

VERIZON
UP TO SPEED LIVE
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>> Hey, there friends. Thank you for starting your week with us. Welcome to another Monday edition of Up to Speed. Hope you are rested and ready for another great week at work. Speaking of exceptional places to work, we've got Christy back with us live today. As we welcome our HR leader back to the show, I know you took time to rest with your family last week. After some much deserved time off to recharge those batteries, how are you feeling today?

>> Andy, it's great to be here on Up to Speed with you and the V-teamers. I have to admit it was great to take a week of vacation with my family. I really enjoyed some downtime and I can't underscore enough how much we recommend our V-teamers take time and do self-care, take some break away from the action of the job and re-charge your batteries and that's how I feel today. I'm charged up and I had a lot of time to get the space and really feel great. So it's great to be back. And I know for some of you we talked about even if it's a stay-cation or something at your home or if you are able to get away, I was a little nervous. I haven't traveled in a year but I did brave the travel circumstances and there was great safety protocols and currently following all of the safety guidelines both leading up to the trip and following the trip and I have to say a lot of great support for all of that. Andy, it's great to be here.

I also want to say how proud of am of the V-team A lot transferred last week while I was on vacation and I was following along on our Up to Speed and other communication channels. Last week's tragic events in Atlanta really struck home for me. And for so many of you on the V-team and I was moved to see all of our V-teamers coming together and continuing to declare and underscore the fact that violence and discrimination cannot be tolerated and that we stand united as a V-team against that.

We also have a racial justice action plan which we created and

updated to continue to push for progress within our walls as well as beyond our walls. And we were able to collaborate not only within our DE and I team last week but we partnered with our PACE ERG to update and amend our racial and social justice tool kit to reflect on concerns and expertise and things that are really relevant to the violence and the uptick in aggression toward the Asian community here in the United States. We also are partnering with PACE to launch a new round of what we are calling bystander intervention training. And this is so that we can all have the tools and the tactics to step up and have a voice when we see people being harassed. So this is a really important time to refresh and update those tools. And for all of us to find ways to have a voice when we witness something that we feel is inappropriate. And to do so in a safe way but in a way that we acknowledge and declare that violence against individuals because of their race or other personal characteristics is not acceptable.

We also have been doing small group sessions with our EAP, our employee assistance program to ensure that our employees have a private and a safe place to share their thoughts. We have been doing these throughout the last 12 months really on the heels of the racial violence incidences following George Floyd's murder and others, and we found over the many sessions such as these that we have run where groups of ten to 15 employees come together with a professional counselor, it really is a source for people to share and relieve stress, get coaching, get guidance and consolence from others and from an expert. We are doing those and really leaning into the current events around this.

And then finally, Andy, I know Hans shared last week but something that's so important is we also have put up financial resources to aid advancing on this front. Hans announced we contributed \$10 million in ad inventory as well as financial assistance to groups on the front lines of protecting the rights and the well being of the Asian community. So I want to just share as a BLT member and on behalf of all of the VLC members that Hans, it's so important to us and we want everybody to know we stand by you and with you to our Asian colleagues and we are committed to building an equitable future where hate has no place in society. And there is so much more work to be done.

Last week's events reminded us as that but as we come together as a V-team, I feel confident question do it here at Verizon and hopefully we can help shape and influence and share our success with those around us and influence society. So again my greatest concern over what we saw happen, senseless violence and hopefully we will be

stronger and we will all learn from it.

>> It absolutely means the world to hear you and the passion behind your words. So thank you to you and your team for once again unfortunately it's events like these that unfortunately bring this conversation to the center of our hearts. Once again, Verizon has stepped up. To you, your team and our leaders, thank you so much for rallying around our V-teamers, especially when they are hurting the most. Christy, I know that's a sentiment we can rally around and a perfect segue for our next topic. As I watch on Twitter here, the hearts are poppin', a lot of great sentiments for what you are sharing.

As you shared, we step up for all of our V-teamers which is why we are recognized as a leading company and recently the human rights campaign gave Verizon a 100% rating again on their corporate equity index. The CEI. Christy, you break this down for us and tell us why this recognition is so important?

>> I cannot tell you all how excited I am about this. The human rights campaign has done an amazing job really bringing to light and creating a standard of evaluating the quality of treatment of employees and companies across the board. We all seek their evaluation and the highest thing you can do is achieve 100 points on their index. So we are so proud of the fact that Verizon has now for the sixth year in a row received a 100 on the human equality index. And this is a benchmark and it's not static. The human resource campaign, the human rights -- they don't stand still. Every year they are updating what it takes to get 100 on that index. They are reflecting current events, current policies and constantly raising the bar and pushing us all to be better. So each year we look at their standards and we work hard to make sure we can sustain that 100.

So receiving 100 points and a perfect score is something that we hold so dear and special. That is so rewarding because this makes Verizon considered a best play to work for the LGBTQ community. And the way that the HRC has designed the instrument it focuses on equality for the rights of LGBTQ employees, but also it has deep care for all employees of all races, of all ages, all genders, national origins, et cetera. It is by having equality for all that companies can really rise and we can bring society forward.

So I just want to underscore -- we are very proud of this recognition. It puts us among a group of select companies that also value greatly being able to bring these practices to life. I want to remind employees that our LGBTQ community does not have all of the

same rights and legal protections that other employees have. So we've continued to make real progression on having parts of Title VII including the LGBT community but more to be done. And that's why the HRC index is so important because they are pushing companies to go beyond what's legally required because this community doesn't have all of the same legal protections and so we are so honored to be part of this. And Andy, I want to give a huge shout out to two V-teamers, Jeremy and -- these two individuals were selected as outstanding LGBTQ role models by Yahoo! finance. And we are so lucky to have exceptional role models at Verizon who really lead the way forward.

>> We have told some amazing stories of our LGBTQ community and our V-teamers and Jeremy was one of them and we will continue to tell those stories here. A promise. A big shout out to Jeremy, Aaliyah and all of the V-teamers contributing to our perfect score from HRC.

Staying on the awards for a moment, boy, we hate to brag as we said on our preview E-card, I heard we were honored with significant recognition so this is like the academy awards level for work place awards. I know it's indeed award season so can you tell us more about this award, Christy?

>> This is one of the main reasons that I wanted to join today. We are so excited. We have an employee north star and as you hear Hans talk about our four stakeholders, our customers and shareholders and employees and society, for each of those we have a north star. And our employee north star is to recognized as one of the best employers in the world. And we are using Gallup's employee engagement index to measure that. We are not just measuring ourselves. We have a measurement instrument that's benchmarked with literally hundreds of companies in the world, 40 years of data, et cetera.

So Gallup has awarded Verizon the 2021 exceptional workplace award. And this is really an award for all of the V-teamers. I'm so honored to be here to share this news with all of you. But this is really a tremendous honor and presented to organizations that meet the highest standards of excellence. And it really puts us among an elite group of organizations and it reflects how we engage and how we support the V-team. And in order to get to receiving this award, we had to meet a lot of rigorous criteria, all anchored in our pulse plus survey participation. We had participation rates of 80% or higher. In fact, in the last survey we had 87%. And we had to also demonstrate how our employee engagement translates directly to business outcomes.

So we are just so excited about the progress that we see

happening all across the Verizon 2.0 vision and also realizing our north star being a best place to work. And we know that it takes more than the best technology to move the world forward that it takes the best people and our V-team and feedback and engagement you give us on the pulse surveys every quarter is helping bring that all to life and helping us win.

>> That is fantastic. I'm seeing the hearts pop and folks are celebrating with little trophy emogis and I know we showed the trophy.

There actually is a trophy. Christy, I don't know if you know this, but I wanted to make sure that you had a chance to celebrate here. So I don't know if you know, but I've been figuring out a way to get this trophy on Up to Speed and I'm texting right now Mr. Michael to join you with the Up to Speed room. Surprising you with the trophy.

>> Oh, my gosh! This is a total surprise. Wow! This is my son Harry. Wow. And my daughter Sarah and my husband Mike. Oh, my gosh.

>> Christy, give us your acceptance speech here.

>> Okay, well, first of all I'm blown away and I'm hard to surprise. Holy cow. I didn't know Andy knew my husband's text number. We will have to talk about that later. I'm stressed out here.

First I have to say this award is for all V-teamers and it's just my honor to help it on our behalf and I will work with Jim and Donna to figure out where we can display this in the building to celebrate everything that we are doing as a company. I think a couple of things that we learned in the last year is that our V-team is our greatest asset. And we should really celebrate this win. This recognition makes me so proud. What each of you have done for each other and what we have done for our customers and how we kept the world connected during COVID. And we know to remain an industry leader, means we have to continue to foster an environment where you all feel valued and supported. And that what you do matters. And you know how what you do when your job connects to our overall purpose as a company of building and creating the networks that move the world forward.

I think about receiving this award on top of the announcements we made at our IR conference on top of all of the 5G build we did two years before that. With an unstoppable network and an unstoppable highly engaged work force, I just can't imagine what we will accomplish. And so I'm totally blown away. That this is physically

in my hands here right now and I want to tell you all the survey, the pulse plus survey will be in May and we definitely want to hear from all of you and you will hear from Hans and the members of the Verizon leadership team promoting and asking for your support because we learn so much. We've come so far. And we are already at top quartile in engagement organization and going for 90th percentile. Wow! Wow, family with the big surprise.

>> I know your family can't hear me, you are on air pods here but I wanted to thank Mike and the kids and we were trying to surprise you and I'm glad we did. I will go through a couple of other quick little announcements and come back to you for one last update. I know we have an important update so we will let you kind of come down to earth after the surprise. I figured a few extra minutes with your family after that vacation would be nice and it's a nice little surprise for you.

>> That was amazing.

>> So we will let you regroup here. The family dog is impressed as well. That's a little comment here on Twitter.

Let's go through our news for Monday here. And then we will get back to Christy with final thoughts and an important update here. So very quickly number one before we go a few must-see Monday pieces of news. Make sure you tune in tomorrow for our Yahoo! build it forward event. That will be hosted by Craig Robinson. We caught up with Andrea Wasserman, head of global commerce to learn more about that big event. Andrea, take it away.

>> I'm so excited to join Up to Speed today to talk about our global external event Yahoo! builds in forward. Tomorrow on Yahoo! at 12:00 p.m. eastern time Guru and I will be broadcasting telling the world how Yahoo! is bringing people closer to the things they love. Our audience will get a sneak peek into our amazing upcoming product launches that focus on what people are passionate about, sports, shopping, food and parenting. As head of global commerce I'm particularly excited to talk about what's to come for the future of on-line shopping. And how we are building a marketplace tailored and unique to each user. Our long-term goal is to cut through the noise of the internet and make each shopping experience personalized, seamless and reflective of your personality and interests. Tomorrow we will even be joined by Rebecca Minkoff, world renown fashion designer who collaborated with our Yahoo! riot lab for her collection at New York fashion week. I will save the rest of the surprises for

the show. Remember to tune in on Yahoo! tomorrow, March 23, at 12:00 p.m. eastern time to watch Yahoo! builds it forward.

>> All right, very cool, Andrea. Thank you very much. Make sure to check out the event tomorrow. That's Yahoo! 12:00 p.m. eastern and 9:00 p.m. Pacific. All details. Ending women's history month with a look toward empowering women through financial security, to Austin we -- often we think about investing and saving. Ask that gets lost in the shuffle of life. And of the daily burdens on a woman's time. So as you take the next slide here, Yahoo! finance reporter Alexis Keenan sits down with Bola Sokunbi, best selling author and CEO and founder of clever girl finance. Erin Lowry, the best selling book series and Sallie Krawcheck of Ellevest who offers tips how women can be their own advocates and build a strong financial future. Catch that episode on Verizon Twitter. And Linked-in. Wednesday March 24th at 2:00 p.m. eastern.

We do have one more build it related video that we will end the show with but will go back to Christy for a final thought and some important updates here. Christy, this show is chock-full of great celebrations but this update here is very important for those of us who may have health care spending accounts and dependent care spending accounts.

>> Andy, first thanks again. I'm still so blown away. I was so excited that we won the Gallup exceptional workplace award., exceptional workplace award.

Sky I won't try to throw it across the boat. I'm no Tom Brady I will delicately handle our trophy.

>> Still to go. Christy.

>> But really exciting. The American rescue plan. So for those of you in the United States, the American rescue plan had a lot of components of it to really help recharge society and help people get back on their feet. And one of those elements that affects the V-teamers is if you participated in the health care spending accounts or dependent care spending accounts, normally you would have anything you allocated in 2020 you would have had to use in 2020 and submit expenses for March of 21 and it's a use it or lose it structure in both of those benefits. Under the American rescue plan that has been waived and you can now incur expenses through all of 2021 against the dollars you allocated in 2020 so a lot of you have written questions and asked Christy box you couldn't get to the doctor or your day care

centers were closed and couldn't use the money that's in those accounts and you were worried about losing them and we along with other employers asked for consideration. The government has listened. So you will have relief all the way through this year to spend that money and submit it for reimbursement. In addition, we will have a new election window that will be coming up. A ton of communications in your e-mail about this. But April 15th of this year to May 31 you can change your elections for 2,021-dollars that you are putting away and have all of 21 and 22 to spend those dollars. So these are from my perspective an element of self-care, putting aside money, pre-taxed to help pay for any incurred medical expenses or day care expenses. Just want to promote that. You will see e-mails coming out about it and it's an important and exciting component of the American rescue plan.

>> Fantastic, Christy. Thank you very much. And something so important and really we are constantly as we think about recovery and we think about ways to get back on our feet and move forward. There are so many things to think about and of course Christy, you will be back next month to share more about talent GPS and offer an update on work forward as well. And it's just fantastic. It's a great celebratory day for us. Christy, I hope the surprise wasn't too big of a surprise there. I knew we wanted to make a big splash out of it, but a big thanks to the entire family and it speaks to the reflection when we think about an exceptional work place we have to think about our families, especially last year, they were a crucial part of making what we do so special.

Christy, any final thoughts on this celebratory Monday?

>> I would just want to end a little bit where I started. So first hate has no place in the world. I think one of the things that we as V-teamers have to be as a spot of bright light and bring forward what the best in mankind has to offer. We did that in our COVID response and we have done that in the way we treat each other and the way we treat our customers in the marketplace. And I think we can continue to be a force for good. I think our Asian colleagues would value any support that you may offer them. It's a stressful time. And I think as we head into the trials and the increased publicity around and remembering what happened with George Floyd's murder similarly for our African-Americans or black employees. And I think for any of us, we can all lean in, everyone has something to gain from being part of bringing forward the light and shining a way for everyone to win together. So when we realize one group doesn't have to lose for another group to win, we can all win together, that is to me the

beauty of how we have to move forward as a society. And I think similarly when we think about our Verizon 2.0 vision and our purpose of building the networks to move the world forward, that is really something that we have this unique moment in time. We've now been awarded the spectrum and we have the technical vision and our team built out 5G and we are working on all of promise of what 5G can offer. We have the iconic launch some there are so many fronts on which we are bringing that vision to life and that technology will spawn so many improvements in people's lives and in society and so we want the V-team to all know how they connect to that and how they make a difference and to have a workplace that they love coming to and that they feel proud of. And so the Gallup recognition award as an exceptional workplace, the human rights commission giving us 100 on the human equality index. These are all measurements from third parties that say, we are on the right path. So very, very excited and we can't do it alone and only do it together. I would just say let's keep going forward together.

>> Something we should all be proud of and something our entire families should be proud of. Thank you to you, Christy. Thank you to the entire family. And of course thank you to the viewers for watching. We will leave you with a behind the scenes video of the build it forward event and until next time, you are Up to Speed.

>> Yahoo! dropping all new ways to experience what you love. Just the way you love to do it join me Craig Robinson, Rebecca Minkoff and more to see all.