



2020 ESG Report



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A message from LeRoy (Ted) T. Carlson, Jr.

We are pleased to present TDS' first Environmental, Social and Governance (ESG) report. While this is our first year of sharing an official report, TDS has always been guided by strong moral and ethical standards. We are now sharing our story and committing to an even greater focus on developing a robust ESG plan.

Our founder, LeRoy T. Carlson, said,
"A company must have a social purpose."

ESG

TDS has held good corporate responsibility at the forefront of our values for over 50 years. This report will highlight many of our efforts.

At TDS, we believe that being a good corporate citizen is fundamental to our long-term success. This means truly caring about our customers, our associates, and striving to enhance the lives of people in our communities. This also includes serving as a good steward of the environment and enacting governance practices that align with our corporate values. These responsible practices are not new for TDS. In fact, what we consider our "Three C's," "Customers," "Culture," and "Community," have always been at the forefront of our business. We have grown from a few small rural telephone companies to an enterprise that serves six million customers through a variety of top-quality communications services. We owe our growth to the innovation, dedication and hard work of the associates who have committed themselves providing outstanding service to our customers and communities.

TDS has committed to a strong set of values and behaviors in order to support our mission since its inception over 50 years ago. Our founder, LeRoy T. Carlson, said, "A company must have a social purpose." He believed in delivering exceptional customer service and the latest technology to the nation's rural and suburban communities. These beliefs are still the focus of our businesses today. From the beginning, TDS has been committed to serving the underserved. Together, we have continued to focus on this mission while growing our businesses to serve the needs of our customers, associates and shareholders.

2020 was a difficult year for us all, and, especially now, as we continue to work collaboratively to manage the challenges of COVID-19, we see firsthand the importance of our "Three C's" to the TDS Family of Businesses. As an essential business, our unwavering commitment to our customers, the dedication and innovation of our associates, and our increased support for the communities we serve enables us to successfully manage through the pandemic by continuing to operate effectively and safely. We have continued to keep our customers connected and have worked to help bridge the growing digital divide through our own investments, as well as by being a strong advocate for these programs with state and federal regulators. As we progress through the pandemic, TDS is prepared to support the needs of our customers, associates and our communities. Thank you for your interest in TDS' corporate responsibility efforts.



Ted Carlson
Associate Town Hall in
Madison, Wisconsin.



Our Company

Our businesses



TDS provides comprehensive telecommunications services and products to consumers and businesses across the United States through our portfolio of companies.



TDS offers wireless voice and data services and products across the United States through our publicly traded subsidiary, UScellular.

UScellular is the fourth largest full-service wireless carrier in the United States, providing national network coverage and industry-leading innovations designed to elevate the customer experience. The Chicago-based carrier strives to provide high-quality connections in all of its markets, especially those underserved by other carriers, and offers a wide range of communication services that enhance consumers' lives, increase the competitiveness of local businesses and improve the efficiency of government operations.



TDS Telecom, headquartered in Madison, Wisconsin, provides innovative voice, internet, entertainment services, and leading-edge business technology for customers in hundreds of rural and suburban communities nationwide. For more than 50 years, TDS Telecom has been connecting customers with reliable, high-quality products and services while centering on delighting customers. Today, we are a growing force in the broadband entertainment and cable industry and remain 100 percent committed to championing economic development and broadband innovation in all the communities we serve.



OneNeck IT Solutions LLC, offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, hardware and local connectivity via top-tier data centers. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for mid-sized businesses around the country.

TDS rises to meet the challenges of COVID-19

The entire TDS Enterprise is committed to protecting the foundation of our business, our “Three C’s,” “Our Customers,” “Our Culture,” and “Our Communities.” These three groups have been—and always will be—our first priority, and the challenges from COVID-19 have elevated our focus on our “Three C’s” even further.

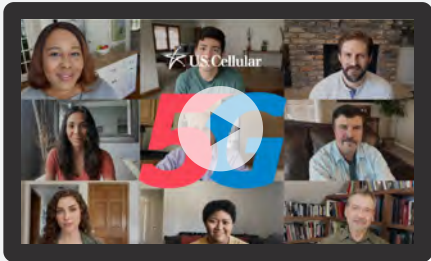
3C's

We are fulfilling our promise to provide high-quality communication services to our **customers**, including underserved markets, while continuing to keep their safety a top priority.

Our **culture** remains strong, rising up to meet the challenges of COVID-19. Our workforce has shown resilience and an unwavering commitment to serving our customers and keeping our businesses operating to provide the essential services our customers depend on. The health and safety of our associates come before anything else. Each of our businesses implemented social distancing initiatives that minimize contact between our frontline workforce and customers and provide associates who must be on premises for work with the proper personal protective equipment. The remaining members of our workforce transitioned to working from home and continue to adapt well to this ‘new normal.’ Our businesses are also actively preparing thoughtful and flexible return-to-office strategies to help guide us once it has been deemed safe to return to the workplace.

We are keeping our **communities** connected with essential services. In addition, we are supporting local organizations who are providing essentials to those in need and most affected by the pandemic. As an organization, we have donated to various COVID-19 relief efforts in our local communities where we serve and live.

Click [here](#) to watch UScellular’s “A Network as resilient as you”



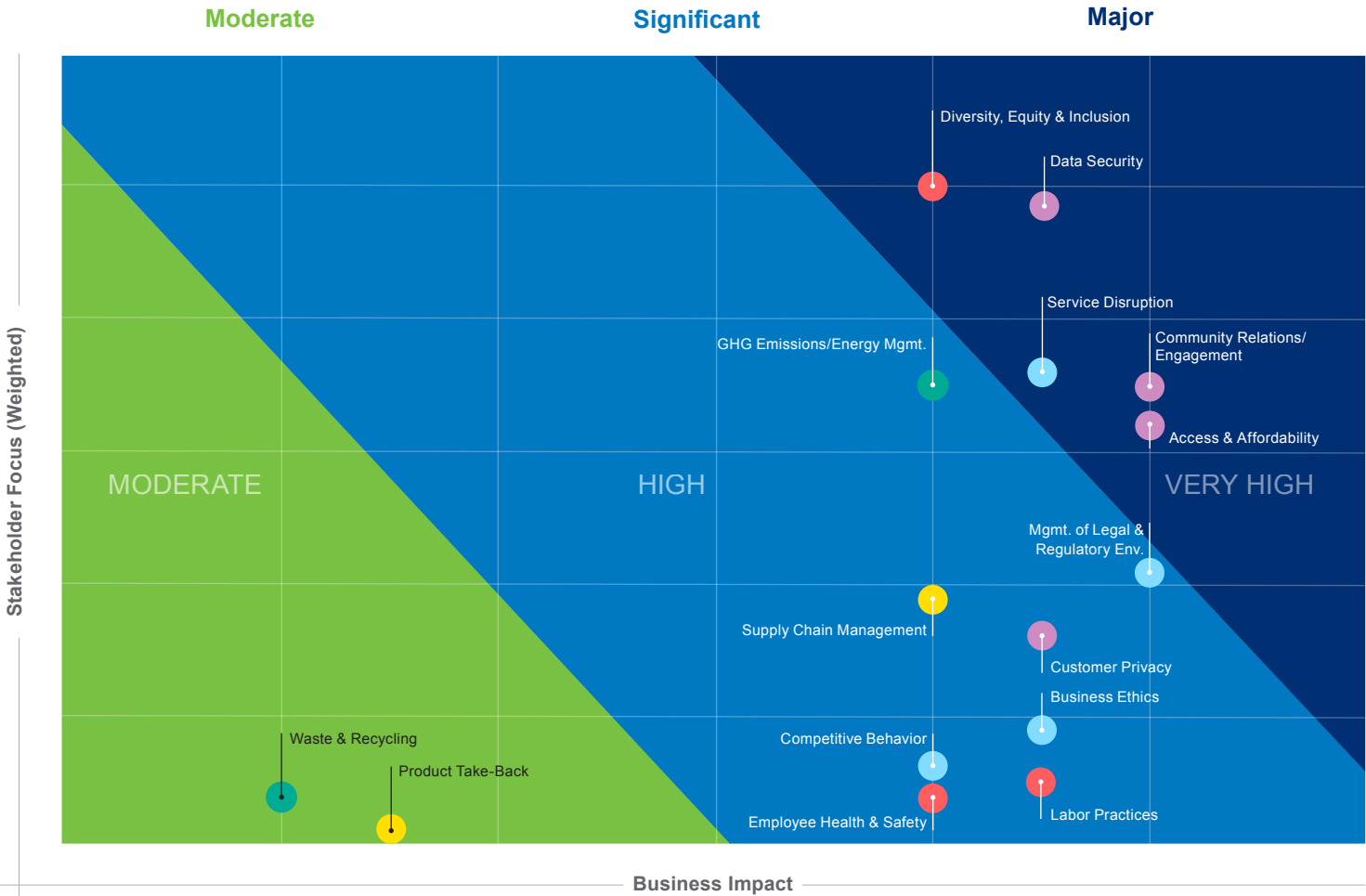
Stakeholder Assessment of ESG Opportunities and Risks

As a part of TDS' program to advance our environmental, social and governance (ESG) strategy, we conducted an assessment, also known as a "Materiality Assessment" in order to identify opportunities and risks that our stakeholders consider most important for TDS. We partnered with an independent third party to guide us in the process of researching, testing, and analyzing our significant ESG issues.

The results of this assessment will help us further define and drive our ESG strategy. The matrix included on the right categorizes these ESG topics, which will help drive our ESG strategy moving forward.

This scattergram presents each of the ESG topics relative to its potential impact on TDS' business (the X-axis) vs. stakeholder focus (the Y-axis). Those topics in the top right are considered the most important overall.

- Environment
- Social Capital
- Human Capital
- Business Model & Innovation
- Leadership & Governance



Stakeholder Assessment (cont.)

Our process began with the completion of a benchmarking assessment to develop a list of candidate priority ESG topics. We conducted a high-level assessment of ESG disclosures and formats from a group of selected peer and competitor companies and reviewed scoring results and factors from selected ESG rating agencies. We reviewed the SASB standards for the Telecommunications Services industry as well as existing ESG disclosures from our own enterprise. After narrowing our list of 15 ESG topics, we interviewed and surveyed both internal and external stakeholders, including members of the two boards of directors, customers, community members, supply chain, proponents, investors and advisors. We then consolidated the key takeaways from each interview and survey (including the stakeholder's top priority topics) and assessed the results against our established list of significant topics.

Inclusion of information in this assessment should not be construed as a characterization of the materiality or financial impact of information on such topics. Please see Telephone and Data Systems, Inc. (TDS) [Form 10-K](#) for the year ended December 31, 2020.

Definitions of ESG topics

Environment

Greenhouse Gas Emissions (GHGs) / Energy Management – climate change concerns and associated GHG emissions from fuel and electricity consumption in the company’s operations. Management of energy consumption including energy efficiency & intensity, energy mix (renewables) and grid reliance.

Waste & Recycling (All Materials) – waste elimination, reduction, recycling of any materials associated with the company’s own operations.

Social Capital

Community Relations / Engagement – relevant socio-economic community impacts, community engagement, charitable giving, development of local workforce, impact on local businesses and social license to operate.

Customer Privacy – description of policies and practices relating to behavioral advertising and customer privacy use of personally identifiable information (PII) and other customers and users whose information is used for secondary purposes.

Access & Affordability – ability to ensure broad access to the company’s products and services, especially in the context of underserved markets, population groups, efforts on bridging the digital divide.

Data Security – collection, retention and use of sensitive, confidential, and/or proprietary customer information, confidential data breaches, virus security, staff training, ransom attacks, IT infrastructure/support.

Human Capital

Labor Practices – compliance with labor laws, wage, overtime policies and benefits, associate training or advancement programs, hiring.

Employee Health & Safety – occupational health and safety of company associates and contracted workforce, risk abatement plans, training requirements, regulatory compliance, monitoring and testing, PPE.

Diversity, Equity & Inclusion – hiring and promotion practices that embrace building of a diverse and inclusive workforce and leadership, workforce makeup reflecting local talent pools and customer base, internal training.

Business Model & Innovation

Supply Chain Management – required supplier codes of conduct related to environmental responsibilities, supplier diversity, human rights, labor practices, ethics & corruption, use of local suppliers.

Product Take-Back – materials recovered through take back programs, management of lifecycle impacts of products (hazardous components, potential for recycle, remanufacture, repurpose, etc.).

Leadership & Governance

Competitive Behavior – management of legal and social expectation and monopolistic and anti-competitive practices (e.g., bargaining power, collusion, price fixing or manipulation, and protection of patents and IP).

Business Ethics – governance policies and practices related to market activities involving fraud, corruption, bribery, and other behavior that may have an ethical component (including net neutrality).

Management of the Legal & Regulatory Environment – ability to comply with relevant regulations, in particular those related to net neutrality. Reliance upon regulatory policy or monetary incentives (such as subsidies and taxes), actions to influence industry policy (such as through lobbying), and overall reliance on a favorable regulatory environment for business competitiveness.

Service Disruption – mechanisms in place to provide unimpeded service during interruptions, safeguards that may mitigate the impacts of systemic failure, network resiliency and reliability.

Access and affordability

Bridging the Digital Divide

TDS was built on the foundation of bringing connectivity to the underserved. Today, this means making sure our customers in rural and suburban America have access to high-quality and affordable communication services. We strive to advance digital equity among all Americans.

At UScellular, in addition to investments in our network, we are continuously advocating for support from regulators and partners in the industry to help bridge the digital divide. Our advocacy is focused in several areas—continued technology leadership for the U.S. in 5G, the need to increase affordability and accessibility of wireless solutions in rural areas, and the expansion of access to low and mid-band spectrum. To help bridge the digital divide for wireless services, there are three main areas we advocate for that include 1) a need to devise separate 5G strategies for rural customers, 2) expansion of access to low and mid-band spectrum and 3) support to increase affordability in rural areas. We are continuing to focus on connecting the underserved to what matters to them most—whether they live in a big city or a small town.

In addition to modernizing our network and developing better wireless solutions for our rural customers, UScellular is also helping students to learn from home. Last year, we launched a “Learning Hub” that leverages a variety of resources we have assembled from industry relationships and experts within our company. These resources include free tutoring sessions and access to learning-from-home tips. These efforts continue to support our long-term goal to bridge the digital divide across America.

2020 CTIA 5G Summit



Click [here](#) to watch UScellular’s “Laurent Therivel Keynote”

Over the past several years, TDS Telecom elected several offers of funding from the FCC’s Connect America Fund (CAF) Alternative Connect America Cost Model (A-CAM) program in exchange for agreeing to build out broadband at specified speeds to 160,000 locations across 25 states. In total, TDS Telecom will receive \$1.01B in A-CAM funding to connect customers in TDS’ most rural markets with high broadband speeds.

Data security

The TDS information security program aligns with independent, industry standard cybersecurity frameworks. Both UScellular and TDS Telecom use the Center for Internet Security (CIS), Critical Security Controls and the National Institute of Standards and Technology (NIST). Risk assessments are conducted annually leveraging

these standards. The assessment results are used to drive continuous improvement in the TDS cybersecurity control environment. The cybersecurity risk program is reported to the TDS Audit Committee and the TDS Board of Directors. TDS assesses the threat and vulnerability landscape using various commercial, government, vendor and publicly available information sources and tools. TDS manages these evolving risks through ongoing investments in the security program.



Each year, UScellular publishes a Transparency Report which provides specific information about the number of civil actions and law enforcement requests we received from attorneys and federal, state or local law enforcement in the United States during 2020.

[UScellular Transparency Report](#)

Business continuity

UScellular and TDS Telecom provide critical communications and data services that customers and communities depend on. This responsibility means we must keep investing in our networks to keep them strong, reliable and resilient. UScellular and TDS Telecom have built redundancy into critical areas. Each company has 24/7 monitoring, the use of advanced data analytics to monitor network stability and health, disaster response plans and the ability to deploy temporary solutions using alternative power sources.



Diversity, Equity & Inclusion

At TDS, we understand that the diversity, equity and inclusion of our people and partners is critical to our success. Supporting a more inclusive and diverse workforce is what we strive to accomplish. We want our associates to feel supported regardless of their socioeconomic status, race, citizenship status, color, sex, sexual orientation, gender identity, national origin, religion, age, disability, pregnancy, or military status. We are committed to demonstrating equity and fairness through the inclusion of diverse associates, customers, and suppliers.

For more information on our programs, see the [UScellular](#), [TDS Telecom](#), and [TDS Corporate](#) pages.



A person wearing a striped shirt is holding a smartphone. The image is overlaid with a semi-transparent green filter. The word "customers" is written in white, lowercase letters, with a small white star icon replacing the letter 'o'.

customers

Our Customers

Our top priority is serving our customers with high quality products and services that are reliable, fairly priced, and help keep them connected to what matters most. Customer loyalty and high levels of satisfaction have been a key to our success for over 50 years. From the start, we have felt a responsibility to provide rural and underserved customers with high-quality communications services, and to protect the privacy and data of all our customers in accordance with all laws, rules and regulations and to advertise our services and products truthfully.



“The people who live in these rural and suburban areas should have the same and equal access to the full range of technological advances available today as those enjoyed by people who live in urban areas.” LeRoy Carlson, 1979

Protecting customer privacy

Protecting our customers’ information and data is something we take very seriously across the TDS enterprise.

We have privacy programs in place at all of our organizations and, as a part of this program, our associates are required to complete annual security and privacy training.

Visit each of the TDS Family of Companies privacy policies.

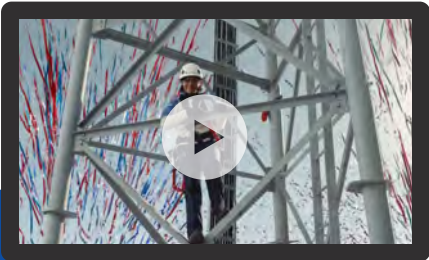
- [TDS Privacy Policy](#)
- [UScellular Privacy Statement](#)
- [TDS Telecom Privacy Policy](#)
- [Privacy Policy - BendBroadband](#)

UScellular Customers

Our customers are our neighbors

Being local means we understand the region and we're able to make connectivity better throughout it. We know the dead spots, so we fix them. We know the communities, so we're good to them. Since 1983, we've been putting our customers' needs at the center of our practices. It's because of our commitment to providing our customers with the best wireless experience that we're always investing in technology to enhance our network and offer reliable coverage where and when it's needed.

America's Locally Grown Wireless



[Click here to watch UScellular's "Locally Grown Wireless"](#)



UScellular is committed to supporting our customers impacted by the COVID-19 pandemic and is proud to have signed the FCC's Keep Americans Connected Pledge.

Keeping our community connected through COVID-19

During this unprecedented COVID-19 pandemic, wireless communication has become more important than ever, as many people are using their smartphones to stay in contact with family and friends and conducting work and education-related activities remotely. UScellular is committed to supporting our customers impacted by the COVID-19 pandemic and is proud to have signed the FCC's Keep Americans Connected Pledge. UScellular's network teams have steadfastly monitored the network 24 hours a day, increased investments in capacity and made network enhancements to meet changing wireless needs. The company's network was built for times like this – with extra capacity to manage unexpected increases in usage. In specific areas of the country, UScellular requested and was granted

Special Temporary Authority from the FCC to use certain spectrum to ensure it can handle increasing demand for internet access, especially in rural communities.

Providing high quality connectivity to our customers

Connecting our customers with the highest-quality network is the foundation of our value proposition. Network performance remains a key driver of customer satisfaction and a hallmark of our competitive position. We are continuing to invest in our network. UScellular is continuing our network modernization programs to increase capacity and deploy technologies that enable 5G. Our primary focus in 5G is to remain disciplined in our approach through identifying use cases that meet the needs of our customers, generate revenue and reduce costs.

UScellular 5G is different

UScellular is building a powerful new 5G network that will break through barriers. It will work in ways other networks do not. UScellular 5G uses a spectrum that isn't blocked by walls or barriers the way other carriers' 5G can be. It removes limitations and provides an uninterrupted experience from outdoors to indoors. Wherever our customers are—city streets, country roads or in their home—the signal is there where and when you want to use it. UScellular has turned on its 5G network in parts of many Iowa and Wisconsin communities. The larger communities in Iowa are parts of Cedar Rapids, Davenport, Des Moines, Dubuque and Waterloo. Larger Wisconsin communities include parts of Green Bay, Madison, Milwaukee, Oshkosh and Racine. Ultimately, the entire UScellular footprint will be served.

5G that works where others don't



Click [here](#) to watch UScellular's "5G That Works Where Others Don't"



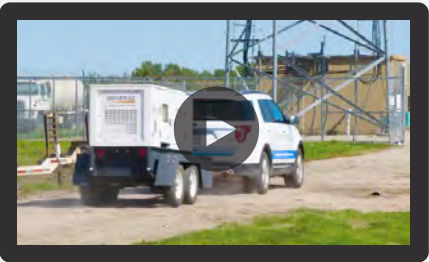
UScellular Business Solutions

UScellular offers the connection and support to help businesses reach their goals. Our Internet of Things (IoT) business solutions are backed by outstanding customer service and powered by a network that was built to keep customers connected where connectivity is needed most, even in rural areas. UScellular has enhanced its enterprise IoT self-management portal, allowing its customers and authorized resellers to successfully manage large-scale IoT deployments and optimize their investments.

Disaster response and emergency support

UScellular is here to help customers in your time of need. When natural disasters strike, UScellular can offer our customers in the impacted areas the smartphone data they need. We keep communities connected by making temporary cell sites available when necessary and providing complimentary chargers and charging stations.

UScellular's Disaster Response



Click [here](#) to watch UScellular's "Disaster Response Generator"

Reliable remote healthcare

Connecting to the internet is fundamental to the success of any telehealth solution. That’s why choosing a carrier with a reliable network is key, so that our customers can be confident they are able to receive care without leaving home—even if they live in rural areas or don’t have access to the internet. Some of our solutions include: cellular-enabled tablets and mobile hotspots for patients who don’t have access to a reliable internet connection, Mobile device management (MDM) solutions that are designed to support hospitals and home health teams by securing patient data and helping with HIPAA compliance, and Mobile forms that let staff document information like arrival and departure times and care details, as well as supporting electronic visit verification (EVV).

- Cellular-enabled tablets and mobile hotspots for patients who don’t have access to a reliable internet connection.
- Mobile device management (MDM) solutions that are designed to support hospitals and home health teams by securing patient data and helping with HIPAA compliance.
- Mobile forms that let staff document information like arrival and departure times and care details, as well as supporting electronic visit verification (EVV).
- A reliable connection to enable virtual telehealth video visits.

Keep students connected to classrooms for remote learning

Reliable education solutions for distance learning require the right devices and a fast, reliable network. Kids and teachers can be connected to their classrooms wherever they are, even if they don’t have regular access to the internet.

Remote learning solutions also need to be affordable, so we have offered special pricing for schools on unlimited mobile hotspots. We offer mobile hotspots that enable remote learning solutions and are powered by a nationwide network that works as well in the countryside as it does in the city. And they’re easy to deploy, allowing quick connectivity to the network for reliable internet access and consistent and seamless access to remote learning activities.



Smart Farming Solutions

To succeed in farming today, operations must be managed wisely. Precision agriculture, also known as “smart farming,” can provide valuable solutions.

Utilizing IoT technology solutions to collect and connect data enables the ability to quickly and precisely adjust, monitor and care for crops and livestock, to achieve higher efficiency and produce better-quality products.

TDS Telecom Customers

Keeping our customers connected

During the beginning of the COVID-19 pandemic, TDS Telecom announced an offer to provide free broadband access to new customers in qualifying programs for 60 days. Geared toward families with students and those in low-income populations, TDS Telecom leadership decided to help people get connected as the COVID-19 pandemic continues to make life more difficult for everyone. TDS Telecom signed the FCC’s Keep America Connected pledge, which committed TDS to temporarily stopping disconnections for non-payment, suspending data caps and not charging late fees.

“Broadband access has proven to be essential during the COVID-19 pandemic. TDS Telecom is proud to do its part to ensure the less fortunate stay safe and connected.”

Drew Petersen, Senior Vice President of Corporate Affairs
TDS Telecom

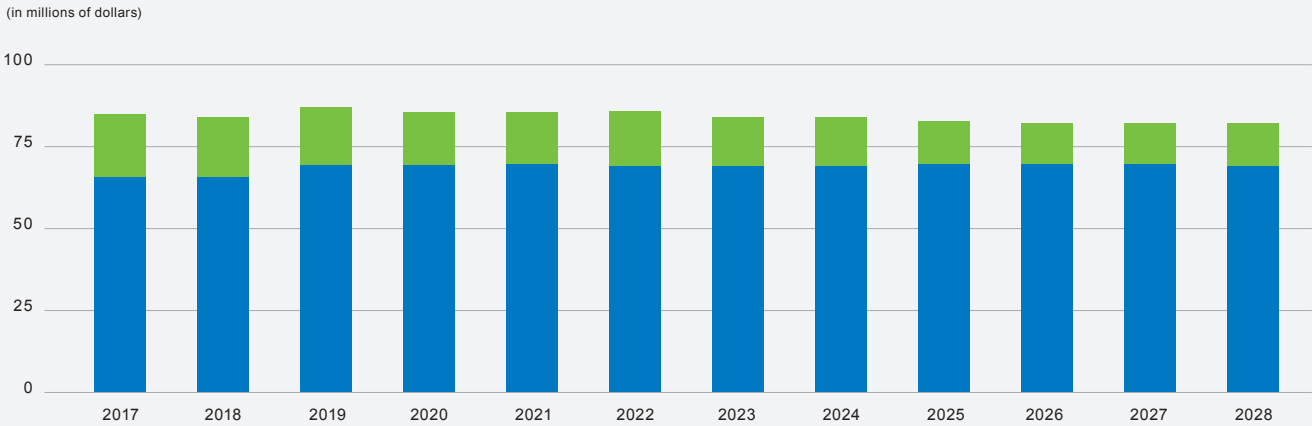


A-CAM

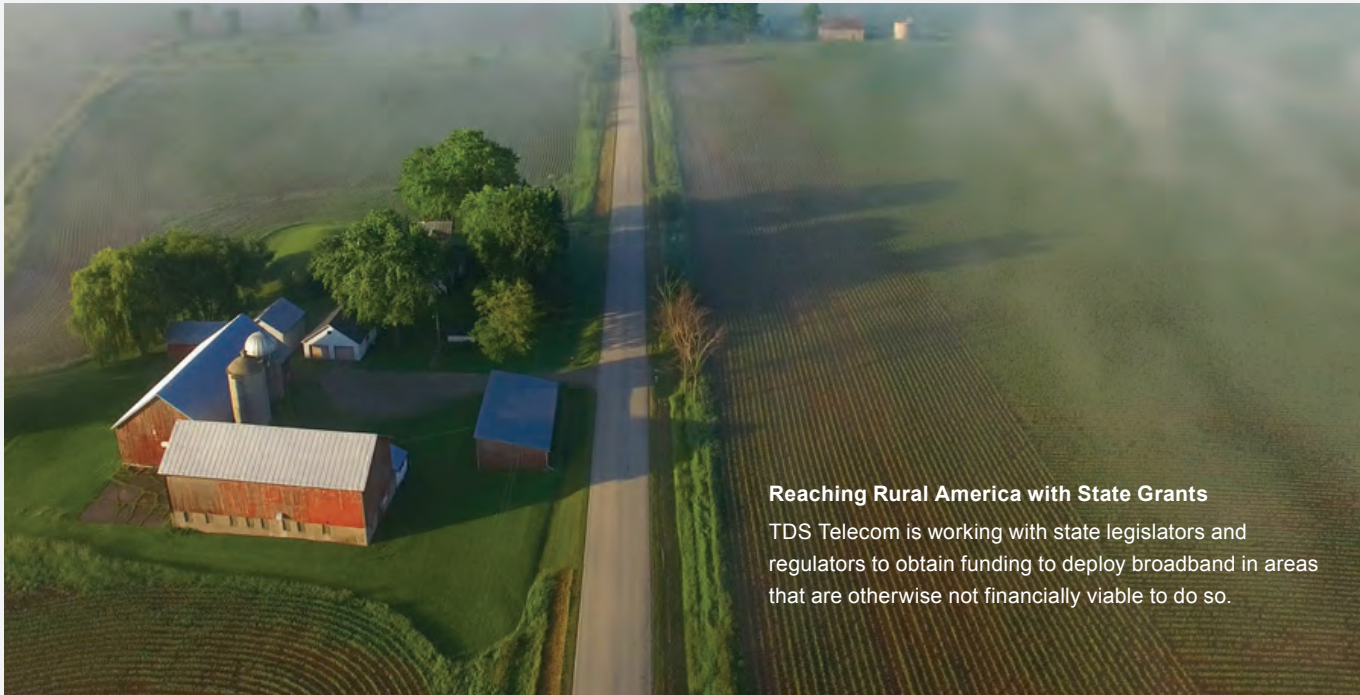
TDS Telecom has advocated for and is leveraging funding from the Federal Communications Commission’s (FCC) Alternative Connect America Cost Model (A-CAM) to expand and improve the buildout of its rural broadband networks. TDS Telecom is focused on meeting increased data speed obligations under A-CAM in order to build and maintain broadband services of varying speeds to about 160,000 service addresses by 2028.



Confirmed A-CAM Support*



*Includes funding offered by the FCC in February 2019 that increases A-CAM support extended to TDS Telecom



TDS Telecom is a recipient of almost \$33 million in state grants to provide and support enhanced broadband services to over 22,000 service addresses in five states from 2013-2020.



Expanding and upgrading broadband services

The pandemic reaffirmed the importance of high-speed internet and how important our investments have been to serve all of our customers.

Fiber-optics

TDS Telecom is expanding its fiber-optic footprint by building new fiber networks and by pushing fiber deeper into its existing service areas. Fiber is the fastest, most reliable way to access the internet.

In 2020, TDS Telecom had several active fiber network projects in both new service areas and existing markets. We built 67,000 service addresses in 2020, bringing our total fiber addresses up to 307,000.



cultare



Our Culture

It starts with taking care of our people. Beyond the foundation of providing a good benefits package, a living and fair wage, and a safe workplace, we are creating a workplace where associates feel engaged and included. We adhere to equal opportunity, which leads to greater diversity of thoughts, ideas and the innovation we need to move the business forward. We are committed to continuous training and learning—hallmarks of the TDS Family of Businesses since its founding.



Supporting our associates during COVID-19

At TDS, safeguarding the health and well-being of our associates remains our top priority. We are fortunate that we have been designated as an essential business and have remained dedicated to serving our customers. To support this priority, we have issued a variety of remote working options for associates who can do so, enhanced safety efforts, including, personal protective equipment (PPE) and social distancing requirements for our essential associates.

At UScellular, we know that many associates may have immediate family members whose employment may have been affected due to the COVID-19 pandemic. During this extraordinary time, across UScellular we want to help our associates and their families Embrace Possibilities through the creation of the UScellular Career Support Center. The Career Support Center is a company-wide initiative being led by the Talent Strategies Team in partnership with the Diversity and Inclusion Team. The Career Support Center will assist immediate family members of associates through the job search process by providing direct support and resources for those looking for their next opportunity.

At TDS Telecom, we successfully pivoted quickly to a work-at-home model at the beginning of the COVID-19 pandemic and have also put in place many strong steps to keep our associates safe in the field, including limited in-home/ in-business technician visits wherever possible, physical distancing requirements, enhanced PPE, and other safety measures. We have also expanded benefits and resources to our associates to help them successfully navigate through this pandemic.



Occupational health and safety

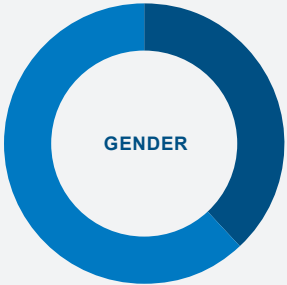
TDS and UScellular recognize the importance of providing associates with a safe and healthy work environment, free from recognized hazards, and conducting business in the safest manner possible. We take the matter of safety very seriously and expect each associate to actively promote safety and accident prevention daily, and integrate the tools and training provided into their job functions. Our goal is to reduce illness and injuries for our associates, to lower environmental risks and increase our efficiency in the use of natural resources.

TDS Workforce Profile as of 12/31/20*



- American Indian / Alaskan Native 0.7%
- Asian 5.0%
- Black / African American 6.6%
- Hispanic / Latino 7.4%
- Native Hawaiian / Pacific Islander 0.2%
- Two or more races 2.3%
- Unknown / Undeclared 1.0%
- White 76.8%

Percentage of total workforce



- Female 38%
- Male 62%



*includes UScellular, TDS Telecom, TDS Corporate and OneNeck IT Solutions

UScellular Culture

The Dynamic Organization

Every associate at UScellular can make a meaningful contribution—and every voice is heard and respected. We call it the Dynamic Organization.

Pride. Empowerment. Respect. Unselfishness. These are just some of the values and behaviors that make up the Dynamic Organization. The D.O. applies not only to the way we do business; it applies to the way we support one another. At UScellular, it's simply what we D.O. UScellular has cultivated a setting where support, inclusivity, empowerment and respect converge to create a whole greater than the sum of its parts, and a philosophy that emphasizes the need to continually advance, improve and succeed. Our associates embody the D.O. in everything we do—within our company and among the communities we serve.



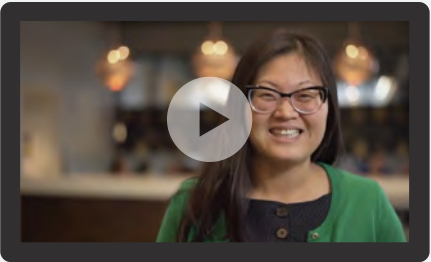
Diversity, Equity & Inclusion

Diversity is a core value of UScellular's D.O. When UScellular associates come together, we create a rich tapestry of passionate and diverse associates who pridefully lead with excellence. We each bring our diverse cultures, backgrounds and talents together for a common purpose—to provide the world's best customer experience. We have many high-level diversity and inclusion initiatives, but we are also in the process of improving representation in certain departments and identifying our areas of opportunity in the DE&I space.

Inclusion is how we D.O.

Diversity creates a passionate climate of individual thought, creativity and industry-leading innovation that fully engages our associates in the business, thereby giving UScellular a competitive advantage for continued growth. It enables us to be a best-in-class employer of choice, trusted business partner and cherished neighbor that attracts, engages and retains the best talent from around the world, and provide superior results for our customers and our organization.

Our mission is to passionately bring different people and perspectives together to collaborate, innovate and grow the business. We know that winning requires the efforts of our entire team, and that we must collaboratively foster a culture of inclusion where our differences are respected, valued and used to create innovative, high-performing teams.



Click [here](#) to watch UScellular's "Inclusion Campaign"

“At UScellular, proud, passionate advocates are best created when associates feel that we live our core values. Among those values is diversity—in all of its expressions. I believe our success in fulfilling our customer promise is rooted in our ability to foster an environment that enables each and every one of us to bring our uniqueness to bear for the good of our customers and our company.”

Deirdre Drake, EVP, Chief People Officer, Head of Corporate Communications and Corporate Director UScellular



UScellular Inclusion Summit 2020

Three days. Twelve events. Eight expert speakers. Nine interactive coffee break debriefs. All focused on one topic: creating a more inclusive culture at UScellular. The 2020 Inclusion is How We D.O. Summit drew hundreds of associates who engaged in courageous conversations around understanding racism, driving change, measuring success, emotional intelligence, identifying biases in talent decisions, allyship in the workplace, and maximizing the effectiveness of our Associate Resource Groups. We hosted a conversation with the national leads of our Associate Resource Groups (ARGs) during the Inclusion Summit for them to talk about their work, ARG highlights over the past year and collaborative ARG projects. We are proud to have passionate and dedicated ARG leaders to support our associates, D&I and the business.

Inclusion training

As an organization that embraces and promotes diversity and inclusion training, we have a distinct competitive advantage in being able to attain and retain top diverse talent, fully utilize the strength of varied background and composition for teamwork, productivity, and innovative ideas, and increase our

bottom line by attracting customers, associates, leaders and vendors that see themselves reflected in UScellular’s services, products, marketing, and culture. UScellular hosts an online Dynamic Speaker Series, a monthly webinar series designed to develop leaders and enhance associate lives. Topics range from Women’s Equality to Building an Inclusive Workforce, to Networking.

UScellular Culture Survey

UScellular’s Human Capital Management drives its competitive advantage. UScellular has surveyed its associates since 2001, and the results have been shared with both the TDS and UScellular Board of Directors. The 2020 survey approach was to assess the program made from action plans developed last year. Survey results showed high participation rates with 91 percent of associates contributing, well above the average percentage of our survey partner’s benchmark. Associates’ willingness to recommend UScellular as a place to work and overall satisfaction received the highest favorable score in the history of the Culture Survey. The company has maintained strong engagement scores over the last 6 years and continues to be at the Global 75th normative level.

Supplier Diversity Program

UScellular is committed to building a strong Supplier Diversity Program. The foundation of our program consists of internal and external deliverables to help ensure program success for all UScellular stakeholders. UScellular is committed to enhancing the use of diverse businesses by proactively developing relationships with minority, women, veteran, service-disabled veteran, disabled, members of the LGBTQ+ community, disadvantaged and local businesses within our



supply chain. This includes, Minority Owned Business Enterprises (MBE), Woman Owned Business Enterprises (WBE), Disabled Veteran Owned Business Enterprises (DVBE), Veteran Owned Business Enterprises (VBE). Supplier diversity is a core value and behavior of our Dynamic Organization and is a strategic business imperative to the economic growth and expansion of our business. UScellular also encourages subcontracting opportunities for diverse businesses.

Pay equity

We conduct periodic pay equity reviews at all levels. UScellular’s salary assessment methodology analyzes the associate population based on objective factors that determine pay such as job function, level and location.



Associate Resource Groups (ARGs)

We know that winning requires the efforts of our whole team of associates who bring their full authentic selves to work. Our all-inclusive Associate Resource Groups (ARGs) are volunteer, company-supported and associate-driven groups, drawn together by common characteristics, purpose and commitment to being a resource for our associates and the organization. ARGs create diverse and inclusive experiences that: align with our vision and values, increase associate engagement and empowerment, support professional development and, pridefully promote us as a best-in-class employer and wireless provider of choice.

To support the commitment of our ARGs and extend our outreach efforts, we continue to forge external partnerships and regularly seek new ways to collaborate with organizations to attract and develop diverse talent vital to our business and the culture of our workplace. From best-in-class resources, to professional development and network opportunities, we encourage our associates and leaders to be their best selves personally and professionally while celebrating their diverse backgrounds and cultures.



Associates in Action

Celebrating Pride Month

Associates welcomed drive-by visitors to the Buffalo Grove Pride Drive sponsored by the Chicago Pride ARG and UScellular. Visitors could view homes that were beautifully decorated with Pride themes and were offered giveaways or purchase selections.



Training and Development

UScellular makes an exceptional commitment to training and development. UScellular also offers a number of programs to develop its associates including educational assistance, development assignments, and mentoring programs.



Awards

UScellular has been named a Best Place to Work for Disability Inclusion after the company earned a top score on the 2020 Disability Equality Index®. The Human Rights Campaign also recognized UScellular for earning 100 percent on the Corporate Equality Index for the second year in a row. UScellular was among the 98 organizations that earned a place on the Diversity Best Practices (DBP) Inclusion Index 2020. Data for this index was measured in three key areas: best practices in the recruitment, retention and advancement of people from underrepresented groups—women, racial and ethnic minorities, people with disabilities, and LGBTQ people; inclusive corporate culture, including leadership accountability; and demographic diversity for women and racial and ethnic minorities. UScellular has also made the Forbes' list of America's Best Large Employers for 2021.



TDS Telecom Culture



TDS Telecom Core Values

At TDS Telecom, our associates make the communities we serve, the services we provide, and our company better.

Maintain integrity – Our most important value is integrity. It must be present in everything we do and is a threshold condition of employment. We work with integrity to inspire trust between our associates, vendors, and customers alike.

Place team above self – We replace all internal competition with cooperation and compete only with our competitors.

Invest in people – Our associates are our greatest asset. We devote time and attention to education and training and cultivating our future leaders. We work in an atmosphere of open, respectful, and transparent communications. We believe in sharing opinions, acting with intention, showing initiative, and having a tolerance for calculated risk taking.

Inspire urgency – Every associate must develop and inspire a strong sense of urgency to improve both individual and team performance. To win collectively our will to achieve our objectives must be extraordinary.

Be good citizens – We lead with action. We encourage associates to volunteer, and we support their efforts to strengthen local communities as advocates for and leaders of philanthropic organizations, schools and events.

These values are proudly displayed throughout the company. They are a critical part of our corporate culture and central to achieving our missions of delighting customers, championing economic development, growing rapidly, being the market leader, innovating and improving.

Diversity, Equity & Inclusion

TDS Telecom’s commitment to diversity is a shared value of “Investing in People.” We embrace and endorse the concept of a diverse and inclusionary workforce and strive to have our company reflect the communities we serve. TDS Telecom seeks to broaden its associate base and engage an innovative workforce across areas of Ethnicity, Age, Gender, Generation, Sexual Orientation, and Personal Abilities. It is TDS Telecom’s belief this will foster creative viewpoints, problem solving, and team synergy to increase the productivity and sustainability of our business.

In 2020, TDS Telecom launched their Diversity, Equity & Inclusion Active Vision Team made up of company leaders who meet bi-monthly to create strategic vision and action plans for advancement of Diversity, Equity & Inclusion goals. This group functions as a DE&I Executive Council for the Company. 2020 also marked the pilot of their Unconscious Bias Training, which will be expanded in 2021.

In response to the civil unrest, TDS Telecom held a listening session with CEO Jim Butman along with African American and Black associates and Our Heritage ARG leadership. Launched later in the year was the creation of the \$250,000 Diversity, Equity & Inclusion Community STEM Fund which will provide funding to support innovative projects that bolster education and advance technology in the markets we serve.

Associate Resource Groups (ARGs)

Associate Resource Groups are made up of associates who share similar ideas, backgrounds, ideals, gender, ethnicity, cultures or common interests, Associate Resource Groups are all about building small, connected communities within the workforce.

At TDS Telecom, these groups are organized and run independently by associates, based on topics that fit their interest. They are associate-led and associate-driven. TDS Telecom has eight established Associate Resource Groups. [Learn more about the purpose of each group.](#)



Equal employment opportunity

TDS Telecom believes diversity makes the company stronger. TDS Telecom embraces Equal Employment Opportunity by valuing our differences and consider all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, status as a protected veteran or any other status protected by law.

Gender diversity at all levels

TDS Telecom is working to achieve a more gender balanced workforce and increasing the number of women in leadership roles.



Training and education

TDS Telecom invests in continuous learning for all associates through training and education initiatives. In 2020, the average TDS Telecom associate spent 23 hours completing various trainings that range from unconscious bias to safety training.



Awards

The Wisconsin Department of Workforce Development awarded TDS Telecom a Gold Level Award for our commitment to hiring veterans, supporting its veteran workforce and maintaining outreach to the greater veteran community.

TDS Telecom received a perfect score on the Human Rights Campaign (HRC) Foundation's Corporate Equality Index (CEI) for being a 2021 "Best Place to Work for LGBTQ Equality." Through efforts like joining the Wisconsin LGBTQ Chamber of Commerce, including a same-sex couple in a commercial, and by targeting recruiting efforts at LGBTQ virtual career fairs and job board postings, TDS earned the highest possible score.



A young boy with short dark hair is smiling and looking towards the camera. He is holding a small, young pine tree sapling in his arms. He is wearing a dark-colored t-shirt with the words "LIVE GREEN" and a small graphic of a tree printed on it. The background is a blurred outdoor setting with green foliage. The entire image has a blue color overlay.

community

Our Community

We commit to support and enhance the communities we serve through local and philanthropic initiatives that enrich the lives of those living where TDS operates and where our people live, work and play. Our communities are at the center of TDS' businesses. It is our responsibility to give back to the people and places that contribute to the sustainability and long-term success of the TDS Family of Businesses.



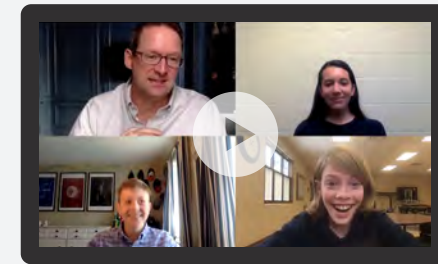
UScellular Community Involvement

At UScellular, we're more than a store in your town, we're committed to supporting local causes in our communities that strengthen the neighborhoods where we live and work. Building Better Communities—it's not only what we do, it's what we are. We deeply invest in the communities where we do business and we show how much we care by donating countless hours of our time, talent and energy to local organizations, groups and causes that we are passionate about. Through our increasing emphasis on furthering youth STEM education and helping students break into STEM focused careers, UScellular uses its resources to set up our leaders of tomorrow for success. As we continue to navigate through the challenges of COVID-19, our communities need more support than ever before, and our impacts make an even bigger difference.

The Future of Good



Since, 2015 The Future of Good has invested in young heroes who are helping create a brighter future for all of us and supports their efforts for good. These young heroes are all around us—right here where we live and work. Through the Future of Good, UScellular champions many causes, including the fight against hunger and homelessness, the protection of the environment and expansion of education and literacy. In 2020, UScellular awarded three young heroes with a \$10,000 contribution to support their respective cause.



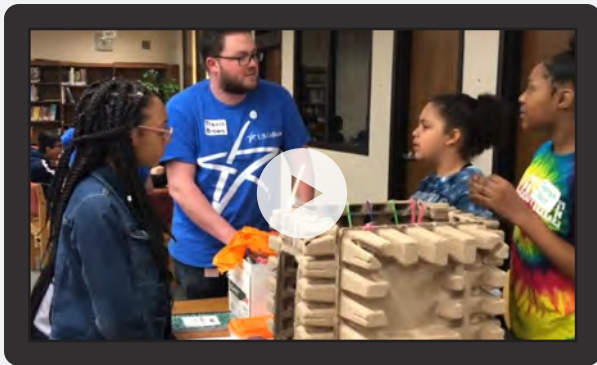
[Click here](#) to watch "The Future of Good winner announcement '21"

Education and STEM partnerships

We support local K-12 and STEM (Science, Technology, Engineering, and Math) educational programming through our relationships with Boys & Girls Clubs of America and JASON Learning. We support more than 50 local Boys & Girls Clubs where our time, talent, and financial resources help to create meaningful impact for the organization's Academic Pillar. Our work with JASON Learning focuses on developing unique curriculum to encourage students to consider careers related to STEM and provide teachers with the resources to promote opportunities in this field. Our deep philanthropic strategy with these nonprofits is to engage our associates in volunteer activities and help develop a talent pipeline for future STEM leaders.



We are proud to have developed STEM curriculum with JASON Learning. Our Connected Storm Sanctuary mission allows students to imagine and prototype solutions that use mobile technologies to create a better storm sanctuary: a temporary space where families can come together and be safe during, and immediately after, a natural disaster.



Click [here](#) to watch “Connected Storm Sanctuary Mission with JASON Learning”

In 2020:

We supported close to **500,000 teachers & students** in our markets.

We donated **\$300,000** in support of hands-on STEM learning experiences.

For the third consecutive year, UScellular has announced a \$300,000 donation to the nonprofit JASON Learning. In partnership with STEMconnector, JASON Learning focuses on providing educational resources for students across the U.S. With a renewed commitment to providing access to STEM education, UScellular's donation will support JASON Learning's remote-based curriculum and initiatives as many students continue their studies in this unique environment.

“In this time of uncertainty, online remote learning has been a struggle for school districts. UScellular, with JASON, is making a difference across the country by offering STEM content aligned with standards, teacher training, virtual access, business interface, and project-based learning challenges. UScellular's corporate responsibility is making a difference for districts and children.”

Eleanor Smalley, President and CEO of JASON Learning



We are proud to work with Boys and Girls Clubs of America to support their Academic Pillar and integrate STEM educational programming with meaningful volunteer engagement across our footprint.

In 2020:

We supported **53 local clubs**.

We donated **\$1,000,000**.

We impacted **300,000+ youth**.



Give with US

As part of our “Give with US” campaign, UScellular pledged to donate \$5 for one month for every eligible trade-in device to Boys & Girls Clubs across our communities. Our customers stepped up—trading in over 20,000 devices. This resulted in UScellular donating \$100,000 to Boys & Girls Clubs across our communities—with many of these locations being in their own backyard! Most importantly, through this campaign, our customers were able to support an essential nonprofit like Boys & Girls Club when it was needed the most. The donation was shared with clubs in UScellular’s service regions to support the most immediate needs of youth in those areas.

“UScellular is continually looking for ways to give back and to help those in our community, but this time, we wanted to include our customers as well. Through our trade-in program, consumers can earn money for devices they no longer need while also helping our environment by keeping them out of a landfill.”

Steve DeCaspers, Sr. Director, Growth Marketing Strategy & Execution

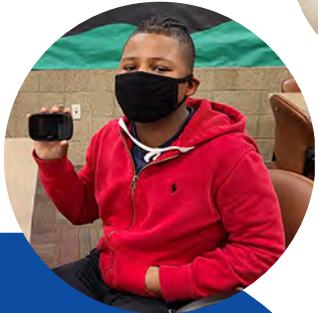
UScellular helps Bridge the Digital Divide with Boys & Girls Clubs of the Midlands

In early 2020, Boys & Girls Clubs of the Midlands received federal funding through the CARES (Coronavirus Aid, Relief, and Economic Security) Act to supply 525 UScellular hot spots and service for their club members. This provided local kids with internet access to support virtual learning when Omaha, Nebraska-area schools closed for in-person learning.

When the CARES Act funding expired at the end of 2020, club members were able to keep the hot spots, but the club could no longer afford to pay for the monthly service fees to keep kids connected to continue their remote learning.

That’s when UScellular stepped in to bridge the digital divide.

UScellular is donating 18 months of service on all 525 wireless hot spots to Boys & Girls Clubs of the Midlands to maintain connectivity for local kids through the 2021-2022 school year.

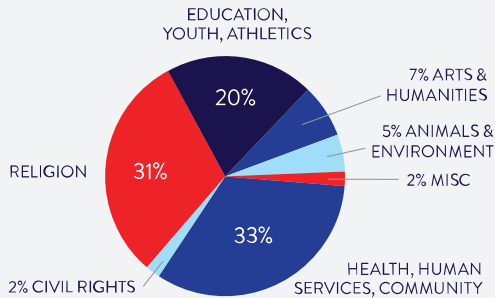


Doubling our associates' generosity

UScellular associates have big hearts—and it shows in our Associate Matching Program. We match their charitable donations to nonprofit organizations dollar-for-dollar.



In 2020:
We matched \$250,000 in associate donations.
Average donation: \$266
Unique organizations benefited: 537
Match cap of up to \$2,500 per associate.
Our associates donated to these causes:

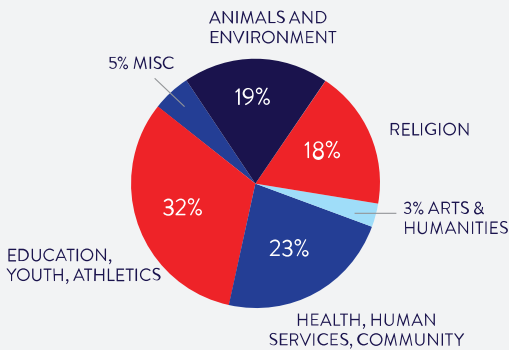


Volunteerism

We're in the business of connecting calls—and people. The passion our associates have is on full display every day. You can feel their energy as we volunteer at local schools and nonprofits in our communities. We're proud to support the passions of our associates as we help our communities when they need it most. We invest in the communities where we do business, and we show how much we care by donating countless hours of our time, talent and energy to local organizations and causes that we are passionate about. This year, we have adapted to volunteering virtually to enable our associates to continue to volunteer their time to meaningful causes.



In 2020:
Our associates participated in over 2,200 volunteer experiences:



American Red Cross

During natural disasters we make contributions to communities that have been negatively impacted in our markets. In addition to financial donations, we provide charging stations, overage fee forgiveness and other ways to support community members in their time of need.

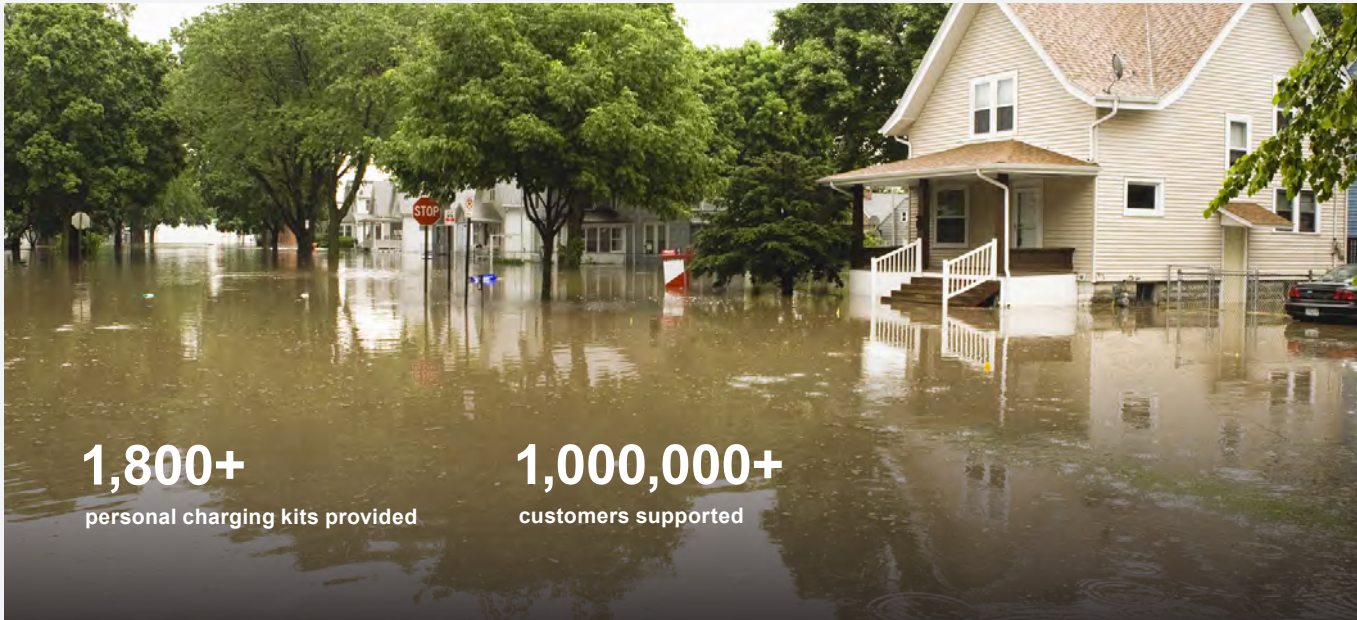
We stand ready to support our communities in times of greatest need. In 2020:

- We provided 1,800+ personal charging kits.
- Supported more than 1,000,000 customers.



Awards

Chief Learning Officer, a digital platform for learning and development, announced the winners of their 2020 Learning in Practice Awards, and UScellular was honored to receive its first-ever Gold Excellence in Community Service Award for our STEM partnership with JASON Learning.



TDS Telecom Community Involvement

Giving back is an integral part of the culture at TDS Telecom. From hands-on volunteering, to in-kind and financial support, TDS Telecom takes a vested interest in the growth and success of the communities we serve. We focus on where help is needed in our communities in which we serve and live. Our hyper-local approach has enabled us to reach across all markets which we serve. We don't just provide critical connection technology; we commit to the people and the communities we serve. We invest money, but just as importantly, we invest time and heart.



Click [here](#) to watch “TDS Telecom’s Fiber Community Involvement”

COVID-19 giving

In early April 2020, TDS Telecom President and CEO Jim Butman emphasized the many challenges food banks are experiencing due to the pandemic food insecurity. Whether it's difficulties keeping shelves stocked with food or finding volunteers who are able to lend a hand, the call for help has never been greater. TDS Telecom answered that call in a big way by donating \$65,000 to several food banks in our serving territories in an effort to give back and help keep America fed.



In 2020, TDS Telecom and other community sponsors raised nearly \$100,000 in donations to support Madison nonprofit, Safe Harbor Advocacy Center after their fundraisers were cancelled due to COVID-19.

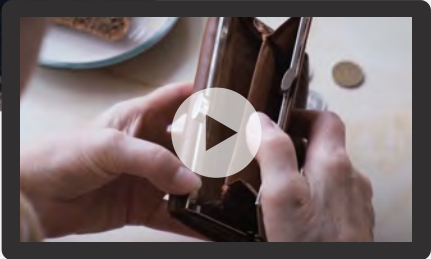
Community Outreach Committee

Since 2002, TDS Telecom Community Outreach committee members have organized Week of Giving events to support associates in need and many charitable causes. Since its inception, the program has raised nearly \$175,000. Those impacted by injuries, health concerns, property damage, and other hardships are often selected as recipients of the funds raised by the inspiring Week of Giving program.

TDS Telecom created the LeRoy T. Carlson Pioneer Club's Community Outreach Program. Nearly every month, this group promotes events and activities where associates can choose to donate their time and service.

Redirect the Check Campaign

Associates at TDS Telecom's service site in Bend, Oregon started a campaign called “Redirect the Check.” A GoFundMe page was set up, and they urged anyone who was willing to donate some or all of their federal stimulus check to local nonprofits to visit the site. After only a week of setting up the GoFundMe page, the campaign raised over \$40,000 to help those struggling most in Central Oregon with TDS Telecom matching the first \$10,000 in donations. More than 100 people generously donated all or part of their check.



Click [here](#) to watch “Redirect the Check”

Lending a hand from coast-to-coast



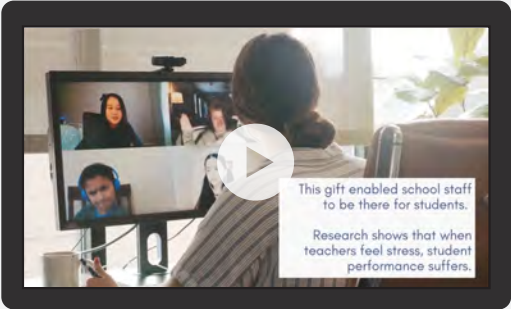
Click the map to learn more about
TDS Telecom's community involvement in
31 states across their operating footprint.

Be Good Citizens

TDS Telecom started the “Be Good Citizens” program, which provides associates with 16 hours of paid time off every year to volunteer to help strengthen and give back to the communities where we live and serve.

TDS Telecom Cares

Along with our community outreach, the Field Marketing Team at TDS Telecom oversees smaller needs at a local level—totalling approximately \$270,000 across all of the communities TDS Telecom serves. TDS Telecom doesn’t just give to one community or a national charity. Instead, TDS Telecom commits to becoming part of the heart and soul of every community by giving to local organizations.



Click [here](#) to watch “TDS Telecom Supports the Rooted School”

TDS Telecom reconnects communities in crisis

After a year filled with natural disasters such as wildfires and hurricanes, on top of the COVID-19 pandemic, our associates have continued to help communities recover from disaster and continue to keep our service areas connected and safe.

After a forest fire destroyed a competitor’s central office and miles of fiber that connected communities in rural Oregon, TDS Telecom associates lent a hand to the Oregon Internet Response volunteer group to find a creative way to restore phone and internet services to residents. Schools, hospitals, grocery stores, and even gas stations were affected, and without TDS Telecom’s involvement it may have taken months to restore services.



environ▲ent

Our Environment

TDS is dedicated to managing our environmental impact throughout all our operations. Our waste reduction and energy efficiency efforts help mitigate the environmental risks of our businesses. Our commitment to the environment requires that we comply with all federal, state, and local environment protection laws and that we continuously examine the impact of our environmental footprint.



Energy efficiency

Through a partnership with TDS, UScellular and a third-party management firm, we are focused on energy efficiency opportunities within the communications industry. The sole purpose of this partnership is to evaluate all components of operations and infrastructure to identify energy efficiency opportunities.

The combined efforts of TDS, the management firm, and the utility programs support the increasing demand for 5G, Internet of Things (IoT), and broadband technology through solutions such as:

- Network infrastructure modernization
- Power system optimization
- HVAC operational enhancements
- Building management integration

Other energy efficiency projects being implemented across the country include:

- Operation & Maintenance (O&M) Measures
- Network Consolidation and Optimization
- Airflow Management and Aisle Containment
- HVAC Optimization and Right-Sizing
- Economization
- UPS Upgrades and Right-Sizing
- Rectifier Upgrades
- Occupied and Unoccupied Building Space Control and Management

One large-scale energy efficiency program comprised of several projects took place at the UScellular Schaumburg Data Center and Network Operations Center. A number of HVAC, UPS, and airflow upgrades were made which will account for a usage reduction of over 4 million kWh annually. This included, data center floor tile reconfigurations, upgrades improving airflow, data center duct improvements, and air economization.

TDS is paving the road for telecommunication industry energy efficiency

An infographic featuring a winding black road with white dashed lines. Along the road are several icons: a green sign that says "Where We've Been", a blue server rack, a white smartphone, a blue satellite dish, a blue tower antenna, and a green sign that says "Where We're Going" with a map of the United States. The background is light gray.

FRANKLIN ENERGY

Energy usage data

In 2020, the TDS Enterprise (UScellular, TDS Telecom, TDS Corporate, OneNeck IT Solutions) consumed 2.0 million gigajoules of energy consisting of electricity, natural gas, diesel and fuel oil. 96% of it was grid electricity.

Green ARG

TDS associates care about the environment and started the company’s latest Associate Resource Group (ARG), founded on the idea that grassroots environmental action, both big and small, can bring real and lasting global change.



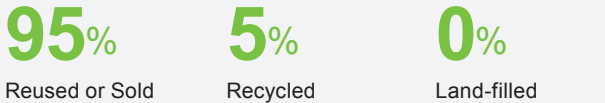
The ARG coordinated an opportunity for TDS Corporate, TDS Telecom, OneNeck IT Solutions, and Suttle Straus associates living in Wisconsin to purchase energy-saving products through Wisconsin’s Focus on Energy program. In total, 262 (13% of all eligible associates), purchased over 5,000 LED light bulbs. If they all get installed, it will be the equivalent impact of removing over 60 cars off the road each year.

E-Waste/Recycling

The enterprise recycling and waste management program helps divert and reduce waste from landfills. TDS recycles e-waste, including audio/video equipment, network devices, imaging devices, bulk electronics, video display devices, computing devices, laptop computer, and wireless devices. TDS also uses a secure shredding program to safely recycle paper.

UScellular has a robust system for asset management and battery recycling. UScellular’s wireless devices are recovered through its stores, direct fulfillment, and through a Trade-In program. UScellular requires its device recycling and salvage vendors to be R2 certified. In addition, we require buyers of our devices to have an ISO 14001 certified environmental management system. TDS Telecom manages much of its e-waste through third party vendors which properly dispose, reuse and recycle the waste.

Devices recovered through take back:



In total, UScellular had over 389,500 device returns which helped divert over 177,400 pounds of harmful solid waste from the landfill and avoided over 496,626,500 gallons of water pollution. UScellular has also properly disposed of 4,035,352 pounds of lead bearing batteries in 2020. Since 2012, TDS Telecom has properly recycled over 2.5 million pounds of telecom network equipment.

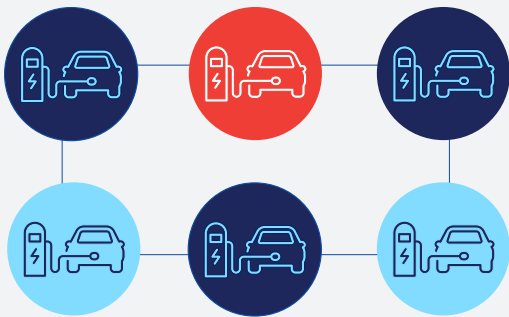
Enterprise Sustainability Concept Team

Led by leaders of the Green ARG, the Enterprise Sustainability Concept team is a “super group” of people from across all TDS companies who meet monthly to exchange ideas for more sustainability change within the organization. The team works on projects related to energy efficiency, waste reduction and sustainable purchasing. The group also focuses on and coordinates internal associate education around sustainability.



Buildings and data centers

UScellular Plaza has six electric car charging stations available for use.



The mandatory deployment of IoT technology and faster internet speeds across industry sectors have intensified the need for fiscally effective and sustainable energy efficiency improvements in the data centers for telecommunications and broadband industries. UScellular has engaged the local electric utility’s Telecom Energy Efficiency Program to deliver significant savings in our Chicago data center. The projects include network infrastructure, airflow management, free cooling optimization, and power system upgrades.

Environmental health and safety

TDS Telecom’s Environmental Health and Safety team has processes in place to identify and assess risks. These include an accident reporting process, emergency action plans and emergency guides. We have a dedicated safety site and COVID site for associate communications, instructions, guidelines, policies and resources. We are continually sending company-wide emails about significant changes and updates related to policy, compliance, expectations, best practices and more. We also have a safety mailbox for concerns, issues, and suggestions as well as safety training classes for field associates and development of safety training videos. TDS Telecom’s Safety Handbook includes 11 different sections, covering a wide range of training. This includes topics on personal safety, PPE, fall protection, confined space entry, vehicle safety, hazard communication, fire safety/suppression, electrical safety, tools, air & machines, office safety, and accident management.

UScellular has a Health and Safety Management System consisting of 28 programs based on recognized risks. UScellular Corporation Environmental Health & Safety group is responsible for the company tracking and reporting for all OSHA and EPA codes compliance. They also guide the company’s efforts to address any identified risks and prevent injuries. The EHS team reviews and tracks all incidents to look for trends and systematic issues. Associates communicate with their safety committees about potential hazards, safety questions and inquiries, then the committees assess each situation and EHS proposes preventive measures.



UScellular’s EHS team is responsible for developing and maintaining the written Safety Committee Program, based on input from the safety committees. The purpose of our safety committee is to bring associates and leaders together in a non-adversarial cooperative effort to promote safety and health in each workplace. All UScellular EHS administered training requirements are included in our Learning Management System, including job specific training. This includes First Aid/CPR/AED training, respirator training, asbestos awareness, fire extinguisher, and spill prevention, containment & countermeasure training among others.



governance

Governance

We believe that we must conduct ourselves in accordance with the highest moral and ethical standards guided by our Code of Business Conduct, which promotes maintaining best practices, transparency and accountability to all our stakeholders. TDS is controlled by the family that founded the Company over 50 years ago. While we understand this structure is not typical for public companies in the United States, it has provided us the ability to make investments that may have longer-term benefits for our customers and our other stakeholders, achieving business stability and a positive culture for our people.



Managing the company for long-term sustainability and growth

TDS has had over 50 successful years serving our customers and we are continuing to invest in the future. There are three foundational pillars that position the company for long-term sustainability and growth.

50+ years



Maintaining a strong financial foundation

We look to retain relatively low leverage levels, long dated debt maturities, sufficient undrawn revolving credit facilities, and adequate cash balances so that we are not at the mercy of any disruptive market scenarios and we can maintain a sufficient level of investment back into our businesses.



Investing in our businesses

Wireless – Through network modernization and 5G deployment plans, we are evolving our network to capture new and emerging revenue opportunities.

Wireline – Focused on fiber expansion, a long-term investment, to improve competitive position and return on capital.



Being a controlled company gives company the ability to manage the company for the long-term interest of its customers, associates, shareholders, debt holders and communities.

ESG Steering Committee

TDS has delegated an ESG Steering Committee to oversee all initiatives and disclosures related to ESG. The Environmental Social and Governance Steering Committee’s (“ESG Committee”) purpose is to approve initiatives to report on the company’s on-going commitment to environmental, social, and corporate governance matters.

The duties and responsibilities of the ESG Committee include but are not limited to: assisting in setting the company’s general strategy with respect to ESG matters, and to consider and recommend policies, practices, and disclosures that conform with the strategy, to oversee the company’s reporting, disclosure and communications with respect to ESG matters, to make recommendations on how the company’s policies, practices and disclosures can adjust to or address current trends, and to put systems in place, as deemed necessary and appropriate, to monitor ESG matters.



Jane W. McCahon,
Senior Vice President – Corporate Relations
and Corporate Secretary TDS



Deirdre C. Drake,
EVP, Chief People Officer,
Head of Corporate Communications
and Corporate Director UScellular



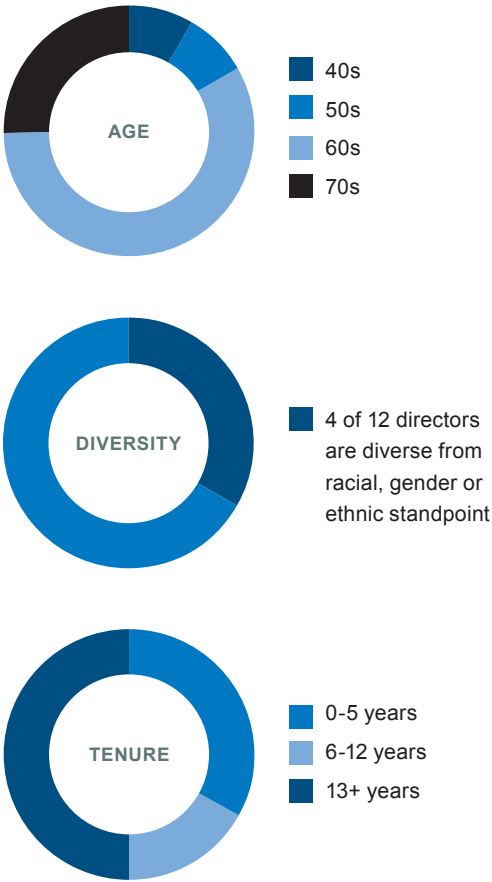
Kathy Cefalu,
Vice President – Chief Human
Resources Officer TDS Telecom

Characteristics of the Board of Directors

TDS believes good governance begins with an engaged and diverse board. We consider it desirable for the board to have directors with diverse backgrounds, experience, skills, education and attributes to permit the board to have a wide variety of views and insights.

TDS believes that new perspectives can be important to a well-run board. At the same time, it is equally important to benefit from the valuable experience that longer-serving directors bring to the boardroom. Since 2016, the average Board tenure reduced from 19 to 17 years, reflecting Laurent Therivel being appointed to the board on July 1, 2020. Additionally, over the same time period, the average tenure of the independent board members reduced from 17 to 12 years. TDS has an ongoing board refreshment process which was developed in 2013. We are continually reviewing the need for additional perspectives and skills in the boardroom.

Characteristics of the 2021 Board of Directors



Strong corporate governance practices

- Annual election of all directors, ensuring accountability to shareholders
- Policy prohibiting pledging or hedging of company shares
- The positions of Chairman of the Board and President and CEO are separate
- Charter can be amended by a simple majority vote
- Guidelines recommending that TDS Directors serve on no more than three other public company boards
- Succession planning sessions are held at least annually
- Cybersecurity oversight by the full Board of Directors, the Audit Committee and the Technology Advisory Group
- Stock ownership requirements of three times annual retainer for independent board members
- Annual self-assessment of board and its committees

Committee Structures

Audit Committee

The purpose of the Audit Committee is to assist the Board of Directors in its oversight of the integrity of the company's financial statements and its oversight of compliance with legal and regulatory matters. In addition, the Audit Committee discusses policies with respect to risk assessment and risk management, including cybersecurity and data privacy.

[Audit Committee Charter](#)

Compensation and Human Resources Committee

The primary functions of the Compensation and Human Resources Committee is to discharge the Board's responsibilities relating to the compensation of the executive officers, including the review of salary, bonus, long-term compensation and all other compensation, to perform all functions designated to be performed by a committee of the Board under any of the Company's Long-Term Incentive Plans and programs, to review and recommend to the Board the Long-Term Incentive Plans and programs for employees, to report on executive compensation in TDS' annual proxy statement and to review the human resources strategies of TDS and its subsidiaries.

[Compensation and Human Resources Committee Charter](#)

Corporate Governance and Nominating Committee

TDS has a Corporate Governance and Nominating Committee (CGNC) even though, as a controlled company, TDS is not required to do so. The Board of Directors of TDS has established the Corporate Governance and Nominating Committee to advise the board on corporate governance matters, including developing and recommending to the board a set of corporate governance guidelines for the company.

[Corporate Governance and Nominating Committee Charter](#)

Technology Advisory Group Committee (TAG)

The Technology Advisory Group enhances the board's risk oversight through its review of technologies the company is investing in and through discussion of potential technology disruptions. This committee is responsible for reviewing, monitoring, and informing the board on technology and related matters affecting TDS business units and its customers, along with its competitors and their customers.

Board Committee Structure and Membership Information as of August 2021				
	Audit Committee	Compensation and Human Resources Committee	Corporate Governance and Nominating Committee	Technology Advisory Group Committee
Walter C.D. Carlson			○	
LeRoy T. Carlson, Jr.			●	○
Clarence A. Davis *	●	●		
Kimberly D. Dixon		●		●
George W. Off *	○		●	●
Christopher D. O'Leary	●	○		●
Wade Oosterman	●	●		
Gary L. Sugarman		●		

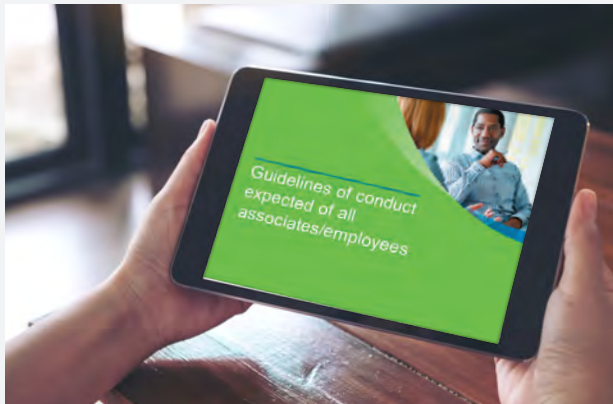
○ Chairperson

● Member

* Financial Expert

Code of Conduct

The TDS Code of Business Conduct provides the guiding principles by which all of TDS conducts all its business activities. These guiding principles are applicable to the Board of Directors, executive officers and all associates. Our success depends on our continued excellence in all areas of our business, including adherence to the highest standards of business conduct.



Oversight of cybersecurity is responsibility of Full Board of Directors

TDS believes oversight of cybersecurity risks is the responsibility of the full board of directors and the Board of Directors receive quarterly updates regarding TDS' assessment of threats and mitigation plans. The Audit Committee oversees the Company's processes over internal controls and financial reporting that includes controls and procedures that are designed to ensure that significant cybersecurity incidents are communicated to both senior management and the Audit Committee. Cybersecurity is also discussed at the Technology Advisory Group as warranted.

George W. Off, chairperson of the TDS Audit Committee, completed the NACD Cyber-Risk Oversight program and earned the CERT Certificate in Cybersecurity Oversight issued by Software Engineering Institute at Carnegie Mellon University. The program is designed to help directors enhance their cybersecurity literacy and strengthen the board's role in overseeing the organization's cyber preparedness.

Anti-Corruption

We have a robust anti-fraud program for the prevention and deterrence of fraud and timely detection to mitigate the impact of any fraud that occurs. The company maintains a Fraud Awareness & Ethics Resource Center on its intranet site for associates to continually promote fraud and ethics awareness throughout the Enterprise by providing valuable fraud and ethics resources. Additionally, there is mandatory fraud awareness training annually for all associates across the enterprise.

Risk management responsibility

Risk is managed throughout the organization. The TDS Board of Directors has primary responsibility for oversight of risk at TDS. In support, management has developed a robust Enterprise Risk Management Program (ERM) to identify and manage risks that may affect the achievement of organizational objectives. The ERM program provides a common enterprise-wide language and discipline around risk identification, quantification, and mitigation. The TDS Board of Directors receives periodic updates about the status and progress of this ERM program and takes action to the extent appropriate based on such updates.

Additionally, other board committees assist in additional risk mitigation and management. The Audit Committee addresses major financial and operational risk, including those related to data privacy. The Compensation and Human Resources Committee assesses risk related compensation policies and practices and the Technology Advisory Group Committee reviews, monitors and informs board on technology matters affecting operations.

Privacy Policy

Our Privacy Policy describes the information that TDS collects, how we use it and with whom we share it. TDS believes oversight of cybersecurity risks is the full responsibility of the full Board of Directors.

Sustainability Accounting Standards Board (SASB)

The Sustainability Accounting Standards Board (SASB) provides a collection of industry-specific standards to help measure and communicate performance on sustainability topics. TDS’ primary businesses (UScellular and TDS Telecom) are part of the Telecommunications Services industry classification.

Inclusion of information in this index should not be construed as a characterization of the materiality or financial impact of that information. All data is for the year ended December 31, 2020. Please see Telephone and Data Systems, Inc. (TDS) [Form 10-K](#) for the year ended 2020 and other information available on the [TDS ESG website](#).

Telecommunications Services

SASB Code	Activity Metric	
TC-TL-000.A	Number of wireless subscribers	UScellular: 5.0 million connections including 4.4 postpaid, 0.5 million prepaid and 0.1 million reseller and other connections
TC-TL-000.B	Number of wireline subscribers	TDS Telecom: Wireline connections: Voice 363,000; Broadband 283,900; Video 63,200; ManagedIP 111,400 Cable connections: Broadband 209,400; Video 100,800; Voice 66,800; ManagedIP 1,900
TC-TL-000.C	Number of broadband subscribers	TDS Telecom: Wireline broadband connections: 283,900; Cable broadband connections: 209,400
TC-TL-000.D	Network traffic	This information is considered to be competitively sensitive and is therefore not disclosed.
SASB Code	Accounting Metric	
TC-TL-130a.1	(1) Total energy consumed (GJ) (2) Percentage grid electricity (3) Percentage renewables	(1) The TDS Enterprise (UScellular, TDS Telecom, TDS Corporate, OneNeck IT Solutions) consumed 2.0 million gigajoules of energy consisting of electricity, natural gas, diesel and fuel oil. Gasoline consumption is not included in the calculation. (2) 96% (3) Insignificant
TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	TDS Privacy Policy UScellular Privacy Policy TDS Telecom Privacy Policy
TC-TL-220a.2	Number of customers whose information is used for secondary purposes	UScellular and TDS Telecom do not calculate this metric. The UScellular Privacy Policy and TDS Telecom Privacy Policy describe the information we collect and how we use it.
TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	The TDS Enterprise discloses all significant legal proceedings in its SEC reports. In 2020, we did not disclose any monetary losses as a result of legal proceedings associated with privacy.
TC-TL-220a.4	(1) Number of law enforcement requests for customer information (2) Number of customers whose information was requested (3) Percentage resulting in disclosure	UScellular Transparency Report TDS Telecom does not prepare a Transparency report. We do not publicly disclose any information around law enforcement requests.

Telecommunications Services

SASB Code	Accounting Metric	
TC-TL-230a.1	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of customers affected	The TDS Enterprise is committed to maintaining its customers' and employees' privacy. The TDS Enterprise will make public disclosures of any data breach, as required by applicable law.
TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	The TDS information security program aligns with independent, industry standard cybersecurity frameworks. Formal risk assessments are conducted annually leveraging these standards. The assessment results are used to drive continuous improvement in the TDS cybersecurity control environment. The cybersecurity risk program is reported to the TDS Audit Committee and the TDS Board of Directors. TDS assesses the threat and vulnerability landscape using various commercial, government, vendor and publicly available information sources and tools. TDS manages these evolving risks through ongoing investments in the security program.
TC-TL-440a.1	(1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused (3) recycled (4) landfilled	<p>UScellular has a robust system for asset management and battery recycling. UScellular's wireless devices are recovered through its stores, direct fulfillment, and through a Trade-In program. UScellular requires its device recycling and salvage vendors to be R2 certified. In addition, it requires buyers of its devices to have an ISO 14001 certified environmental management system.</p> <p>Devices recovered through Take Back:</p> <ul style="list-style-type: none"> • Reused or Sold 95% • Recycled 5% • Land-filled 0% <p>In total, UScellular had over 389,500 device returns which helped divert over 177,400 pounds of harmful solid waste from the landfill and avoided over 496,626,500 gallons of water pollution. UScellular has also properly disposed of 4,035,325 pounds of lead bearing batteries in 2020.</p> <p>Since 2012, TDS Telecom has properly recycled over 2.5 million pounds of telecom network equipment.</p>

SASB Code	Accounting Metric	
TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	The TDS Enterprise discloses all significant legal proceedings in its SEC reports. In 2020, we did not disclose any monetary losses as a result of legal proceedings associated with anti-competitive behavior.
TC-TL-520a.2	Average actual sustained download speed of (1) owned and commercially associated content and (2) non-associated content	<p>UScellular and TDS Telecom provide service to a broad array of markets from dense smaller cities to extremely remote rural markets. UScellular and TDS Telecom do not measure download speeds based on those identified in this standard (owned and commercially associated content or as non-associated content).</p> <p>UScellular Mobile Broadband Internet Access Service and Open Internet Practices</p> <p>TDS Telecom Internet Network Management</p>
TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	<p>UScellular Mobile Broadband Internet Access Service and Open Internet Practices</p> <p>TDS Telecom Internet Network Management</p>
TC-TL-550a.1	(1) System average interruption frequency and (2) customer average interruption duration	UScellular and TDS Telecom do not publicly disclose this information. However, both companies are in compliance with the FCC reporting requirements and other reporting agencies.
TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	<p>UScellular and TDS Telecom provide critical communications and data services that customers and communities depend on. This responsibility means we must keep investing in our networks to keep them strong, reliable and resilient. UScellular and TDS Telecom have built redundancy into critical areas. Each company has 24/7 monitoring, the use of advanced data analytics to monitor network stability and health, disaster response plans, and the ability to deploy temporary solutions using alternative power sources.</p> <p>UScellular Mobile Broadband Internet Access Service and Open Internet Practices</p> <p>TDS Telecom Internet Network Management</p> <p>BendBroadband Network Management</p> <p>TDS Broadband Service Network Practices</p>

This index has been prepared in reference to the Global Reporting Initiative’s (GRI) Standards in order to report significant economic, environmental, and social topics within the business. All information below, unless noted otherwise is for the TDS Enterprise (TDS, TDS Telecom, UScellular, and OneNeck IT Solutions).

Inclusion of information in this index should not be construed as a characterization of the materiality or financial impact of that information. All data is for the year ended December 31, 2020. Please see Telephone and Data Systems, Inc. (TDS) Form 10-K for the year ended 2020 and other information available on the TDS ESG website.

Disclosure	Disclosure Title	2020 Response
GRI 102:	General Disclosures	
102-1	Name of organization	Telephone and Data Systems, Inc.
102-2	Activities, brands, products, and services	10-K Our Businesses
102-3	Location of headquarters	10-K
102-4	Location of operations	10-K Our Businesses
102-5	Ownership and legal form	10-K
102-6	Markets served	10-K UScellular Coverage Map TDS Telecom Company Profile OneNeck IT Solutions
102-7	Scale of the organization	10-K
102-8	Information on employees and other workers	10-K TDS had approximately 9,200 full time and part time employees as of December 31, 2020.
102-9	Supply chain	Supplier Diversity at UScellular TDS Culture
102-10	Significant changes to the organization and its supply chain	There have been no significant changes to the organization and supply chain in 2020.
102-11	Precautionary principle or approach	10-K TDS Proxy
102-14	Statement from senior decision-maker	"At TDS, we believe that being a good corporate citizen is fundamental to our long-term success. Truly caring about our customers, our employees and associates, striving to enhance the lives of those in our communities and serving as stewards of the environment will drive the performance of our business to benefit our shareholders and debtholders over time." - LeRoy T. Carlson Jr., President and CEO - TDS
102-15	Key impacts, risks, and opportunities	10-K
102-16	Values, principles, standards, and norms of behavior	TDS Code of Conduct UScellular Code of Conduct
102-17	Mechanisms for advice and concerns about ethics	TDS Ethics Hotline UScellular Ethics Hotline

Disclosure	Disclosure Title	2020 Response	Disclosure	Disclosure Title	2020 Response
GRI 102: General Disclosures			GRI 102: General Disclosures		
102-18	Governance structure	TDS Governance TDS Proxy TDS Governance Documents UScellular Proxy UScellular Governance Documents	102-54	Claims of reporting in accordance with the GRI standards	See top of index.
102-20	Executive-level responsibility for economic, environmental, and social topics	ESG Steering Committee ESG Steering Committee Charter	102-56	External assurance	We are continuing to evaluate whether we will engage third-party assurance. The information currently provided is validated and assured through a review by our internal audit and accounting functions, investor relations, as well as TDS’ external legal firm.
102-22	Composition of the highest governance body and its committees	TDS Proxy	GRI 201: Economic Performance		
102-23	Chair of the highest governance body	Walter C. D. Carlson serves as Chairman of the board TDS Proxy	201-1	Direct economic value generated and distributed	TDS directly distributes economic value to its shareholders through the payment of dividends and repurchases of its common stock.
102-25	Conflicts of interest	TDS Proxy Code of Business Conduct UScellular Code of Business Conduct	201-2	Financial implications and other risks and opportunities due to climate change	TDS believes it has minimal direct business risk exposure to climate change. The financial risk to the company primarily related to the frequency and severity of weather events where the company offers services.
102-32	Highest governance body’s role in sustainability reporting	ESG Steering Committee ESG Steering Committee Charter	201-3	Defined benefit plan obligations and other retirement plans	TDS sponsors a defined contribution pension plan along with a defined benefit postretirement plan that provides medical benefits to certain retirees.
102-35	Remuneration policies	TDS Board Committees and Charters TDS Proxy	201-4	Financial assistance received from government	TDS Telecom receives Federal and State USF (Universal Service Fund) support, including support from the FCC’s A-CAM program. UScellular also receives support from the FCC’s USF programs that are designed so that Americans have more equal access to communication services, especially remote rural communities where it is more expensive to serve. A-CAM
102-36	Process for determining remuneration	TDS Board Committees and Charters TDS Proxy			
102-45	Entities included in the consolidated financial statements	10-K			
102-49	Changes in reporting	There have been no significant changes in reporting in 2020. 10-K			
102-50	Reporting period	Jan 1, 2020 – Dec 31, 2020			
102-51	Date of most recent report	Dec 30, 2020			
102-52	Reporting cycle	Annual			
102-53	Contact point for questions regarding the report	Alexandra Rossen – ESG Specialist, alexandra.rossen@tdsinc.com			

Disclosure	Disclosure Title	2020 Response
GRI 203: Indirect Economic Impacts		
203-1	Infrastructure investments and services supported	UScellular and TDS Telecom, in an effort to bridge the digital divide, are both investing heavily and bringing advanced communication technologies to the communities they serve. Since its founding in 1969, TDS has focused on serving rural and suburban markets, which have tended to be underserved due to their rural locations. TDS Telecom is making significant investments in fiber inside and out of its footprint. Fiber promises faster speeds and better reliability. In addition, the A-CAM program is enabling TDS Telecom to improve internet speeds in some of the hardest to reach areas of TDS Telecom's serving area. Additionally, UScellular's network modernization program and deployment of 5G technology is expected to address customers' growing demand for data services as well as opportunities for new services requiring high speed reliability and low latency. And importantly, UScellular expects to leverage the technology to better serve rural customers and connect them to education, healthcare and entertainment solutions.
GRI 204: Procurement Practices		
204-1	Proportion of spending on local suppliers	<p>TDS selects suppliers based on price, quality and timeliness. Where appropriate, preference is given to suppliers located in the areas we conduct business. TDS Code of Conduct</p> <p>UScellular selects suppliers based on price, quality and timeliness. Where appropriate, preference is given to suppliers located in the areas we conduct business and to TDS' business units that submit closely competitive bids. UScellular Code of Business Conduct Supplier Diversity at UScellular</p>

Disclosure	Disclosure Title	2020 Response
GRI 205: Anti-corruption		
205-1	Operations assessed for risks related to corruption	We want our customers, suppliers and others to know the high standards which we operate. Our Code of Business Conduct provides the guiding principles by which we conduct all of our business activities Additionally, we have a robust anti-fraud program for the prevention and deterrence of fraud and timely detection to mitigate the impact of any fraud that occurs.
205-2	Communication and training about anti-corruption policies and procedures	The company maintains a Fraud Awareness & Ethics Resource Center on its intranet site for employees to continually promote fraud and ethics awareness throughout the Enterprise by providing valuable fraud and ethics resources. Additionally, there is mandatory fraud awareness training annually for all associates across the enterprise. The company also maintains an anonymous Ethics notification program that can be accessed by telephone or the internet.
GRI 207: Tax		
207-1	Approach to tax	Proactively deliver timely, accurate, ethical and business focused tax solutions and minimize the financial impact of taxes.
207-4	Country-by-country reporting	TDS' operations are domestic - only a U.S. taxpayer
GRI 302: Energy		
302-1	Energy consumption within the organization	The TDS Enterprise (UScellular, TDS Telecom, TDS Corporate, OneNeck IT Solutions) consumed 2.0 million gigajoules of energy consisting of electricity, natural gas, diesel and fuel oil. Gasoline consumption is not included in the calculation.

Disclosure	Disclosure Title	2020 Response
GRI 306: Waste		
306-2	Management of significant waste-related impacts	<p>UScellular requires its device recycling and salvage vendors to be R2 certified. In addition, it requires buyers of its devices to have an ISO 14001 certified environmental management system.</p> <p>TDS Telecom manages much of its e-waste through third party vendors which properly dispose, reuse and recycle the waste.</p>
306-4	Waste diverted from disposal	<p>UScellular has a robust system for asset management and battery recycling. UScellular's wireless devices are recovered through its store, direct fulfillment, and through a Trade-In program.</p> <p>Devices recovered through Take Back:</p> <ul style="list-style-type: none"> • Reused or Sold 95% • Recycled 5% • Land-filled 0% <p>In total, UScellular had over 389,500 device returns which helped divert over 177,400 pounds of harmful solid waste from the landfill and avoided over 496,626,500 gallons of water pollution. UScellular has also properly disposed of 4,035,352 pounds of lead bearing batteries in 2020.</p> <p>Since 2012, TDS Telecom has properly recycled over 2.5 million pounds of telecom network equipment.</p>
GRI 401: Employment		
401-1	New employee hires and employee turnover	<p>For the year 2020, The TDS Enterprise had:</p> <ul style="list-style-type: none"> • 1,682 new hires • 1,701 Terminations <p>Turnover rate: 15% (end of year 12 month rolling average, includes voluntary and involuntary)</p>
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<p>TDS Careers UScellular Benefits TDS Telecom Benefits</p>
401-3	Parental leave	<p>At UScellular, 99 men and 74 women (for a total of 173 employees) took paid parental leave (PPL)in 2020. 92% of men and 82% of women that took PPL returned to work for an average of 88%.</p> <p>At TDS Telecom, 32 men and 14 women (for a total of 46 employees) took paid parental leave (PPL) in 2020. 100% of the employees that took PPL retuned to work.</p>

Disclosure	Disclosure Title	2020 Response
GRI 403: Occupational Health and Safety		
403-1	Occupational health and safety management system	<p>UScellular is committed to protecting the health, safety and environment of our associates, customers and citizens in communities where we conduct business. UScellular's goal is to reduce injuries to associates, to lower environmental risks and to increase efficiency in the use of natural resources. UScellular has a health and safety management system consisting of 28 programs based on recognized risk. UScellular's Environmental Health & Safety (EHS) group is responsible for the company tracking and reporting for all OSHA and EPA codes compliance. They also guide the company's efforts to address any identifies risks and prevent injuries.</p> <p>TDS Telecom recognizes the importance of providing employees with a safe and healthy work environment, free from recognized hazards, and conducting business in the safest manner possible. TDS Telecom takes the matter of safety very seriously and expects each employee to actively promote safety and accident prevention daily, and integrate the tools and training provided into their job functions.</p>
403-2	Hazard identification, risk assessment, and incident investigation	<p>UScellular utilizes investigation processes to determine a root cause and corrective action for incidents. The EHS team reviews and tracks all incidents to look for trends and systematic issues. Employees communicate with their safety committees about potential hazards, safety questions and inquiries, then the committees assess each situation and EHS proposes preventive measures. As COVID-19 has posed a risk to our associates and customers, UScellular has taken steps to minimize potential exposure through distribution of PPE, remote working arrangements and careful monitoring of our evolving essential operations.</p> <p>TDS Telecom's Environmental Health and Safety team has processes in place to identify and assess risks. These include an accident reporting process, emergency action plans and emergency guides. TDS Telecom also added additional guidelines due to the COVID-19 global pandemic including distribution of PPE, remote work requirements (if possible for the position) and a self-health assessment for associates who are not able to work remotely.</p>

Disclosure	Disclosure Title	2020 Response	Disclosure	Disclosure Title	2020 Response
GRI 403: Occupational Health and Safety			GRI 404: Training and Education		
403-4	Worker participation, consultation, and communication on occupational health and safety	<p>UScellular's EHS team is responsible for developing and maintaining the written Safety Committee Program, based on input from the safety committees. The purpose of the safety committee is to bring associates and leaders together in a non-adversarial cooperative effort to promote safety and health in each workplace. UScellular has a COVID-19 website for frontline communications, information and benefits updates as well as additional resources and FAQs for associates to access at all times.</p> <p>TDS Telecom is committed to providing a safe and healthy workplace for all its workers and customers and that requires full cooperation among our employees, leadership team and customers. Through this cooperative effort, TDS Telecom is able to establish and maintain the safety and health of our workers and workplaces. TDS Telecom has a dedicated safety site and COVID site for employee communications, instructions, guidelines, policies and resources. The company is continually sending company-wide emails about significant changes and updates related to policy, compliance, expectations, best practices, etc. TDS Telecom also has a safety mailbox for concerns, issues, and suggestions as well as safety training classes for field employees, development of safety training videos.</p>	404-1	Average hours of training per year per employee	<p>At UScellular, each associate completes about 20 hours of training based on internal learning management system data. External development is currently not tracked.</p> <p>At TDS Telecom, the average hours of training per year per employee is 23 hours.</p>
			404-3	Percentage of employees receiving regular performance and career development reviews	<p>At UScellular, all employees receive regular performance and career development reviews.</p> <p>At TDS Telecom, all employees receive regular performance, year-end, and career development reviews.</p>
			GRI 405 Diversity and Equal Opportunity		
			405-1	Diversity of governance bodies and employees	<p>For the TDS Enterprise (UScellular, TDS Telecom, TDS Corporate and OneNeck IT Solutions):</p> <p>Female: 38%</p> <p>Male: 62%</p> <p>Minority/PoC: 22%</p> <p>Veteran: 6%</p> <p>Disabled: 5%</p> <p>Diversity of governance bodies: TDS Governance</p>
			GRI 413 Local Communities		
			413-1	Operations with local community engagement, impact assessments, and development programs	<p>TDS Communities</p> <p>UScellular Community Outreach</p> <p>TDS Telecom Community Involvement</p>
			GRI 414 Supplier Social Assessment		
			414-1	New suppliers that were screened using social criteria	<p>UScellular includes questions regarding social criteria in our Request for Proposal (RFP) process. The RFP template has a series of questions about the suppliers' sustainability management & environmental practices along with social responsibility and community efforts.</p> <p>UScellular Suppliers</p>
403-5	Worker training on occupational health and safety	<p>All UScellular EHS administered training requirements are included in the Learning Management System, including job specific training. This includes First Aid/CPR/AED training, respirator training, asbestos awareness, fire extinguisher, and spill prevention, containment & countermeasure training among others.</p> <p>TDS Telecom's Safety Handbook includes 11 different sections, covering a wide range of training. This includes topics on personal safety, PPE, fall protection, confined space entry, vehicle safety, whazard communication, fire safety/suppression, electrical safety, tools, air & machines, office safety, and accident management.</p>			

Disclosure

Disclosure Title

2020 Response

GRI 415 Public Policy		
415-1	Political contributions	TDS Code of Conduct
GRI 418 Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<p>UScellular and TDS Telecom do not publicly disclose this information. However, both companies are in compliance with the FCC reporting requirements and other reporting agencies.</p> <p>The TDS information security program aligns with independent, industry standard cybersecurity frameworks. Formal risk assessments are conducted annually leveraging these standards. The assessment results are used to drive continuous improvement in the TDS cybersecurity control environment. The cybersecurity risk program is reported to the TDS Audit Committee and the TDS Board of Directors. TDS assesses the threat and vulnerability landscape using various commercial, government, vendor and publicly available information sources and tools. TDS manages these evolving risks through ongoing investments in the security program.</p> <p>TDS Privacy Policy UScellular Privacy Policy TDS Telecom Privacy Policy UScellular Transparency Report</p>
GRI 419 Socioeconomic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	The TDS enterprise discloses all significant legal proceedings in its SEC reports. In 2020, we did not disclose any legal proceedings in the social and economic area.