. In 2017, DISH launched Collective, a program that enables team members to share common interests and build connections. Groups like DISH Film Society and DISH Disc Golf make up some of the 16 groups created in 2017.
OUR COMMUNITIES
SUPPORTING LOCAL COMMUNITIES

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

DISH Cares is inspired by our team members and was created to support the causes that matter the most to them. Through our nationwide team of 93 liaisons, we make a year-round impact on communities coast to coast.

2017 AT A GLANCE

513
COMMUNITY OUTREACH EVENTS

2,750
VOLUNTEERS

7,023
VOLUNTEER HOURS

110,000
HOURS
OF BROADBAND AND TV TO SUPPORT DISASTER RELIEF.

1,847
HOURS
CLEANING UP 30 LOCAL PARKS
**FEEDING THE HUNGRY:**

- 21,550 pounds of food donated
- 35 communities supported
- 79,800 meals packed at local foodbanks
- 1,540 pounds of food provided to animal shelters

**HOLIDAY DRIVES:**

- 2,150 children and seniors received a gift

**INSPIRING STUDENTS:**

- 1,900 backpacks filled with over 20,000 school supplies for students across the country
- 900 students gained access to STEM education
BRIGHTENING THE HOLIDAYS IN THE BRONX

Every year, the 440 students at Public School 83 in The Bronx, NY, each receive a holiday gift.

In 2017, our Queens Customer Experience Operations site was delighted to donate more than $2,000 worth of toys to the students. Team members also gave students a tour of the facility, offering them a mini career day at the site. Many of the 40 students who visited were multilingual and were delighted to learn how DISH provides customer support in more than 20 languages.

POKER WITH A PURPOSE IN DENVER

As part of our ongoing commitment to education, we hosted our second annual DISH Cares Poker Tournament at our headquarters, benefitting the Boys & Girls Club of Metro Denver.

The event brought together employees for a night of poker and philanthropy, raising almost $20,000 to support STEM programs at 15 clubs in the Metro Denver area. Programs include annual robotics competitions, career-oriented field trips, and TechSperts, a technical-skills and youth-leadership course. The Boys & Girls Club of Metro Denver serves 10,000 youth annually, 90% of whom come from low-income households.
SUPPORTING VETERANS IN CHEYENNE

Our team members in Cheyenne, WY, supported veterans in their community by hosting an Ice Cream Social Fundraiser benefitting Dogs and Tags of Wyoming.

The organization pairs service dogs with veterans and civilians suffering from Post-Traumatic Stress Disorder or Traumatic Brain Injury. Our team chose a warm afternoon to hand out scoops of ice cream, raising funds to cover the cost of training dogs, along with ongoing support for their new owners.

STARTING SCHOOL RIGHT IN PHOENIX

In Phoenix, our team members partnered with William R. Sullivan Elementary School after learning about recent funding cuts.

Our team came together to provide the school’s staff and students with enough resources for the entire year, hosting a school supply drive and collecting over $10,000 in supplies, including backpacks for every child. Staff at William R. Sullivan were overwhelmed by the support, which also covered school programs such as Reading is Fundamental and Halloween classroom parties.
SHOWING LOVE FOR SMALL BUSINESS

In 2017, we extended the DISH Cares program to our nationwide network of authorized DISH retailers.

As local small businesses, DISH retailers play an integral role in the economic vitality of their communities. Together, we’re committed to supporting local communities by championing initiatives that improve the lives of our neighbors. By investing their time and resources, DISH retailers across America are committed to being community ambassadors, standing alongside their local schools, neighborhood nonprofits, first responders, and more.
HOPE CENTER, ANCHORAGE, AK
For 10 years, DISH retailer Microcom has sponsored, organized, and helped staff the annual Slam’n Salm’n Derby that raises over $50,000 annually for the Downtown Soup Kitchen at Hope Center.

HARP MISSIONS, CALDWELL, OH
After Hurricane Harvey, Stan Dudley of DISH retailer Dudley Satellite organized a drive to collect food, clothing, and cleaning supplies for HARP Missions.

AMERICAN HEART ASSOCIATION, BETTENDORF, IA
DISH retailer Galaxy1 celebrated the Go Red for Women movement by hosting a table at the annual luncheon and donating $50 for every new customer activation in February to the American Heart Association.
JOINING FORCES TO HELP COMMUNITIES IN CRISIS

When a community rebuilds following a natural disaster, one of their primary needs is connectivity.

With the help of our partners, DISH Cares delivers critical broadband and television service to disaster-stricken areas. We also provide on-the-ground support from our In-Home Services team to help communities recover and rebuild. In 2017 alone, millions of families were impacted by natural disasters across the country. DISH was able to facilitate over 110,000 hours of satellite internet and TV programming to first responders, survivors temporarily residing in relief shelters, and public service organizations working to ensure survivors had access to critical resources.
HURRICANE HARVEY, SOUTH TEXAS

In the aftermath of Hurricane Harvey, DISH Cares partnered with Information Technology Disaster Resource Center (ITDRC) to deploy its mobile command center to Rockport, TX. We worked directly with first responders to assess community needs for telecommunications support, as well as with local Chamber of Commerce offices in the South Texas area in charge of cleanup, rebuilding, and rescue. We provided satellite internet and video programming to local fire departments to ensure they could monitor news coverage and respond to emergency calls, as well as emergency shelters that needed to communicate material needs to partner organizations.

In total, DISH Cares installed services at 18 sites across the Rockport, Ingleside, Houston, Aransas Pass, and Nacogdoches areas, allowing emergency operations to respond effectively and survivors to get in touch with their families.

HURRICANE IRMA, FLORIDA

While we were responding to disaster-relief needs in South Texas, the East Coast was hit by Hurricane Irma. We immediately started working with local first responders in Florida to assess needs for telecomm infrastructure, installing broadband service for first responders, as well as for initial shelters to support displaced survivors of the storm.

WILDFIRES, NORTHERN CALIFORNIA

Months after the wildfires in California, DISH continued to support survivors who were displaced from their homes. We set up service at Sonoma County Fairgrounds RV Park, a temporary housing site provided by California’s Office of Emergency Services. DISH techs installed broadband services so temporary residents of the park could access the internet to communicate with loved ones and address their recovery needs.
HURRICANE MARIA, PUERTO RICO

We are proud of our 20-year history serving Puerto Rico, and remain committed to serving our partners as recovery on the island continues.

Hurricane Maria, the worst storm to hit Puerto Rico in nearly a century, left massive destruction in its wake. DISH paused service for our customers throughout Puerto Rico so that they wouldn’t be charged, and we immediately got to work with the Information Technology Disaster Resource Center (ITDRC) to install broadband to aid in recovery efforts.
We set up satellite broadband at critical sites across the island, including FEMA registration locations, hospitals, emergency operations centers, 911 dispatch offices, local pharmacies, and mental health facilities.

Here are three examples of how we made an impact.

A local pharmacy in the remote area of Cabo Rojo was about to close its doors because it couldn’t get online to place orders. DISH provided free broadband service so the pharmacy could continue providing essential medical resources to the community.

The remote community of Utuado was completely offline and inaccessible by ground after the hurricane. After DISH installed satellite broadband at the emergency command center, volunteers shared the emotional experience of watching local residents receive their first phone messages in two weeks.

DISH satellite broadband gave operators of the power plant serving the island of Vieques access to critical data. The service allowed them to communicate emergencies, keep power stable, and better manage the needs of their community.
OUR PLANET
A COMMITMENT TO SUSTAINABILITY

At DISH, we are committed to protecting the environment through sustainable business practices.

Environmental stewardship is important to DISH. We focus on minimizing waste by conserving energy, sourcing materials responsibly, and recycling. These efforts are underpinned by our adoption of cleaner, smarter, more efficient technologies and processes that reduce our environmental footprint. We recognize the importance of integrating sustainability across the supply chain to preserve our planet’s precious resources.
LBS. OF CARDBOARD RECYCLED:

22,648,065
since 2015

5,754,575
in 2017 alone

RECEIVERS REFURBISHED:

16,223,649
since 2015

5,368,346
in 2017 alone

LANDFILL DIVERSION:

28,000,000
lbs. of waste diverted from landfills

ALTERNATIVE FUEL MILES DRIVEN:

7,910,969
since 2015

2,220,468
in 2017 alone
AMERICAN FORESTS CAMPAIGN

For the second year in a row, and in celebration of Earth Day, DISH Cares partnered with American Forests to plant one tree for every customer who signed up for electronic billing during the month of April. That’s 50,000 new trees planted in forests and parks across the nation.

AMPLEHARVEST.ORG

In early 2017, we partnered with DISH customers to eliminate fresh food waste by connecting gardeners to their local food banks through AmpleHarvest.org. DISH Cares donated $1 for every customer who enrolled in DISH’s AutoPay feature, raising $28,204 toward the cause.

SPARTANBURG COMPOST

In Spartanburg, SC, our DISH Manufacturing Center embarked on a journey to ensure zero waste from site to landfill. First, the returns department diverted all packaging and associated refuse from going to the landfill. Then, our summer interns devised a program to recycle all office waste, including the transformation of uncondensed foam into recyclable, condensed logs. The logs are further densified and turned into pellets that can be re-engineered into new products.
THANK YOU

dish cares.