

Verizon
Up To Speed Live
Monday, January 11, 2021



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>> Tune in tonight to listen to me and my partners talking about my favorite topic, 5G.
On the first virtual CES ever.

>> ANDY CHOI: Perfect way to get your Monday started there and we are just as excited as Hans for his appearance tonight on the CES stage, the virtual stage of this year's Consumer Electronics Show as Hans mentioned we are making history delivering the first virtual kickoff keynote and yes CES 2021 is all virtual this year Hans will deliver the kickoff keynote at 6:30 eastern 3:30 Pacific he'll speak to how 5G is super charging innovation in one sector after another so congratulations to the team that's working with Hans to make sure Verizon matters at CES.
With that we say thank you for joining us on Up to Speed Live on this Monday, January 11th, Well Connect 2 of 2021 goes without saying Well Connect 1 tested all of us but the optimism of the new year I know will carry us through as we mentioned in last Monday's kickoff with Hans and our leaders we got quite a few questions about COVID and today Christy Pambianchi joins us to answer those questions live.
So with that, let's welcome our HR leader, Christy, happy Monday to you.
And thank you for starting the week with us.

>> CHRISTY PAMBIANCHI: Thanks, Andy, it's great to be here.
I'm really looking forward to the opportunity to chat with you and talk with the V Teamers that are watching out there.

>> ANDY CHOI: Excellent.
I know last week as we mentioned we received those questions from V Teamers so we're going to keep that conversation going but before we do get started, I really

enjoyed seeing some of your posts on Instagram over the holidays.

And I wanted to mention that to you.

You know, for those of you who don't know, Christy on Instagram is just her name Christy Pambianchi.

And the Pambianchis take the holiday season seriously I see not one not two I believe four Christmas trees your post here about Christmas at the Pambianchis so what's with the multiple trees there Christy.

>> CHRISTY PAMBIANCHI: Andy for me as a kid Christmas is just such a magical time of year I've just been this major fan for the holiday season.

It brings out the best in people through that time of year.

So as the years went by, I collect a lot of ornaments and my family expanded.

So yeah, I have four trees.

I have one tree about 9 feet tall that we have all of our really special ornaments, glass blown, kids first Christmas, special memorabilia ornaments then I have a smaller tree maybe 7 feet high with a lot of theme things from things I love and my kids love like peanuts and fairy tale ornaments and things like that.

Then of course I have a Harry Potter tree here in my Harry Potter room and that has all of my Harry Potter ornaments on it which is awesome to look at with Snitch lights then my last tree is my mom bling tree that's all my Christmas ornaments my kids made in school since they were preschool or infants so those are my four trees every year I think about should I consolidate them or not put one of the four out and I end up in the same place.

They make me happy and the kids look forward to seeing them all.

>> ANDY CHOI: That's awesome and yes everyone needs a little mom bling my mom can't let go of all of our mom bling so our tree is the official mom bling tree at the house but thank you for sharing a little bit of that holiday cheer boy we could continue using some more here in 2021 so let's get to some of our questions here, Christy.

So when we talk about COVID, of course, the big topic right now are vaccines and we did receive questions about this so let's start with the most pressing question around vaccine distribution what's the latest information?

And what can employees expect coming into 2021?

>> CHRISTY PAMBIANCHI: Thanks for that question, Andy, first I think there's so much promise on the horizon just given the fact that there are vaccines.

Because that gives a pathway to a cure or a remedy against the Coronavirus.

So I think this is amazing advancement.

Right now in the United States there are currently two vaccines that have received authorization from the FDA for use in the United States.

These same vaccines in some cases other vaccines have been authorized for use in

other countries.

And there are other vaccines in development that are still being reviewed and evaluated and in consideration for FDA approval here in the United States.

So that's kind of the state of play about vaccines authorized for use.

So here in the United States there are two.

Other countries there might be two plus.

Or some other locally developed vaccines.

Now, second is the access part of the question you asked which is, okay, so there's two that are approved but they are really not yet generally available so what has happened right now is the Federal Government has allocated the current doses of those two vaccines to each state by population.

And then each state has to develop its own vaccine distribution plan.

So each of the 50 states is currently developing a vaccine plan.

And so typically right now what we see is that they are making the vaccine doses they have received available to healthcare workers in their states.

And then prioritizing groups such as healthcare -- long-term facility residents or other related healthcare professionals.

So the vaccine is not necessarily available yet to the general public.

>> ANDY CHOI: Yeah and it goes without saying, Christy, I know you and your teams are working very hard to really sort of hone in on really what's a moving target right now so thank you for seeing through all of the different scenarios that we can see as this vaccine becomes available.

So following up on that, Christy, as it becomes widely available, how will COVID-19 vaccines be distributed?

And of course a big question for a lot of our V Teamers, will V Teamers be required to get a COVID-19 vaccine?

>> CHRISTY PAMBIANCHI: Thanks for that question, V Teamers.

Many of you have asked me that.

And I know it's top of mind for people in society today, so first, the distribution of the vaccines will vary by country.

And then here in the United States by state.

With each state developing the distribution plan that I mentioned.

We as Verizon are working with each state.

We have a team.

And the team is monitoring what is each state deciding.

And then we're keeping on our COVID webpage that updated for you.

So on our COVID webpage for each state we're giving you links to the information by state that's available.

So that way as V Teamers you can go to our FAQ document to find out basically what we are aware of.

And if we're asked to provide any information by the Government, we are.

At this point the states are really in the very, very early stages of their plan.

We don't have a role in how the states distribute their vaccines.

So we're aware of the priority on healthcare workers.

The priority on long-term facility residents in some states.

And you see some states beginning to put online registries or also prioritize certain age categories.

So we have made that available on our Verizon webpage on COVID for you.

We also do not have any current plans to require employees to be vaccinated against COVID.

And so we will highlight the substantial health benefits of getting vaccinated.

And we will encourage employees to do so.

We will also provide information for where, when and how employees can do so.

As well as about the robust benefit plan that we offer to support our employees in the acquisition of vaccinations broadly.

And so that's how we're currently thinking about the COVID-19 vaccine.

>> ANDY CHOI: All right, Christy, so you heard it here first we are not requiring the vaccine but certainly we want to make sure that the information is out there.

So go ahead and check out our COVID-19 resource page.

So let's continue with the follow-up questions here from our teammates.

For folks who are looking to get the vaccine, Christy, will V Teamers be able to get a COVID-19 vaccine at work?

Similar to how we administer flu shots in some locations.

And will that vaccine be covered by insurance?

>> CHRISTY PAMBIANCHI: Thanks for that question, so first, it's really not clear to us yet what role Verizon will play in distributing the vaccine.

We are following very closely the Federal plans.

They are distributing to the states.

Each state is coming up with their own plan.

I do think as more and more doses become available, the states will continue to expand their thinking on how quickly they can get the vaccine out there.

And get that to citizens so that we can safely re-engage in all aspects of society around the world.

And so if an -- something emerges we are going to look at all options so that the vaccine is accessible to all employees that will potentially be using our work locations as distribution points like the flu vaccine that you mentioned where we do drive-through

clinics and the like that will be possible and if it's advisable we're always following CDC guidelines and working with the professionals govern safety of society in this area and if we can play a role we're actively going to be hoping to do that for our employees. We anticipate the COVID-19 vaccines will be covered by all health plans in the United States, including our Verizon Group Health plan.

>> ANDY CHOI: That's great to know, Christy thank you very much as we switch gears I know we talked a lot about vaccines but obviously from a timeline standpoint people are looking at what happens in Q1 and Q2 here. So as we continue to operate in our current adjusted state through the end of March, so many people are wondering, what will happen on April 1st. Are you able to share any details on what you see and what you're thinking regarding our return-to-office strategy?

>> CHRISTY PAMBIANCHI: Thanks for that question and I know, again, a lot of V Teamers are actively monitoring, looking at what's going to happen next.

So we are anxiously following and awaiting the distribution and the acceleration of vaccine utilization around the United States.

So that I think is a key to unlocking and reopening society safely.

Second, what we feel is we have learned so much over the last nine months.

And by the we get to the end of this quarter, it will have been a full year that we've been operating in these adjusted states.

And so we know that we want to make sure we carry some of the learnings that we've developed.

There's a lot of things that are new muscles that we have grown and new ways that we're running our operations, serving our customers, keeping our networks operational, running our teams, that you've all told us as V Teamers like, wow, this is going great.

And at the same time we've got the oh, my gosh I can't wait until I can get together with my co-workers and have lunch or hear about some things on a break that I missed from being in a physical location together.

So we know that there's a lot that we're going to learn.

My plan is to be back hopefully in the mid to late February timeframe.

So that we can give a little more detail about what we plan on doing after March 31st as well as what are some of the things we're going to do in a work forward in a post-COVID world where we bring some of these learnings forward into the permanent fabric of how we run Verizon.

So a couple of things I would share there, if you were to say, Christy, why so long?

Why mid to late February?

A couple of reasons.

One is we know that there's a Task Force on the Coronavirus at the Federal level that is

going to be making more announcements and plans that we will learn later this month. We also know there's a huge Federal push on accelerating the distribution of the vaccine as well as getting additional vaccines potentially through the FDA approval process.

And so mid to late February will give us a good three to five weeks to really understand what has happened coming out of that.

And what of that would inform where we think the operating environment will be for us in late March to decide how we want to carry forward into April.

So as a VLC, we thought that would give us the right amount of time to have the insight we need to make good moving-forward decisions.

And at the same time we made the decision in December to stay operating like this through the First Quarter because we know employees need to plan.

And we feel this was kind of the best of both.

As we think about going forward you're probably wondering what is on our minds.

And for example, in all of our telesales and Call Centers support teams in the Verizon Consumer Group, the teams found that they were able to support the customers safely and really, really strongly from the current distributed environment we communicated we're going to retain that even in a post-COVID world but that's a work-forward plan for that team we also know we have jobs like all of our field technicians our engineers our folks who designed the network our retail store employees we know that those jobs have to be done primarily onsite and we're planning for that.

And we also know there's a group of jobs that can be done both onsite or remote.

So they may come out of the COVID operating environment that we're in to maybe more of a hybrid.

So we're really reimagining the way we bring that altogether for Verizon so we serve our customers and we stay with the kind of culture and engagement environment for all of our employees.

And actually I think it's going to be really exciting.

So I'll be back also throughout the quarter and into Second Quarter to talk about work forward.

Which is really about bringing our Verizon 2.0 ways of working fully to life and embedded in the way we operate the company.

So we're pretty excited about that, too, Andy.

>> ANDY CHOI: That's awesome and it's a reflection really of just how multi-faceted our teams are and our colleagues are.

And we appreciate the transparency in this.

And of course you are welcome any time to join us on Up to Speed to talk about our plans moving forward.

As we switch gears and look short term getting back to this week and next week we have an important day coming up Dr. Martin Luther King, Jr. Day Monday, the 18th it's observed the third Monday on January it's a day on not a day off as folks like to say MLK Days is designated as a National Day of Service and Christy I know service is very important to you and your teams.

Tell us what V Teamers can do to honor this day, come together to make a difference.

>> CHRISTY PAMBIANCHI: Thanks so much for that, Andy and I think there are a few legacies as impactful as Dr. Martin Luther King, Jr. in some ways his words are even more profound today as the world responds to calls for lasting racial justice or as we confront the Coronavirus which has taken the lives of millions around the world or as we try to find common ground and move forward as a society.

So I think there's a lot we can reflect on in the teachings of Dr. King that will help guide us.

So as we look towards Monday, really it's a day to reflect and honor his legacy.

And also think about service, which is such an important part of his teachings.

And so when we think about a lot of the disparities that we have highlighted this past year, whether it's access to healthcare, or equity in education.

Or if we think about the events that unfolded in Washington D.C. last week, I think that Martin Luther King Day has taken on an entirely new meaning and I know we have a long way to go before Dr. King's dream of equality is our reality.

But MLK Day is really an opportunity for everyone to come together, despite our different thoughts, beliefs and experiences and really help communities in need of support.

And you mentioned it in the opening of the question today.

You know, I do believe very strongly in service.

And I think that all of us have a role in contributing to the society and the communities, the families, the friendships, the work environments, that we participate in.

We have something to offer.

And to gain.

But it's about doing it together.

And there's points in time and in different communities that we're in where some of us have had the opportunity to give to those that don't.

And so I think it's an important opportunity to reflect on that and as you think about who we are as V Teamers giving back is a really key part of that and I'm so proud of all of the work that went into the introduction of Citizen Verizon.

And the breadth and the scope of the commitments that are embedded there for how Verizon and all of the V Teamers are committed to contribute to the society and the world that we live in.

This plan, you've heard from Rose Kirk and her team is being led by them.

But we have focus on drive on economic, environmental and social impacts.

So another key aspect of Citizen Verizon is volunteerism.
And our CSR team has Virtual Volunteer opportunities that are available on our Volunteer Portal so that we can continue to make progress on meeting our commitment of 2.5 million volunteer hours over the period of time ahead of us.
And so whether you want to preserve a piece of Black history.
Or record sky observations for NASA.
Or help mentor students in STEM.
There are literally hundreds of opportunities for you to make a difference on our Virtual Volunteer platform.
So I do hope that you'll go on to the platform, register, and find a way to give back on Martin Luther King Day and throughout the year in part of our Citizen Verizon platform.
To that end I would also like to highlight in honor of the upcoming honoring of Dr. Martin Luther King, Jr.'s commemoration on Monday, we do also have a robust racial justice action plan that we launched in the Second Quarter of last year.
I meet on a regular basis with the team leads for the three pillars we have around keeping the conversation alive, building a stronger organization.
And contributing to society.
And I look forward to continuing to update the V Teamers on the progress we've made over the last two quarters.
But we're not done.
And this team is fired up.
And we'll continue to work into 2021 and beyond making what we think will be lasting contributions to society in the ways that we all imagined possible.
So thank you, Andy.

>> ANDY CHOI: Thank you, Christy.

And thank you to your teams that are working on the action plan.
I think about what we talked about in the summer and very quickly we all said okay we have got the words now let's put it into action and you and your teams and all of our V Teamers have certainly put actions into their words and thoughts, so thank you for that.
And what a perfect time for us to really continue Dr. King's legacy.
And make sure we heal from everything that we've endured this past year and last week.
As we enter this new year here.
Christy, thank you.
It's important of course to remember when you do sign up for a volunteer event on our portal, you are also contributing to our Citizen Verizon goal of 2.5 million volunteer hours by 2025.
We are on our way there, folks.
So in addition to volunteering, we've got to continue to listen, learn, strengthen our

commitment as allies of course, throughout the week we will share events, content, resources that will honor Dr. King and his pursuit of equality and justice.

And with that in mind, we will kick things off tomorrow, let's take the next slide here with a special replay of our Next20 episode with Dr. Clarence B. Jones who served as counsel, confidante and speechwriter for Dr. King himself he even co-authored the I Have a Dream speech so no matter your background or beliefs these words will lift you up and serve as a reminder why we will never stand for anything else than lasting equality then January 14th BOLD and PRISM we will have this explores African American spirituals, song sermons, Gospel songs, holy woos a Fireside Chat will immediately follow that, as well.

Then we also want to update you on our racial justice toolkit content this week to include a special callout so let's take the next slide here to remind folks about that toolkit.

There's a callout to content and resources that show the impact of Dr. King's legacy as well.

So please don't forget about the toolkit.

And of course keep an eye on our Inside Verizon and Up to Speed social channels for ways we can come together as a V Team.

So that right there gets you started.

And much like we said during the summer, it is the beginning.

And I still believe it is the beginning.

Because obviously from the discussions that we've had in the past couple of days, weeks, months, there's still a lot to be done.

So Christy, as you mentioned, fulfilling Dr. King's dream and making that a reality in our world will take healthcare clean efforts but I know we have teammates all over the world who are making sure that happens.

So with that in mind I would like to just say thank you to you and the HR team.

Thank you, Christy, for answering so many of these important critical COVID questions, as well.

And just wanted to hand it on over to you for some final thoughts today before we go.

>> CHRISTY PAMBIANCHI: Thanks so much Andy again thanks to all of the V Teamers that are out there, it's very exciting to be in 2021 and have the promise of the vaccine on the horizon, the promise of so many other things that will allow us to have a great recovery as a society.

I want to just offer a few points.

A lot of folks out there are under stress or feeling emotionally strained so I just want to remind everybody about our Employee Assistance Program and any support benefits that you feel you may need people to talk to help you, we want to just make sure you

exercise those opportunities that we have available.

And I offer that because we are under an enormous amount of strain if you think about the events that have transpired over the last 12 months.

We started the year this time a year ago with no -- Coronavirus was not even a twinkle in our eye and very quickly we've been struck as a world by the largest pandemic in probably 100 years.

So we have the strain of the pandemic.

Compounded with the strain of massive economic disruption on the order that hasn't been seen probably in almost 100 years, as well.

And then that's been compounded by some very significant racial and social justice issues coming to light people coming together to really vent how we have to come together to move forward and that's now being compounded by some of the events we saw transpire last week as we seek to have a peaceful outcome from a general election year in the United States.

So my parting words for the V Team is to just remember we all have more in common than different and if everybody works hard to find one thing in common with somebody else, I think those are going to be the key building blocks to continuing to take society forward.

Just like we did on Coronavirus.

We all have something in common.

We want to survive Coronavirus.

And so we want to keep safe.

We want to make sure we keep our customers connected.

Similarly racial and social justice, all employees, we want all employees to experience Verizon the way it's designed.

We want all employees to have access to the way it was designed of all races, genders, walks of life.

So I would just encourage us as we reflect on Martin Luther King Day coming up on Monday, if we all stay focused on the things we have in common and helping those around us that need help, I think that we can make a big difference.

So I leave you with that.

I know the V Team is there for each other.

The power of the 135,000 of us being there for each other and being there for the communities that we live and serve in is so amazing.

And I think that we can have a huge impact in these really, really trying times.

So I just want to say thanks, Andy, and to all of the V Teamers watching.

>> ANDY CHOI: Thank you, Christy, some great words to get the week started and of course continue the journey to live and feel a successful 2021 this year.

As I said to Hans last week I still believe in 2021 and I still believe in all of us Christy

thank you so much for joining us today and to our viewers thank you so much for watching, V Team.
Until next time, you're Up to Speed.