



2019

dish cares

Corporate Citizenship Annual Report

Our community at work.

We focus on positively impacting our people, our communities and our planet.

2020 Update:			
Our COVID-19 Response	4	Our People	16
Employee Support	6	Development & Training	18
		Diversity & Inclusion	20
About DISH	8	Our Community	24
Key Brands	9	Supporting Our Local Communities	26
Vision & Mission	10	Retailer Partners	30
Values	11	Impact Highlights	33
What We Hire For	12		
DISH Cares	14	Our Planet	38
Our Pillars	15	A Commitment to Sustainability	40

LETTER FROM ERIK

As we release our 2019 DISH Cares Annual Report, COVID-19 has left the world looking much different than any of us imagined. I've never been more proud of our DISH team and the way we have come together to support our customers and our communities.

Over the past few months, Americans across the nation have looked to DISH to stay connected with vital news updates and to entertain their families while they remain safer at home. Our teams quickly launched enhanced safety procedures, free previews and a variety of content options for our customers. We enhanced our support for local communities by donating our wireless spectrum to mobile carriers to ensure people had the connectivity they needed, delivered personal protective equipment to essential health care workers, installed TV and broadband services to temporary health care sites and more.

We remain deeply dedicated to our mission — to connect people and things — benefiting American consumers and enterprises. 2019 was an exciting year for our business. We furthered our commitment to build the first virtualized standalone 5G wireless network and launched OnTech Smart Services to better support smart home consumers. We continued to serve our pay-TV customers with best-in-class service that was once again recognized as #1 among all pay-TV providers by J.D. Power. Our teams have come together in remarkable ways as our 39-year-old business continues to innovate, staying true to our original core vision — to change the way the world communicates.

From a corporate citizenship standpoint, 2019 was also an exciting year for us. We built upon our long-standing support of disaster relief teams and first responders, minimized our impact on the environment through existing and new initiatives, and further empowered our team members and retailer partners to give back. We also deepened our support for active military and veterans through a partnership with Homes For Our Troops, adopted carbon-neutral agreements to offset our environmental footprint and were recognized as one the 50 most community-minded companies in Colorado. Our teams constantly inspire me with their dedication and creativity in how we give back.

DISH has an exciting future ahead, bringing our disruptive ingenuity to building a nationwide wireless network with massive opportunities to profoundly impact local communities and our planet. As demonstrated throughout this report, DISH's corporate citizenship efforts leverage our greatest assets — our service and our people — to positively impact lives and create lasting change across the nation.



W. Erik Carlson



@werikcarlson

W. Erik Carlson

President & CEO



2020 UPDATE: OUR COVID-19 RESPONSE

As the nation responded to the spread of COVID-19, DISH worked to ensure that our communities remained safe, healthy and supported.

Stay in & SLING

SLING TV, our live OTT service, kept Americans informed, entertained and safe with its “Stay in & SLING” initiative, offering free news and entertainment with no paid subscription required.



Partnership with Good360

SLING TV and DISH TV partnered with Good360, a nonprofit leader delivering critical supplies to health care providers and those adversely impacted by the COVID-19 crisis. In April, SLING TV donated 100% of its movie rental profits to the organization. DISH further advanced our support by teaming up with NBC, Discovery, A&E, Asurion and Assurant to fund Good360's COVID-19 relief efforts as part of our Salute to Our First Responders Watch Event during the month of May.

With these donations, Good360 will be able to distribute at least \$940,000 in personal protective equipment and needed goods to front-line health care workers, first responders and families affected by coronavirus.

Donating TVs to Homeless Families in Denver

DISH has donated TVs to the Volunteers of America Colorado Family Motel. The motel offers struggling families adversely impacted by coronavirus a place to stay for up to two weeks while they plan for and make a transition to more permanent housing. Those experiencing homelessness are disproportionately affected by the COVID-19 crisis, and the donated TVs will help families stay informed and entertained.

Donating Wireless Spectrum to Mobile Carriers

As America responded to coronavirus by staying at home, DISH provided a majority of our spectrum to T-Mobile and AT&T to enhance their wireless network capacity and support the increased connectivity needs of Americans during this challenging time. The donation enabled people to have the bandwidth they need to work, learn and check in on loved ones.

Creating Face Shields for Front-Line Health Care Workers in El Paso

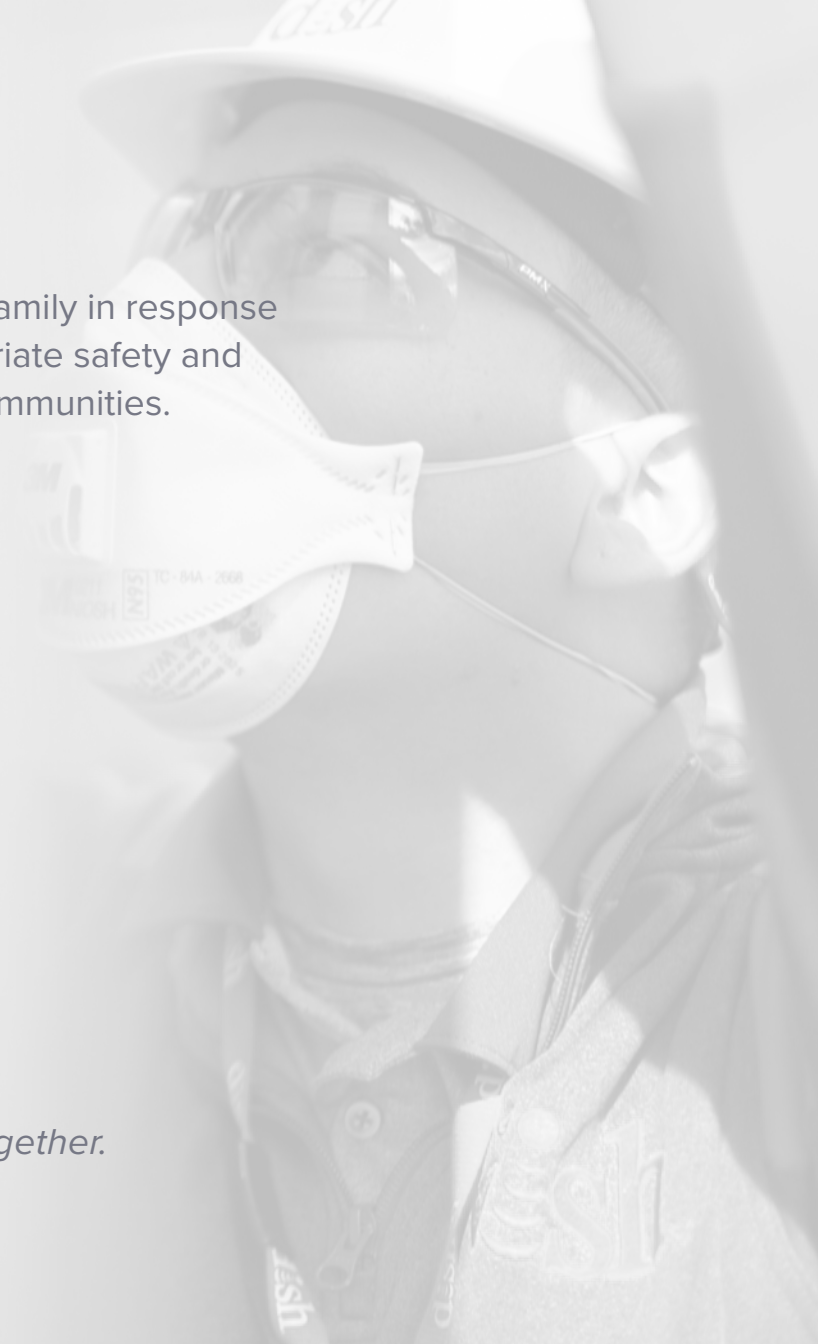
Members of our El Paso manufacturing team have assembled over 1,000 medical-grade face shields to help protect health care workers at the University Medical Center (UMC) of El Paso. Team members were involved in engineering the assembly process, designing fixtures, constructing prototypes, training personnel and assembling the shields. The team continues to build these face shields for UMC, with plans to deliver more than 5,000 shields.

EMPLOYEE SUPPORT

We remain committed to fully supporting the well-being of the DISH family in response to COVID-19 concerns and adjusted our business to promote appropriate safety and social distancing measures for our team members, customers and communities.

- Shifted roles that can be performed remotely to a work-at-home model
- Implemented social distancing practices at sites where team members roles prevented temporarily working at home
- Adjusted attendance policies to support team members who may have been exposed to the virus
- Increased precautions taken by our In-Home Service technicians
- Increased cleaning and sanitizing at all facilities
- Paid impacted DISH team members should any site or work area need to close for cleaning

This unprecedented time requires all of us to do our part, and DISH will continue to do ours to help our communities get through this together.







ABOUT DISH

EMPLOYEES

16,000

GROSS REVENUE

\$12.8B

TOTAL
SUBSCRIBERS

11.9M

STATES SERVED
(+ PUERTO RICO)

50

NASDAQ: DISH

A Fortune 250 Company

Numbers exclude Boost Mobile acquisition of 2020.



KEY BRANDS

Connect with us online.



OUR VISION

**To Change the Way the
World Communicates**

OUR MISSION

**To Connect People
and Things**

OUR VALUES



As we work toward our vision and mission and redefine the boundaries of communication and connectivity, we keep four guiding values in mind:

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.

WHAT WE HIRE FOR

A workplace is only as good as the people in it. That's why we pride ourselves in our ability to find and inspire quality employees who help build DISH. The three things we hire for are:

Energy

A positive attitude and the ability to sustain high levels of enthusiasm and effort.

Intelligence

A high level of objective intelligence, critical thinking, common sense, and curiosity.

Need to Achieve

The desire to always be learning, growing, and challenged; and the passion to help DISH and yourself be successful.







DISH CARES

DISH is committed to continuously evolving our corporate citizenship efforts. We empower our people to grow, connect our company resources to serve local communities and implement sustainable business practices.

OUR PILLARS

Our People

We foster a safe, healthy and productive work environment for our teams, and provide training and development opportunities to ensure that all our employees have the opportunity to reach their full potential.

Our Community

We take advantage of 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 carbon footprint across the entire value chain.



Our People



*Second year in a row
winning J.D. Power*



David Scott

Chief Human Resources Officer

“As we release our 2019 report, our nation is facing momentous challenges. We’re also seeing tremendous signs of positive change as a result. Communities and governments are coming together in a united voice against racism and discrimination, empowering and educating us about the impact of bias, privilege and the rights that should be readily available to us all. At DISH, we know we are better because of the unique perspectives and diversity each team member brings. We’re committed to equipping our teams to learn about different backgrounds and building a culture where each person can celebrate their heritage and individuality.”



Development & Training

At DISH, our greatest benefit is opportunity. Not only do we provide programs to help our team members excel in their current roles, but we also give employees the resources to reach beyond their existing responsibilities through promotions, challenging work assignments, exposure to new thinking and technology and opportunities to transfer to new teams.



LEAD



**BASE CAMP
ATTENDEES**

581

**HOURS OF LEAD
TRAINING**

25,398

**SUMMER INTERNS
AT HEADQUARTERS**

62



Base Camp

Base Camp is an immersive training program designed to give corporate employees a holistic view of DISH and the roles they play in the customer lifecycle. Nearly 600 team members completed the monthlong training in 2019, during which they got hands-on experience with our customer-facing teams: Sales, Customer Experience and In-Home Services.

LEAD

Our Leadership Education and Development (LEAD) training programs provide the tools for employees to develop their existing skills, realize new talents and advance their careers. In 2019, DISH provided 25,398 hours of training through LEAD.

University Relations

Each summer, our University Relations team hosts interns and in the fall, recruits graduating students for full-time positions. Final applicants are invited to a summit event at DISH headquarters for their last round of interviews. During this two-day event, candidates get a feel for life in Denver and meet with various DISH employees, from recent graduates to senior executives. In 2019, DISH hosted 62 summer interns.

Diversity & Inclusion

DISH is committed to building a diverse workforce and an inclusive culture. Employees are empowered to create or join Resource or Collective Groups to find like-minded team members and support one another in professional and personal growth, and connect with us online.

-  [African American Network](#)
-  [DISH Women's Network](#)
-  [Out at DISH](#)
-  [Empowered Parents Network](#)
-  [Veterans Resource Group](#)



The African American Network (AAN) fosters the retention, engagement and promotion of African American employees at DISH. AAN increases cultural awareness of the African American community, creates a forum to discuss relevant topics and provides outreach for community involvement.



DISH Women's Network strives to empower women to become leaders and create an inclusive work environment. The network is committed to supporting the growth and success of members through training, networking, and mentorship as well as advocating for organizational change on behalf of women and underrepresented groups.



Out at DISH provides support and resources to LGBTQ+ employees and allies. The group empowers members to influence company policy and coordinates educational events highlighting the history, struggles and opportunities of the LGBTQ+ community.



The Empowered Parents Network (EPN) helps parents nurture a career and a family in sync with one another. EPN provides educational opportunities, resources and events for parents and caregivers, and creates awareness of DISH benefits to use to support them.



The Veterans Resource Group offers a place for former active duty and current reserve service members of the Army, Navy, Air Force and Coast Guard to connect. Veterans develop relationships and professional growth, are encouraged to build on their strengths and to be an asset to their communities.



Collective is a platform for employees to come together, support diversity and inclusiveness in the workplace, share common interests and make valuable connections. Members and other employees can hear from industry leaders about topics they're passionate about and embrace personal interests, characteristics and experiences that make team members unique. In addition to our resource groups, we have a wide range of interest groups spanning from yoga to craft brewing to disc golf and more.



Our Community





Caity Curtis

Head of Corporate Citizenship

“Service is in our DNA. Every day, our teams find unique solutions to connect our people and our company resources to social needs in ways that empower communities nationwide. From donating our products and services, to supporting veteran families and disaster response teams, to enhancing capacity for nonprofit organizations through pro bono volunteerism, to hosting fundraisers for youth organizations, DISH team members take pride in serving the communities where we live and work.”



Supporting Our Local Communities

DISH Cares was inspired by our team members' passion to give back. We value the symbiotic success of our business and of the communities that our customers and teams call home. Through our nationwide network of volunteers and company initiatives, we make a year-round impact coast to coast.



Volunteer of the Year

DISH honored 10 team members who led the company with their volunteer efforts. Russell Black of DISH's Ann Arbor, MI In-Home Service office received the Volunteer of the Year Award for his leadership in organizing opportunities for DISH team members in the Ann Arbor area to give back through volunteerism and donation drives.



Civic 50 Colorado 2019 Honoree

DISH was named one of the top 50 most community-minded companies in Colorado by Points of Light Civic 50 Colorado. Honorees set the standard for civic engagement and set a road map for other companies that wish to join the ranks in devoting their time, talent and resources to improve their local communities.

TOTAL VOLUNTEER
HOURS

9,203

HOURS OF PARK
CLEANUP

863

TOYS & GIFTS
COLLECTED

4,474

POUNDS OF FOOD
DONATED

3,407

BACKPACKS &
CLOTHES DONATED

2,781

CONTRIBUTIONS
TO CLASSROOMS

\$6,405



Disaster Relief

DISH Cares delivers critical communication services to first responders in disaster-stricken areas. In 2019, we provided long-term recovery efforts to areas affected by Hurricanes Florence, Michael and Maria, and the California wildfires.

Our teams coordinate to ensure first responders have on-the-ground support to set up critical broadband and TV service. In partnership with Information Technology Disaster Resource Center (ITDRC), DISH has delivered 520,000 hours of broadband and television services to fire stations, survivor shelters, volunteer hubs and more.

DISASTER RELIEF HOURS WORKED

66,400

HOURS OF FREE TV & BROADBAND PROVIDED

520,000

SITES CONTINUING LONG-TERM RECOVERY

24

Homes For Our Troops

DISH is a proud supporter of Homes For Our Troops, an organization that builds and donates specially adapted custom homes for severely injured post-9/11 veterans. Their program empowers veterans to rebuild their lives by providing them with adapted homes, enabling them to regain their independence. In addition to our financial support, our partnership includes donated TV service, Smart Home products and OnTech Smart Home installation services to further customize their home to meet their everyday needs.



Retailer Partners

The DISH business was built with the help of our local, community-focused retail partners. Whether large or small, retailers are a core part of our business and play an integral role in supporting local communities. Together with DISH Cares, our retailer partners impacted nearly 87,000 people through 2,500 hours of volunteerism, 177 donation drives and \$95,000 in sponsorships and fundraisers to support local organizations addressing the unique needs of their communities. Their initiatives served local schools, hospitals, first responders, shelters, food banks and more.

DONATION DRIVES

177

TOTAL VOLUNTEER HOURS

2,500

TOTAL FUNDS DONATED

\$95K



Today's Satellite

2019 DISH Cares Ambassador of the Year

Today's Satellite's efforts supported the needs of communities across Puerto Rico, making a profound impact on the lives of their neighbors, especially youth. The team came together to revitalize a local learning center for children with special needs, regularly host craft and game activities for children at Boys & Girls Clubs, maintain shelters for families experiencing domestic violence and even teach an ongoing class for local high school students on business and entrepreneurship. They also purchased and collected donations of clothing, products for newborns and food to support local families, and are active volunteers at animal shelters helping to get pets into forever homes.



Microcom

2019 DISH Cares Ambassador of the Year Nominee

Hosting nearly 70 community initiatives across Alaska, Hawaii and Idaho, Microcom always finds new ways to serve their communities. From adopting local highways and parks to keep them clean, to donating sleeping bags and toys to youth experiencing homelessness, to sending care packages to active military overseas, Microcom continues to go above and beyond to positively impact the places where they live and work.



World of Wireless

2019 DISH Cares Ambassador of the Year Nominee

World of Wireless, located in Arkansas, supports local needs and partners with community organizations to encourage other businesses and families to help as well. They regularly support the local food bank for community-wide drives, fund Make-A-Wish events, collected bikes for a bike recycle program and encourage customers to help, too. Their team also collects DVDs for homebound veterans, purchases holiday wreaths through Wreaths Across America and sponsored a school project to build an accessible hunting blind for wounded warriors.

Impact Highlights

From our headquarters at Meridian to other DISH offices across the world, the DISH family hosted a multitude of events throughout 2019 to help improve the lives of our friends, families and neighbors. We're happy to see the diverse ways that each location makes an impact to its own local community and nonprofit organizations. Following are 10 highlights of some initiatives the DISH team has championed.



Assisted Living Home Holiday Party

EL PASO, TX

DISH team members hosted a holiday celebration at a local senior home, Villas Del Sol. The team provided gifts, games and snacks while spending time with the residents.



Annual Blood Drive

AMERICAN FORK, UT

Our American Fork team members hosted an onsite blood drive with over 70 participants, collecting blood and raising needed funds for the American Red Cross.



Charity Poker Tournament

DENVER, CO

Together with our programming partner, Game Show Network, we raised \$35,000 for Boys & Girls Clubs of Metro Denver. Team members joined together for an evening of poker, food and fun to support STEM programs for Denver-area youth.



Deep Freeze Challenge

SPARTANBURG, SC

Team members came together to raise funds for Ronald McDonald House Charities of the Carolinas. They sold ice cream sundaes, banana splits and best of all, tickets to dump an ice bucket on their supervisor's head. Funds raised went to a special guest room the team adopted for a full year.



Charity Golf Tournament

DENVER, CO

We raised \$55,000 for Children's Hospital Colorado through our sixth annual charity golf tournament. With over 100 participants, the event celebrated the work of Children's Hospital staff serving families across Colorado.



Equine Therapy Serving People with Special Needs

FORT COLLINS, CO

Three individuals with special needs received one year of equine therapy through PATH International in partnership with RIDE-TV.





Bears for Military Families

SAN DIEGO, CA

DISH leaders joined some of our customers in San Diego to put together teddy bears to comfort children with military parents serving overseas. Volunteers outfitted 60 teddy bears and wrote thank you notes to the families through our partner, Blue Star Families.



Pro Bono In-a-Day

DENVER, CO

The DISH Sales Learning, Operations and Creative Services teams came together to dedicate one day of their professional expertise to Defy Colorado, an organization giving individuals a second chance through its entrepreneurship program. Team members created email templates, enhanced their website capabilities, graphic design skills and provided a volunteer instructional video.



Supporting People Experiencing Homelessness

GUAYNABO, PUERTO RICO

The Guaynabo DISH office and three of our retailers came together to donate new and used clothing items, home accessories and toiletries to women living in a transition home due to violence.



Young Scientists Day

UKRAINE

DISH hosted 15 young adults from a local school at the office. The students presented their science projects to a panel of DISH employees, were awarded prizes and received a tour of the office.



Our Planet





Jim LaRocque

*Senior Vice President,
Manufacturing*

“DISH recognizes that we must conserve nature to safeguard our communities and our economies. I’m proud of the sustainability practices we uphold and the new initiatives we pursue. We are always working to minimize our environmental impact at every level of our business.”



A Commitment to Sustainability

We minimize waste by conserving energy, sourcing materials responsibly and recycling. We're also continually adopting cleaner, smarter and more efficient technologies to further reduce our environmental footprint.

In 2019, we implemented several campaigns and partnered with different organizations to help with these efforts.



Arbor Day eBill Campaign

For the third year in a row, DISH Cares partnered with Arbor Day Foundation to plant one tree for every customer who switched from receiving a paper bill to receiving an electronic bill during the month of April. We planted 13,046 trees in 2019 thanks to our eBill campaign.



Receiver Refurbishing

DISH manufacturing effectively diverts waste from landfills across the country by refurbishing our receivers. In 2019, we refurbished 5,850,000 receivers, broadband hardware and accessories.

UPS Carbon Neutral Program

We partnered with United Parcel Service (UPS) to help offset the emissions of our receiver shipments nationwide.



CO Silver Status

DISH became a Silver member of the Colorado Environmental Leadership Program (ELP). The statewide recognition and reward program recognized companies that voluntarily go beyond state and federal compliance regulations and are committed to continual environmental improvement.



**TREES PLANTED FOR
E-BILL SWITCHES**

13,046

**WASTE RECYCLED
(TONS)**

2,933

**CARDBOARD
RECYCLED (TONS)**

1,222

**GALLONS OF WATER
CARDBOARD SAVED**

8.5M

**CU. YDS. OF LANDFILL
CARDBOARD SAVED**

10,998

**REFURBISHED
HARDWARE PIECES**

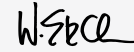
5.85M

Thank You

Thank you to each of our DISH team members and retail partners for joining us in dedicating your time, talent and resources to support local neighborhoods across the nation. You are the heart of our program and we are truly inspired by your generosity and hard work.

To our nonprofit partners, thank you for your devotion to serving local communities. We value your collaboration, enabling us to positively impact communities, veterans, active military, first responders, families and youth.

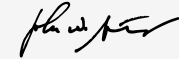
*-The DISH Cares
Executive Steering Committee*



Erik Carlson
President & Chief Executive Officer



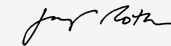
Dave Scott
Chief Human Resources Officer



John Swieringa
EVP and Group President,
Retail Wireless & COO



Kathy Schneider
Senior Vice President
Customer Service



Jay Roth
Chief Marketing Officer



Janet Gipson
Vice President, Human Resources



Seth Vansickel
Vice President, SLING Operations



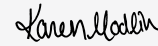
Lisa Walker
Vice President, Manufacturing



Jeremy McCarty
Vice President, Smart Home Services
and OnTech



Bobby Fielding
Director Sales,
Specialized Distribution



Karen Modlin
Senior Manager, Corporate Communications



Caitie Curtis
Head of Corporate Citizenship



dish cares