

Verizon  
Up To Speed Live  
Wednesday, May 26, 2021

>> WELCOME TO A VERY SPECIAL UP TO SPEED LIVE ON THIS WEDNESDAY, AND YES, IT IS SPECIAL. WE ARE HERE IN OUR HEADQUARTERS, WE HAVE SEEN ME WEAR MY WORK FORWARD SHIRT A FEW TIMES, TODAY THIS IS THE TOPIC WE WILL TALK ABOUT WITH CHRISTY, AND AS I MENTIONED, EVERY TIME I AM IN THERE, THERE IS AN ENERGY, THERE IS A SENSE OF RENEWAL, THE NEXT CHAPTER, AND CERTAINLY IN THE PRISM OF WORK FORWARD, THERE'S A LOT FOR US TO UNPACK TODAY.

CHRISTY IS JOINING US LIVE, AND YOU ARE SEEING MORE AND MORE PEOPLE IN THE BUILDING HERE.

SO EXCITING TIMES, OF COURSE.

AND THAT IS SOMETHING, YOU KNOW, THIS ENERGY ABOUT THIS BUILDING, THAT IS SOMETHING THAT HANS SHARED MANY TIMES. IT HAS BEEN A WHILE SINCE WE SENT THE INVITATION TO HANS, WE WOULD LOVE TO HAVE HANS JOIN US. WE BELIEVE HE IS WITH US NOW.

HANS, TAKE IT AWAY.

>>HANS: THANK YOU, ANDY, GREAT TO BE HERE ON UP TO SPEED, IT IS GREAT TO BE INVITED AGAIN. HI, ALL V TEAMERS, GREAT TO BE BACK!

A LOT HAS BEEN HAPPENING LATELY HERE, AND SO IT IS GREAT TO BE BACK AND I WILL GIVE YOU SOME UPDATES.

I WILL TALK ABOUT THE WORK FORWARD AND CHRISTY WILL TALK MORE ABOUT THIS LATER ON. WE WILL START BY JUST REMINDING EVERYONE THAT WE STILL HAVE A COVID PANDEMIC SITUATION, IN THE U.S., AND IN THE REST OF THE WORLD.

AND WE ARE DIFFERENTLY IMPACTED, AND I WANT US TO CONTINUE TO BE CAUTIOUS AND THINK ABOUT OUR FRIENDS, COLLEAGUES, CUSTOMERS, FAMILY, AND SEE THAT THEY STAY HEALTHY AND SAFE.

THAT IS SO IMPORTANT, TOO.

AND I WANT TO ACKNOWLEDGE IT HAS BEEN ONE YEAR SINCE GEORGE FLOYD, AND OUR FIGHT AGAINST RACIAL INJUSTICE CONTINUES.

IT IS A LONG WORK, AND WE ALL NEED TO CONTINUE TO HAVE OUR CONVERSATIONS UP AND DOING MORE IN THAT AREA.

AND BUT I AM ENCOURAGED, WITH OUR TEAM IN THE LAST YEAR, WHEN IT COMES TO OUR DIVERSITY, AND WE CONTINUE TO BE INVESTED IN THE COMPANY, AND WE SEE THAT WE IMPACT THE SOCIETY AROUND US.

SO I WANTED TO HIGHLIGHT THAT.

AND THE LAST COUPLE OF WEEKS, I HAVE BEEN OUT ON THE ROAD. I HAVE BEEN TO, I DON'T KNOW HOW MANY STATES.

IT IS GREAT TO BE BACK AND TO MEET THE TEAM IN THE FRONT, THE FRONTLINE EMPLOYEES THAT HAVE BEEN THERE THROUGH THIS PANDEMIC, AND NOW SEEING THE TRAFFIC IN THE STORES, CUSTOMERS ARE COMING BACK, AND AS THINGS ARE EASING UP A LITTLE BIT, EVEN THOUGH WE ARE NOT OVER.

AND TALKED AN AWFUL LOT ABOUT THE OFFERINGS WE HAD WITH THE BROKEN SCREEN, THE PHONES COMING OUT, AND HOW THAT IS WORKING.

AND I WOULD SAY, I AM EXCITED TO BE OUT THERE IN THE STORES.

AND I WILL CONTINUE TO GO AROUND THE COUNTRY AND THE UNITED STATES AND TO GO TO OUR STORES AND TO MEET OUR EMPLOYEE AND TO HEAR ABOUT THEIR EXPERIENCES AND ALSO, AS THE ECONOMY, IT IS A FORCE.

AND OUR TEAM HAS A LOT OF NEW THINGS COMING UP AND, OF COURSE, I AM EXPECTING OUR ROLE TO CONTINUE, AND THE DEVELOPMENT OF NEW OFFERINGS FOR CUSTOMERS.

SO WE HAVE DONE A LOT RECENTLY, WITH EXPERIENCE, WITH THE STORAGE, AND JUST RECENTLY ANNOUNCED THAT OUR TEAMS WITH THE GAMING COMPANIES, LIKE APPLE AND GOOGLE. SO WE ARE CONTINUING THE PATH TO SEE THAT OUR CUSTOMERS CAN MIGRATE WITH US, WITH THE MORE VALUE AND THE BEST NETWORK. AND, TALKING ABOUT THE NETWORK, THE TEAM THERE IS CONTINUING TO BUILD THE STAGE. I DON'T KNOW HOW MANY THEY ARRANGED TO -- AND OF COURSE, WE ALREADY HAVE THAT.

SO IN THE SEASON WE HAVE RIGHT NOW, MORE AND MORE ARE EXPERIENCING OUR FIVE G AND OUR ULTRAWIDE BAND AND WE ARE DOING THE MOBILE EDGE COMPUTE IN SOME OF THOSE STAGES.

SO VERY EXCITING WORK, AND THE TEAM IS DOING THERE, WITH THE EXPERIENCE AND ALL OF THAT.

SO IT IS AN EXCITING TIME, AND WE KEEP PEOPLE COMING BACK.

AND ONE THING THAT I WAS TOLD, WE TALK ABOUT THE HANDOVERS BETWEEN SALES. WHEN PEOPLE MOVE AROUND IN THE WIRELESS NETWORK, WHICH WAS DOWN 55 TO 60 PERCENT IN URBANOPHOUSES, LIKE IN NEW YORK CITY, WHERE I AM TODAY. THAT IS NO QUICKLY COMING BACK AND PEOPLE ARE MOVING AROUND MUCH MORE, AND WHAT I DO PRE-COVID, AND NOT FAR AWAY.

AND DURING THAT TIME, OUR NETWORK TEAM HAS BEEN SO MUCH MILLIMETERS AWAY, IN THE URBAN AREAS AND THE VENUES, ETC.

SO THAT IS WHY IT IS SO IMPORTANT, TO HAVE THESE CONVERSATIONS WITH OUR CUSTOMERS AND ABOUT OUR UNIQUE EXPERIENCES, THAT WE ARE HAVING ON ULTRAWIDE BAND.

SO A LOT OF THINGS WERE DONE AND MORE TO COME. THERE WILL BE MORE TO COME LATER THIS WEEK.

SO IT IS A GREAT TIME RIGHT NOW.

REMEMBER, WE STILL HAVE THE COVID AND IT IS EASING UP HERE IN THE U.S. AND TALKING ABOUT OFFICES, I AM HERE IN THE OFFICE IN NEW YORK TODAY. I AM READY TO COME BACK.

AND OF COURSE, I HOPE TO SEE ALL OF YOU OVER TIME, AT YOUR HOME BASE. AND CHRISTY WILL TALK LATER ON ABOUT THE WORK THAT WE ARE DOING, AND THE WORK THAT HER AND HER TEAM, TOGETHER WITH ALL OF THE ENGINEERS HAVE BEEN DOING, RUNNING FIOS, TO UNDERSTAND HOW TO BRING US ALL BACK IN A SAFEWAY, IN A GREAT WAY, SO WE ARE ALL -- WE CAN ALL ENJOY BEING IN THE OFFICE AGAIN.

AND I THINK THAT WE ARE NOW AT THAT MOMENT WHERE WE ARE GOING TO BOOST THAT IN A VERY STAGGERED AND ORGANIZED WAY, TO BRING BACK ALL OF YOU, BACK TO THE OFFICES, TO BE -- HAVING THE ABILITY TO COME INTO THE OFFICE AND WORK.

AND COLLEAGUES, WOW, I HOPE THAT YOU ARE LOOKING FORWARD AS MUCH AS I'M DOING.

AND AGAIN, WE WILL DO IT IN THE SAME, ORGANIZED WAY THAT CHRISTY AND HER TEAM THAT DONE, ALL OF THIS WORK DURING THE COVID.

BUT, CLEARLY, AS YOU SEE HERE IN THE U.S., ESPECIALLY, WE ARE SEEING MANY OTHER COMPANIES COMING BACK TO WORK.

AND WE WILL DO SO AS WELL.

WE WILL DO IT IN AN AGGRESSIVE WAY.

THE REST OF THE WORK DEPENDS ON THE SITUATION, WE TALKED A LOT ABOUT INDIA A WEEK AGO, WHERE THE SITUATION HAS BEEN EXTREMELY TOUGH, STILL VERY TOUGH. SO THERE ARE DIFFERENT PLACES WHERE WE ARE GOING TO TAKE LONGER, AND CHRISTY IS GOING TO MAINLY TALK ABOUT THE U.S. RIGHT NOW.

BUT WE ARE ALSO, OF COURSE, LOOKING INTO ALL OUR OFFICES ACROSS THE GLOBE.

SO THAT IS A SHORT UPDATE FROM ME, AND WHAT IS HAPPENING. BUT A LOT OF EXCITEMENT AND, OF COURSE, BE VERY CAUTIOUS WHEN IT COMES TO THE COVID-19 AND THE PANDEMIC, WHEREVER YOU ARE.

COMPLETELY, WE SEE YOUR MOMENTUM BUILDING BACK, BOTH FROM THE CUSTOMER POINT OF VIEW AND NOT ONLY THAT, WE SEE THAT ALSO WE ARE NOW IN A POSITION TO BRING YOU BACK TO THE OFFICES.

SO, BY THAT, THAT IS MY UPDATE, ANDY!

>>ANDY: HANS, GREAT, THANK YOU VERY MUCH. ALWAYS GREAT TO HAVE YOU ON UP TO SPEED LIVE. AND ANYTIME WE ARE INVITED, YOU ARE INVITED ANYTIME YOU WOULD LIKE.

DON'T WAIT FOR THE INVITATION, WE WILL SEE YOU SOON. AND AS HANS MENTIONED, WE ARE GETTING READY TO GET GOING WITH WORK FORWARD AND WITH US TODAY TO SHARE THE DETAILS ON WHAT'S TO COME IS CHRISTY PAMBIANCHI. CHRISTY, THANK YOU FOR JOINING US.

WHERE WE LAST LEFT OFF WITH WORK FORWARD, THE PILOT HAD JUST STARTED. CAN YOU GIVE US AN UPDATE ON HOW THE PILOT IS GOING OF COURSE, I HAVE SOME INSIDE KNOWLEDGE ON THAT FRONT AS I AM A PROUD WORK FORWARD PILOT PARTICIPANT.

IT HAS BEEN WONDERFUL, I LEARNED A LOT, I TRAIN WOULD THE HR TEAM, THE LEADERS, IT IS GOING GREAT.

>>CHRISTY: THANKS, ANDY. IT'S GREAT TO BE TALKING ABOUT THIS WORK FORWARD TOPIC.

AND AS HANS SHARED, WE ARE EXCITED TO ROLL OUT WORK FORWARD AND BRINGING VERIZON TO BETTER WAYS OF LIFE, TO BEAR.

AND OVER THE PAST TWO MONTHS, OUR WORK FORWARD PILOT PARTICIPANTS TRACKED WITH THAT, SHARING THE LEARNINGS AS WE GO. AND IT ALLOWED US TO PILOT THE TECHNOLOGY, THE TRAINING, AND WE GOT FEEDBACK EVERY WEEK, WHICH WAS CRITICAL FROM ALL OF THE PARTICIPANTS IN THE PROGRAM.

AND THAT IS GIVING US ALL THE INPUT WE NEED TO FIGURE OUT HOW DO WE FINALIZE THE TOOLS AND THE PROGRAMS SO WE CAN SCALE, AND BRINGING BACK THE HYBRID EMPLOYEES AT SCALE TO ALL OF OUR LOCATIONS

>> IT IS GREAT TO THINK ABOUT THE PILOT, NOT JUST BEING IN EXPERIENCE, BUT REALLY SOMETHING THAT IS BOTH, KIND OF, ORGANIZATIONAL AND PERSONAL. I REMEMBER, EVEN THIS MORNING, GOING TO MY CAR IN THE MORNING, AND I HAD MY LITTLE CUP OF COFFEE, MY BACKPACK, AND I'M THINKING, IT ALL FELT NOSTALGIC, IN A WAY.

BUT TO FEEL THAT SENSE OF NORMALCY, AND TO KNOW THAT WE HAVE THE SUPPORT HERE. YOU KNOW, THIS IS -- IT IS FANTASTIC, THIS THIS IS GREAT LEARNINGS.

AND TELL US ABOUT, SORT OF, WHAT IS NEXT NOW.

I MEAN, I AM LOOKING FORWARD TO GETTING MY WORK FORWARD BADGE, AND, YOU KNOW, REALLY MAKING SURE THAT PEOPLE KNOW THAT I AM -- I AM A PROUD MEMBER OF THIS PILOT, BUT CERTAINLY, THERE IS SORT OF THAT NEXT CHAPTER AS WELL.

>> YEAH, ANDY, WE HAVE A LOT COMING! I WILL TAKE A PAUSE AND HIGHLIGHT. FIRST, I WANTED TO QUICKLY REVIEW WHAT ARE THE THREE WORKING MODELS THAT WE HAVE SO EVERYONE IS ON THE SAME PAGE.

FIRST WE HAVE WORK SITE V TEAMERS, THESE ARE EMPLOYEES THAT EXCLUSIVELY PERFORM THEIR WORK IN A DEFINED LOCATION.

AND THIS INCLUDES RETAIL STORES, GARAGES, OR THE FIELDS.

AND SECOND, WE HAVE HOME-BASED V TEAMERS WHOSE WORK IS PERFORMED PRIMARILY FROM A WORK BASE, WITH OCCASIONAL FIELD GATHERINGS FOR OTHER ACTIVITIES.

AND V TEAMERS, THEIR WORK IS TIED TO A WORK LOCATION AND HAVE FLEXIBILITY FROM A HOME OFFICE, WITH A SET SCHEDULE DETERMINED BY THE DIRECTOR.

>> YES, SO GOING TO WHAT IS NEXT, HOW DOES THIS EXPAND NOW, CHRISTY?

>> SO WHAT WE DID THROUGH THE PILOT IS TESTING ALL OF THE TOOLS FOR THE HYBRID WORK FORWARD. WE HAD THESE TEAMS WORKING LOUT, FOR THE LAST NUMBER OF MONTHS, THE HOME-BASED TEAMS, WE COMMUNICATED LAST AUGUST AND WE ARE FINE TUNING ALL OF THE PROTOCOLS. SO AS WE THINK ABOUT HYBRID WORK FORWARD, THAT IS WHAT WE ARE CONCENTRATING ON. WE WILL FIGURE OUT HOW TO BRING ALL OF THE EMPLOYEES BACK INTO A HYBRID SETTINGS BASED ON THE LEARNINGS FROM THE PILOT.

SO THERE'S A COUPLE OF KEY THINGS, WE WILL DO IT IN WAVES.

WE WILL HAVE THE FIRST WAVE OF EMPLOYEES COMING IN TO THE HYBRID WORK FORWARD STARTING IN JULY, AND WE WILL HAVE A WAVE IN AUGUST, SEPTEMBER, AND OCTOBER.

AND SO WE WANT EVERYBODY TO UNDERSTAND, WE HAVE 40,000 EMPLOYEES IN THIS GROUP OF WORKERS THAT ARE GOING TO BE COMING BACK INTO A HYBRID WORK SETTINGG. WE'RE GOING TO HAVE 15,000 IN WAVE ONE, AND SO WE ARE GEARING UP, STARTING WITH TODAY'S COMMUNICATION, TO BEGIN TO COMMUNICATE THROUGHOUT THE COMPANY ON WHAT THAT MEANS, WHAT WAVES PEOPLE ARE ON, AND MORE.

>> EXCELLENT.

SO, AND LET'S GO AHEAD AND KEEP THIS SLIDE UP, THERE'S A LOT OF INFORMATION HERE. SO ONCE AGAIN, WAVE ONE EMPLOYEES WILL START THEIR ONBOARDING JUNE 7 AND HAVE -- WHAT ARE THE ON-BOARDINGS FOR THE HYBRID EMPLOYEES?

>> WITH THE FOUR WAVES, WE BUILT THEM THROUGHOUT THE QUARTER SO WE CAN GRADUALLY INTRODUCE HYBRID WORK FORWARD TEAMS TO WORK FORWARD. SO EACH WAVE, AS I MENTIONED, WILL COME AT THE BEGINNING OF A MONTH, JULY, AUGUST, SEPTEMBER, AND OCTOBER.

AND ABOUT A MONTH BEFORE, THE TEAMS WILL GET NOTIFIED AND THEY WILL BEGIN THE TRAINING AND THEY WILL CERTIFY AND SUCH. ONCE THE TEAM COMPLETES THE CERTIFICATION, THEY WILL HAVE FULL ACCESS TO THE OFFICE ON THE DESIGNATED WAVE START TIMEFRAME.

>> YEAH, AND THIS WORKS VERY SIMILAR TO THE WAY THE PILOTS WORK, WE WERE SEEING -- WE WERE NOTIFIED OF, YOU KNOW, BEING THE PILOT, THERE WERE SO MANY QUESTIONS. BUT, AS FAR AS FOLKS WANTING TO KNOW, YOU KNOW, THE TOP-OF-MIND, WHEN WILL WE FIND OUT WHAT WAVE WE ARE IN, CAN YOU GIVE US A LITTLE GLIMPSE INTO HOW THAT IS GOING TO ROLL OUT?

>> LISTEN, I IMAGINE THAT EVERY V TEAMER WANTS TO KNOW THAT, WE FELT IT IS SO IMPORTANT, LIKE OOWITH EVERYTHING WE HAVE DONE THROUGHOUT COVID AND THE PANDEMIC TO PROVIDE INFORMATION AS SOON AS WE HAVE IT.

SO THANKS AGAIN TO THE PILOT PARTICIPANTS, AND ALSO WITH THE, JUST THE GREAT PROGRESS ON PEOPLE GETTING VACCINATED, THE CDC FEELING CONFIDENT ENOUGH TO SHIFT GUIDELINES. WE WILL OPEN THE ADMINISTRATIVE OFFICES IN SCALE, STARTING IN JULY. SO WITH THE FOUR WAVES, WE INTEND TO DO BY JUNE 4TH, NEXT FRIDAY, EVERYBODY IN THE HYBRID WORK TEAM, WE WILL COMMUNICATE TO YOU THROUGH YOUR LEADERS WHICH WAVE YOU ARE IN, 1, 2, 3, OR 4.

AND THE WAVES WERE DETERMINED BY THE BUSINESS LEADERS, BASED ON THE DEMANDS AND THE BUSINESS NEEDS, AND THE WORKING MODEL THAT APPLIES TO YOUR JOB, BE IT HOME-BASED, BE IT ON-SITE OR HYBRID WAS DETERMINED BY THE

FUNCTION AND THE JOB THAT YOU PERFORMED. WE WORKED REALLY CLOSELY WITH THE LEADERS TO MAP OUT THE BEST FIT BASED ON EVERY V TEAMER'S ROLE.

>> YOU CAN SEE IT AS A MEMBER OF THE PILOT, HOW MUCH PERSONALIZED THINKING THERE IS AMONG OUR LEADERS TO MAKE SURE THAT EVERYONE'S NEEDS AND UNDERSTANDINGS AND QUESTIONS ARE MET, AND IT HAS BEEN WONDERFUL. AND NOW, I WILL ASK YOU A QUESTION THAT THAT I FEEL LIKE I CAN ANSWER, BUT I FEEL LIKE --

YOU KNOW, SINCE YOU ARE HERE, HR LEADER, I WILL ASK YOU.

SO THE HYBRID TEAMS, WHAT CAN THEY EXPECT WHEN IT COMES TO WORK FORWARD ON BOARDING?

>> THIS IS A REALLY GREAT QUESTION. I WILL TALK ABOUT THIS FOR A MINUTE. WE FEEL THAT WORK IS CORE TO OUR OVERALL TRANSFORMATION AND HOW WE WORK IS JUST AS IMPORTANT.

WE --

THAT'S WHY WE BUILT A MICROSITE A ONE-STOP RESOURCE FOR ALL THINGS WORK FORWARD THAT HAS TRAINING, POLICIES AND DIGITAL COLLABORATION TOOLS TO SUPPORT OUR NEW WAYS OF WORKING.

IN ADDITION, AS PART OF THE ONBOARDING, YOU KNOW THIS FROM THE PILOT BECAUSE WE TESTED THE TOOLS, YOU ARE INVITED FOUR WEEKS OUT, AND THAT INVITATION WILL INCLUDE ORIENTING TO THE MICROSITE AND WILL LAUNCH THE TRAINING THAT IS DEVELOPED.

THERE WILL BE ACTION ITEMS YOU WILL RECEIVE THROUGH THE FOUR WEEKS, LEAD TO THE CERTIFICATION AND ON BOARDING, TELLING YOU WHAT TO FOCUS AND CONCENTRATE ON THAT WEEK.

SO REALLY, FROM THE START OF YOUR WAVE, YOU ARE GOING TO HAVE --

WILL HAVE A MONTH TO COMPLETE EVERYTHING. ONCE YOU FINISH, YOU WILL HAVE FULL ACCESS TO THE OFFICE.

>>ANDY: IT IS PRETTY INCREDIBLE.

GOING BACK TO NORMAL IS THE WRONG PHRASE HERE. IF YOU LOOK AT WHAT THE MICROSITE AND THE TOOLS PROVIDE, IT IS A SENSE OF MAKING SURE THAT WE ALL FEEL LIKE WE ARE READY TO COME BACK.

AND SO, WITH THAT IN MIND, I MEAN, YOU KNOW, THE MICROSITE IS JUST THE BEGINNING. IF YOU CAN GIVE US SOME COMPANIES OF SOME OF THE TRAINING AND THE TOOLS THAT YOU ARE PROVIDING FOR OUR TEAMS HERE.

>>CHRISTY: YES, THANKS. SO ONE OF THE THINGS HERE, MY COMMENTS WILL BE SPECIFIC AROUND FOR HYBRID WORK FORWARD AT THIS MOMENTMOMENT. SO FOR LEADERS, WE HAVE CREATED LEARNING PATHWAYS ON HOW TO MANAGE A DISTRIBUTED TEAM.

THAT MEANS A TEAM, WHERE SOME PEOPLE ARE AT SITE, OR HOME, REMOTE OFFICES, OR OTHER VERIZON OFFICES. WE WANT TO MAKE SURE THE LEADERS HAVE THE TRAINING THEY NEED TO LEAD THE TEAMS IN A DISTRIBUTED ENVIRONMENT. AND WE HAVE BEEN WORKING VIRTUALLY, REMOTELY, AND COLLABORATING IN THAT WAY, WE WANT TO MAKE SURE OUR TEAMS HAVE INSUPPORT THEY NEED TO REMAIN PRODUCTIVE AND CONTINUE TO THRIVE AS WE MAKE IT A PERMANENT WAY OF WORKING FOR US.

AND THE OTHER THING THAT I REALLY WANT TO HIGHLIGHT IS THE DIRECTORS, WE FELT IT WAS REALLY IMPORTANT AS THE VLT WE WILL EMPOWER DIRECTORS OF THE HYBRID TEAM TO HAVE ACCESS TO, AND TO DECIDE ON THE RIGHT HYBRID SCHEDULE FOR THE TEAM. AND WE RECOGNIZE, DIRECTORS WANT GUIDANCE IN THAT.

SO WE BUILT TRAINING AND WE ALSO BUILT THE TOOL, SO THEY ARE GOING TO BE ABLE TO ANSWER QUESTIONS ABOUT THE KIND OF WORK THEIR TEAMS DO, AND THEY WILL BE GIVEN GUIDANCE AS THEY DETERMINE THE RIGHT HYBRID SCHEDULE FOR THE TEAMS

>> AND I THINK THERE IS, JUST SO MUCH MORE THAN DIRECTORS AND LEADERS TO THINK ABOUT, AND OF COURSE, FOR ANYBODY OUT THERE WHOWHO, YOU KNOW, WHO HAS QUESTIONS, REALLY, GO TO YOUR LEADER. THIS IS ALL, KIND OF, PART OF THE LEARNING PROCESS.

THAT IS HOW WE OPERATED AS A TEAM DURING THE PILOT HERE.

AND LET'S TALK A LITTLE BIT ABOUT JUST THE EXCITEMENT OF BEING BACK. I MENTIONED THIS, AT THE TOP OF THE SHOW, AND HANS MENTIONED THIS A FEW TIMES AS WELL, ABOUT JUST THE -- THE EMOTIONALEMOTIONAL, YOU KNOW, PAGE YOU TURN.

AND KNOW -- I REMEMBER A COUPLE WEEKS AGO, OUR FRIENDS CAME IN ANDD, I HOPE I AM NOT -- I DON'T WANT TO CALL HER OUT. BUT SHE SHED A TEAR, COMING INTO THIS OFFICE. SHE SAW THE LAST TIME SHE SAW THE WORKSPACE WAS A YEAR AND A HALF AGO.

THERE IS CERTAINLY AN EMOTIONAL MOMENT TO THIS.

SO WE WILL TALK TIMING ABOUT COMING BACK. YOU KNOW, AFTER THE WAVE COMPLETES THEIR ON BOARDING, YOU ARE ENCOURAGED TO FOLLOW SCHEDULE, WHAT SHOULD WE EXPECT FOR HYBRID EMPLOYEES, WHEN THEY DO COME BACK?

>> YES, THAT IS A GREAT QUESTION, ANDY. YOU MENTIONED AT THE OUTSET, GETTING IN YOUR CAR, LEARNING TO COMMUTE, WE KNOW THAT PEOPLE MADE A LOT OF TRANSITION TO FIGURE OUT HOW TO GET THROUGH THE LAST 15 MONTHS.

SO THINK ABOUT JULY AND AUGUST AND THE TRANSITION TIME.

WE HAVE 40,000V TEAMERS WE ARE SCALING FROM A REMOTE TO A HYBRID SETTING AND WORKING IN THE HYBRID MODEL IS NEW FOR US, TO DO THAT AT SCALE. SO STARTING SEPTEMBER 7TH, RIGHT AFTER LABOR DAY, YOU KNOW, A STATE HOLIDAY, ALL HYBRID EMPLOYEES WILL BE EXPECTED TO FOLLOW THEIR SCHEDULES. THE INTENTION IS, AGAIN, BY JUNE 4TH, NEXT FRIDAY, WE WILL COMMUNICATE TO TEAM MEMBERS IN HYBRID WORK SCHEDULES WHAT WAVE THEY ARE IN, WAVE ONE IS JULY, TWO IS AUGUST, THREE IS SEPTEMBER, FOUR IS OCTOBER.

AND WE ALSO HAVE OUR -- THE LEASING IN THE INTERNATIONAL TEAMS, WE HAD CLOSE ENGAGEMENT WITH THEM THROUGHOUT THE PILOT.

AND SO FOLKS WILL KNOW BY THE END OF NEXT WEEK WHAT WAVE THEY ARE IN, SO THEY CAN START TO PREPARE, THEY CAN UNDERSTAND WHEN THE TRAINING IS GOING TO HAPPEN, THEY CAN PLAN AND MODIFY WHATEVER THEY NEED TO THINK ABOUT TO START ON THEIR SCHEDULES.

SO WE WILL ROLL THIS OUT IN WAVES, BECAUSE WE RECOGNIZE WE ARE SCALING, AND THEN SO WE EXPECT TO HAVE ABOUT 15,000 PEOPLE, EACH OF THE FIRST THREE WAVES, AND A SMALLER WAVE FOUR.

>> YES, A FOLLOW-UP TO THE QUESTION, WHAT CAN THE WORK-SITE BASE AND THE HOME-BASE V TEAMERS EXPECT?

>> YES, LIKE THE HYBRID TEAMS, THE WORK-SITE BASE AND THE HOME-BASE V TEAMERS, WE NEED TO MAKE SURE AND WE UNDERSTAND ALL OF THE WORKING MODELS BECAUSE WE WORK TOGETHER COLLABORATIVELY, THEY ARE PROVIDED BASIC EDUCATION AND TRAINING AS PART OF HOW WE ARE MANAGING AND BRINGING BACK CERTIFICATION AND ENABLING PEOPLE TO COME INTO THIS NEW WORK MODEL.

AND I THINK THERE'S A LOT IN MEDIA, I WAS WATCHING THIS, THIS IS A NEW TOPIC, HYBRID WORK ENVIRONMENTS. WE ARE MINDFUL WE WILL TAKE THE LEARNINGS AND CELT THE V TEAMERS UP FOR SUCCESS AS WELL AS SHARE THAT INFORMATION WITH THE HOME-BASED TEAM AND THE ON-SITE TEAMS SO THEY CAN KNOW AND SEE.

FOR EXAMPLE, WE HAVE THE SCHEDULER TOOL. YOU WILL BE ABLE TO SEE WHAT SCHEDULES THERE ARE FOR PEOPLE WORKING IN HYBRID WORK MODELS. THIS IS GOING TO HELP THE V TEAMERS KNOW WHAT SCHEDULE PEOPLE ARE ON, WHEN THEY CAN WORK TOGETHER, ETC.

WE BELIEVE THAT IS GOING TO BE KEY TO OUR SUCCESS.

>> ABSOLUTELY.

>> -- OF BRINGING ALL THREE WORK MODELS ONLINE.

>> YES, THE FLEXIBILITY IS GOING TO BRING US TO EVEN NEWER HEIGHTS, I BELIEVE, AND THE TIMING, OF COURSE, CHRISTY, IS SOMETHING THAT WE ARE TALKING ABOUT AND CERTAINLY, I'M ASSUMING ON THE -- FOLKS WILL BE WATCHING THIS AGAIN AND AGAIN TO GET IT RIGHT. THE TIMING FOR WORK-SITE, HOME-BASED EMPLOYEES TO OFFICIALLY ENTER WORK FORWARD, AND THE SAME FOR INTERNATIONAL, WHAT KIND OF INFORMATION CAN YOU GIVE ON THAT?

>> THANKS, ANDY. WE ARE WORKING CLOSELY WITH THE LEADERS OF THE WORK SITE BASED TIME AND THE HOME BASED TEAMS TO WELCOME THEM TO WORK FORWARD. THEY WILL HEAR FROM THE LEADERS, GIVING THEM ADDITIONAL INFORMATION IN THE COMING WEEKS AND MANY OF THEM HAVE BEEN WORKING IN THOSE MODELS ALREADY TO DATE. BUT THE GOAL IS TO HAVE EVERYBODY UP AND RUNNING, IN WORK FORWARD, BY THE BEGINNING OF OCTOBER.

>> THERE IT IS! IT IS SUCH AN EXCITING TIME FOR US, CHRISTY.

AND WE APPRECIATE YOU GIVING US, YOU KNOW, JUST A HIGH-LEVEL LOOK AT WHAT IS NEXT FOR ALL OF US, WORK FORWARD, OF COURSE, IS SOMETHING I AM PROUBD TO KNOW A PILOT OF AND LOOKING FORWARD TO, MORE OF GETTING EXCITED FOR THE FUTURE OF OUR WORK. AND I CAN SAY FIRST HAND THAT WORK FORWARD WILL TRANSFORM HOW WE WORK, HOW WE CONNECT, HOW WE CELEBRATE BEING PART OF THE V TEAM. I CANNOT WAIT TO SEE EVERYONE MOVE AND, YOU KNOW, GIVE EVERYONE A LITTLE ELBOW BUMP THERE.

AND, YOU KNOW, PERHAPS -- WE WILL GET THAT COFFEE SHOP GOING BEHIND US. IT IS SUCH A DIFFERENT FEELING. AND, YOU KNOW, I JUST COULDN'T HELP BUT PAUSE THIS MORNING, THINKING ABOUT LIFE.

AND THIS IS WHAT IT IS ALL ABOUT. AND BEFORE WE GO, THE FINAL THOUGHTS ON OBVIOUSLY, A CHALLENGING YEAR AND ONE THAT THE HR TEAM HAS MET AND EXCEEDED IN TERMS OF SUPPORTING US.

THANK YOU. BUT, YOU KNOW, SITTING HERE, TALKING ABOUT THE NEXT CHAPTER, WHAT ARE YOUR THOUGHTS AS YOU REFLECT AND ALSO MOVE FORWARD.

>> THIS HAS BEEN AN INCREDIBLE 15-PLUS MONTHS WE HAVE ALL BEEN THROUGH TOGETHER AS A V TEAM.

SO FIRST I REFLECT BACK ON HOW GRATEFUL I AM FOR THE WORK WE HAVE DONE AS A TEAM, 135,000V TEAMERS WORLD-WIDE, PULLING TOGETHER TO GET THROUGH COVID, KEEPING THE CUSTOMERS CONNECTED AND KEEPING OUR PEOPLE SAFE. SO WHERE WE ARE NOW, ON THE PRECIPICE OF, AS A WORLD COMMUNITY, HOPEFULLY WE ARE BEGINNING TO BE IN THE FINAL STAGES OF COVID.

AND MANY, MANY PEOPLE, THERE IS -- THERE IS UNRESTRICTED ACCESS TO THE VACCINE HERE IN THE UNITED STATES. THERE ARE MANY OTHER COUNTRIES AROUND THE WORLD BEGINNING TO GET THEIR VACCINATION RATES UP AT SUPER LEVELS AND THE WORLD IS RALLYING AROUND THE TROUBLED AND CRISIS SPOTS IN THE WORLD, LIKE INDIA AND BRAZIL WHICH, OBVIOUSLY, THE V TEAM, WE TALKED ABOUT THE WORK THERE. SO THESE ARE ALL, YOU KNOW, REALLY POSITIVE SIGNS.

AND WHAT WE WANT TO DO IS TO CONTINUE ON THE VERIZON 2.0 JOURNEY AND MAKE SURE WE ARE MOVING FORWARD ON ALL OF THE NEW WAYS OF WORKING.

IN A LOT OF WAYS, THE THINGS WE ARE DOING WITH THE THREE MODELS OF HOME-BASED, ON-SITE BASED AND HYBRID BASED WAS IN OUR VERIZON 2.0 WEIGHS OF WORKING ROAD MAP, BUT PROBABLY 3 TO 5 YEARS OUT, AND WHEN WE LOOK AT EVERYTHING THE V TEAM DID OVER THE LAST 15 MONTHS, WE, AS A LEADERSHIP TEAM, SAY, YOU KNOW, WE'VE GOT THIS.

WE DON'T HAVE TO WAIT THREE TO FIVER YEARS, WE WILL DO THAT NOW.

AND SO, THROUGH THE PILOT, AND ALL OF YOU IN THE PILOT, THANK YOU, 3200 OF YOU, 50 DIRECTORS, YOU HAVE BEEN DOING THE WOKLY SURVEYS, TELLING US WHAT DID, DIDN'T WORK, BUTTONS TO FIX FOR THE SCHEDULER TOOLS AND THINGS

YOU NEED. WE WANT EACH OF THE WORK MODELS TO BE SUCCESSFUL WHEN WE COME BACK.  
AND AS WE SCALE, WE WILL CONTINUE TO ASK YOUR FEEDBACK.  
AND YOU SHOULD ANTICIPATE, TOO, WE BELIEVE WE HAVE ENOUGH ESTABLISHED AND TESTED TO GO WITH THESE FOUR WAVES.  
BUT YOU WILL ALSO BE ABLE TO GIVE US FEEDBACK ALONG THE WAY, WILL CONSTANTLY IMPROVE, BECAUSE WE WANT TO BE AS HIGH-PERFORMING AS WE CAN, TO SERVE OUR CUSTOMERS, AND MAKE THE V TEAM SUCCESSFUL.  
WE ARE WORKING CLOSELY TOGETHER, AND HANS, THE VLC, OUR COMMUNICATIONS TEAM, TO REALLY CREATE EXCITEMENT AROUND ALL OF THE THREE WORK SETTINGS AND, YOU KNOW, BRINGING FORWARD THE NEXT PHASE OF OUR JOURNEY IN OUR WORK FORWARD.  
>> THAT IS A GREAT OPPORTUNITY FOR ALL OF US TO BE A PART OF THIS BIG CHANGE, AND THE PERSONAL QUESTION, I WAS NOT TOO NIT-PICKY WITH MY SURVEY ANSWERS OR ANYTHING, RIGHT? I FEEL LIKE THAT WAS DIRECTED AT ME, JUST A LITTLE BIT.  
>> HAHA.  
>> AND THAT IS WHAT IT IS ALL ABOUT! MAKING SURE WE OPEN UP THE COMMUNICATION.  
>> WE WANT TO KNOW, WE WANT TO KNOW. AND WE LEARNED SO MUCH FROM EVERYBODY IN THE SURVEYS, AND WE ARE GOING TO CONTINUE TO LEARN MORE. AND I THINK, YOU KNOW, THIS IS REALLY AN EXCITING TIME, AND THE TOOLS THAT WE'VE GOT, THE TRAINING WE'VE BUILT, THE COLLABORATION TOOLS, WE THINK ARE KNOWING TO ALLOW THE V TEAMERS TO BE SUCCESSFUL IN A HYBRID ENVIRONMENT, AND SO WE ARE LOOKING FORWARD TO HYBRID WORK FORWARD AND WE ARE LOOKING FORWARD TO CONTINUE WITH OUR HOME-BASED AND OUR WORK-SITE BASED TEAM.  
>> YEAH, A YEAR AGO, WE ALL THOUGHT, CAN WE DO THIS?  
>> HA.  
>> YOU LOOK BACK, AND WE DID!  
WE DID.  
SO, IF YOU ARE ASKING THAT QUESTION NOW, IN THIS NEXT CHAPTER, CAN WE DO THIS? THINK ABOUT ALL YOU HAVE DONE, THINK ABOUT WHAT WE AS A TEAM HAVE DONE, AND I AM SO PROUD TO BE A PART OF WORK FORWARD, TO BE A PART OF V TEAM, AND JUST -- JUST PROUD TO KNOW THAT YOU AND THE HR TEAM HAVE OUR BACKS, DURING ALL OF THIS. THANK YOU SO MUCH.  
>> THANK YOU, GREAT TO BE HERE.  
>> MUCH MORE COMING UP ON WORK FORWARD. I BELIEVE YOU WILL BE JOINING US AS WELL FOR ANOTHER UPDATE.  
>> MORE DETAILS, MAKE SURE THAT -- HOPEFULLY WE, WE WILL GET A LOT OF QUESTIONS FROM TODAY'S DISCUSSION.  
>> THAT'S RIGHT.  
>> SO WE WILL BE BACK TO MAKE SURE ALL OF THE V TEAMER'S QUESTIONS ARE ANSWERED.  
>> CHRISTY, THANK YOU VERY MUCH.  
FOLKS, THANK YOU VERY MUCH FOR WATCHING, LIKE I SAID. THE ENERGY HERE IS FANTASTIC, I HOPE YOU ARE HAVING A GREAT TIME.  
AND UNTIL NEXT TIME, YOU ARE UP TO SPEED.