

Verizon
Up To Speed Live
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>>> TELL ME, WHAT DO YOU BUILD A NETWORK FOR?

WHAT DID VERIZON BUILD THEIR NETWORK FOR?

PEOPLE... EVERY HOLE DUG, EVERY WIRE SPLICED, EVERY TOWER
RAISED, IT'S FOR PEOPLE.

AND WHEN PEOPLE'S EVERY DAY IS BEING CHALLENGED, THAT'S WHEN A
NETWORK STANDS UP AND SHOWS WHAT IT'S MADE OF.

BUSINESSES ARE CONNECTED IN ENTIRELY NEW WAYS.

WHEN PEOPLE ASK FOR RESOURCES, THEY DELIVER.

VERIZON CUSTOMERS ARE MAKING AN AVERAGE OF OVER 600 MILLION
CALLS AND SENDING OVER 800 BILLION TEXTS A DAY.

CONNECTIONS MAKE YOU MUST STRONGER.

WHEN PEOPLE ARE DEPENDING ON YOU FOR THOSE CONNECTIONS, YOU DO
WHATEVER IT TAKES.

>> COMING TO THE OFFICE TODAY, THERE ARE CLOSED SIGNS, DOORS ARE
LOCKED, LIGHTS ARE OFF.

AND IT'S EMPTY.

>> WHAT I MISS MOST IS THE PEOPLE.

NOT ONLY IS IT A COFFEE HOUSE, BUT OUR MEETING PLACE.

>> IF WE WERE TO CLOSE, WE DON'T WANT TO CLOSE AS A RESTAURANT,
WE CLOSE AS A COMMUNITY.

>> I ALWAYS ENVISIONED BEING ABLE TO LET MY BUSINESS BE A
TRAINING HUB FOR YOUNG WOMEN.

>> WE HAVE ARTS AND CRAFTS MADE BY LOCAL REFUGEES WE SELL TO PHOENIX.

>> IT'S AN OPPORTUNITY TO PAY OUR EMPLOYEES.

>> IT'S BEEN A GOD SEND.

>> IT'S ABSOLUTELY SAVE OUR BUSINESS.

>> I'M SO GRATEFUL VERIZON PARTNERED TO PAY IT FORWARD.

>> WE MISS YOU ALL AND LOOK FORWARD TO SEEING YOU SOON.

>> WHAT DOES IT MEAN TO BE AMERICA'S MOST RELIABLE NETWORK?

RIGHT NOW, IT MEANS HELPING THOSE WHO SERVE, STAY CONNECTED TO THEIR FAMILIES.

THEY'RE ON THE FRONT LINES EVERY DAY GIVING THE MOST THEY CAN.

VERIZON WANTS TO GIVE SOMETHING BACK.

\$30 PER LINE FOR NURSES, TEACHERS, FIRST RESPONDERS, MILITARY AND THEIR FAMILIES.

NOT FOR A FEW MONTHS, BUT FOR AS LONG AS THEY NEED, BECAUSE THE PEOPLE WE RELY ON DESERVE A NETWORK THEY CAN RELY ON.

>> I JOINED VERIZON IN JANUARY OF 2014.

I'M PRIMARILY RESPONSIBLE FOR THE NEGOTIATION OF HR BENEFITS.

THE CREDO AT VERIZON, IT REALLY SETS THE FOUNDATION OF HOW YOU ARE AS AN EMPLOYEE, BUT... ALSO THAT SPILLS OVER INTO HOW YOU ARE AS A PERSON OUT OF VERIZON.

WE'VE EMBODIED THAT AT HOME.

>> THIS IS THE TIME THAT WE REALIZE JUST BECAUSE WE'RE CHILDREN, WE CAN STILL MAKE A HUGE DIFFERENCE IN OUR COMMUNITY.

ANY LITTLE EFFORT GOES A LONG WAY.

WE BROKE OUT TO START A BRANCH IN BASKING RIDGE NEW JERSEY.

>> OUR MAIN GOAL IS TO GET MEALS TO A LOT OF DIFFERENT PLACES.

WE WANT TO GIVE BACK TO EVERYBODY WORKING DURING THIS TIME.

THIS FUNDRAISER WAS A TRIPLE WIN.

WE WERE ABLE TO GET SUPPORT FROM FRIENDS AND FAMILY ALL OVER NORTH AMERICA AND WE WERE ABLE TO GIVE BACK TO LOCAL BUSINESSES THAT NEED THE BUSINESS DURING THIS TIME.

DUE TO SOCIAL DISTANCING, THEY'RE NOT GETTING THEIR NORMAL CUSTOMERS.

WE WERE ABLE TO USE THOSE MEALS TO HELP FRONT LINE RESPONDERS.

>> IT MADE US FEEL GOOD TO GET PICTURES AND MESSAGES BACK FROM NURSES OF THEM ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

>> WE COULDN'T STOP SAYING THANK YOU TO THEM.

WE ARE HERE FOR YOU.

IF WE CAN PROVIDE ONE MEAL THAT ALLEVIATES THE ANXIETY OR THE CONCERN ABOUT HOW AM I GOING TO MAKE LUNCH?

EVEN A FIVE-MINUTE MEAL, I FEEL THAT IS SUCCESS.

>> I WOULD LIKE TO EXPRESS MY PERSONAL THANKS TO YOU, YOUR TEAM AND VERIZON.

>> FOR ALL THE AMAZING WORK YOU DELIVERED IN THE LAST COUPLE WEEKS.

>> FOR WHAT YOU'VE DONE FOR FIRST RESPONDERS AND SMALL BUSINESS.

>> I THINK YOU GUYS SHOULD GET ALL MY CREDIT AND I LOVE YOU.

>> I'M A MOTHER OF TWO AND HAVE AN ELDERLY FATHER THAT LIVES IN MY HOME.

THANK YOU.

>> I WANT TO TAKE A MOMENT TO GIVE ACCOLADES TO CHRISTINA FOR HER PROFESSIONALISM, PATIENCE AND UP LIFTING ATTITUDE.

>> I WANT TO SAY THANK YOU TO OUR VERIZON PARTNERS WHO HELPED US BRING JOY AND ENCOURAGEMENT TO THE MOST-VULNERABLE IN OUR COMMUNITY.

>> IT'S ALWAYS A PRIVILEGE AND HONOR TO BE WITH YOUR TEAM.

HOW YOU ARE SYNCHRONIZED IN YOUR VISION --

>> MY THANKS TO ALL THE EMPLOYEES, AND PARTICULARLY... THOSE OF YOU THAT ARE REALLY PROVIDING ALL OF US IN THE WORLD ACCESS TO INFORMATION, WHAT YOU'RE DOING IS HELPING NOT JUST THE UNITED STATES, BUT THE WORMED STAY INFORMED.

>> LOOK AT THAT.

SHE'S UPSIDE DOWN.

>> WHAT'D YOU DO TODAY, GRANDMA?

>> WORKING ON COMPUTER -- WATCHING TV --
>> WE'RE JUST GETTING READY FOR BED -- WANT TO GIVE YOU GUYS A
CALL.

>> HOW ARE MY BABIES?
>> SHE'S WIPING HER FACE WITH A TOWEL NOW --
>> GOOD, NICE JOB.

>> LOVE YOU TO THE MOON AND BACK.

>> TO THE MOON AND BACK.

>> LOVE YOU.

>> DID YOU MISS ME TOO?
>> I LOVE YOU ALL VERY MUCH.

>> VIRTUAL HUG.

>> AW!
>> BIG HUGS IN A COUPLE MONTHS.

>> I CAN'T, I'LL CRY.

>> I'M A NETWORK TECHNICIAN OF 21 YEARS.

VOLUNTEERING HAS ALWAYS BEEN A BIG PART OF ME.

I SAID, WHAT WOULD BE BETTER THAN JOINING FIRST AID SQUAD IF I
COULD DO IT?

ONCE I JOINED, MY GOAL WAS TO BECOME AN EMT, WHICH I ACHIEVED
LAST YEAR.

>> AS PART OF THE RESPONSE TO THE COVID-19 PANDEMIC, WE'RE
OFFERING OUR MEDICALLY-TRAINED AND CERTIFIED EMPLOYEES A
FULLY-PAID LEAVE OF ABSENCE TO GO OUT ON THE FRONT LINES AND
ASSIST IN THE COMMUNITIES THAT ARE HARDEST HIT BY THE PANDEMIC.

WE REALLY WANTED TO SHOW THE COMMUNITY THAT WE WERE THERE FOR
THEM AND... THAT WE BELIEVED IN WHAT THEY WERE DOING.

>> AS SOON AS I SAW THE OPPORTUNITY FOR THE LEAVE, I WAS ON IT.

I KNEW MY SQUAD WAS HURT, WE'RE SHORTHANDED, ESPECIALLY RIGHT
NOW.

I COULDN'T GET THE APPLICATION IN FAST ENOUGH.

>> THE NEXT EIGHT WEEKS, I'LL BE AN EMT.

I'M A LITTLE NERVOUS.

STAYING MORE ON THE FOREFRONT OF THE VIRUS.

BUT... I'M EXCITED, I'M ENTHUSED AND... I LOOK FORWARD TO BEING ABLE TO SERVE MY COMMUNITY.

AND BE THERE FOR THEM.

>> OKAY... HERE I GO.

MY FIRST, MY FIRST SHIFT.

AS A FULL-TIME EMT.

>> THIS DOESN'T COME ALONG VERY OFTEN.

WHEN YOU FIND SOMEONE LIKE HIM, YOU'RE GRATEFUL TO HAVE HIM.

HE'LL ON NIGHTS, DAY TIME COVERAGE AND WEEKEND COVERAGE.

HE'LL BE ON THE FRONT LINES WITH EVERYBODY.

>> AS AN EMT, I'M RESPONSIBLE FOR DIRECT PATIENT CARE.

THE GREAT THING ABOUT THIS LEAD PROGRAM, IT'S LESS STRESS.

INSTEAD OF HAVING TO FOCUS ON TWO JOBS, I ONLY HAVE TO FOCUS ON ONE.

>> FIRST SHIFT WASN'T TOO BAD.

I'M TIRED.

TIME TO HEAD HOME AND GET SOME REST.

>> THIS OPPORTUNITY HAS ME SPEECHLESS.

SO MANY PEOPLE ARE GETTING LAID OFF, SO MANY PEOPLE GOING ON UNEMPLOYMENT AND... HERE, MY COMPANY'S PAYING ME TO BE FULL-TIME EMT FOR MY VOLUNTEER ORGANIZATION.

AND... WORDS CAN'T DESCRIBE THAT.

IT'S, IT'S OVERWHELMING.

>> GOOD TO SEE YOU GUYS.

>> YOU HAVE TO UNMUTE THE BUTTON.

>> START STREAMING.

>> YAY!

>> THE PROCESS WE HAVE.

>> THANKS FOR WORKING WITH ME.

>> OKAY... ALL RIGHT.

>> PERFECT.

>> IT LOOKS LIKE EVERYONE'S REALLY HAPPY.

>> WE'RE GOING TO FOCUS ON WHAT OUR NEXT STEPS WILL BE.

>> THAT'S AWESOME.

THANK YOU FOR REMINDING US ABOUT THAT.

>> HOW ARE YOU DOING?

>> FOCUS ON THE POSITIVE.

SEE YOU TOMORROW.

SAME TIME, SAME PLACE.

>> WE COULD NEVER DO WHAT THEY DO.

BUT WHAT WE CAN DO IS BE A PARTNER THAT NEVER QUILTS.

VERIZON IS THE MOST-RELIABLE NETWORK IN AMERICA, BUILT FOR INTEROPERABILITY AND PUTS FIRST RESPONDERS FIRST.

GIVING THEIR CALLS PRIORITY, 24/7.

WE DO WHAT WE DO BEST, SO THEY CAN TOO.

>> TO ALL OUR VERIZON EMPLOYEES, WE'VE NEVER BEEN SO PROUD OF OUR TECHNICIANS, ENGINEERS, STORE EMPLOYEES, AND CUSTOMER SERVICE REPS WHO ARE DOING CRITICAL WORK ALL OVER THE COUNTRY.

AT A TIME WHEN THE COUNTRY IS FORCED TO BE APART, YOU'RE HELPING US COME TOGETHER.

OUR CUSTOMERS ARE MAKING AN AVERAGE OF 800 MILLION CALLS AND 8 BILLION TEXTS PER DAY.

YOU KEPT OUR NETWORK RELIABLE THROUGH IT ALL.

KEEPING OUR PEOPLE CONNECTED AND SAFE AT HOME.

BECAUSE OF YOU, WE'RE HERE AND WE STAND READY.

>>> GOOD AFTERNOON, GOOD MORNING AND GOOD EVENING.

I'VE GOT NOON ON THE EAST COAST.

AS WE'RE KICKING OFF UP TO SPEED TODAY, TODAY, WE'VE GOT A SPECIAL EDITION OF UP TO SPEED LIVE.

HANS WILL LEAD A PANEL DISCUSSION ON RACE.

JOINING HIM TODAY... WE HAVE GLOBAL COMMERCIAL OPERATIONS AS PART OF THE VERIZON BUSINESS GROUP.

KRISTA BOURNE, RAMCESS JEAN-LOUIS AND CHRISTY PAMBIANCHI.

>> HI, ALL V TEAMERS AND EVERYONE OUT THERE.

WE ARE ON OUR WEEK 12 ON UP TO SPEED LIVE.

AND... IT'S BEEN ENCOURAGING TO SEE HOW MANY OF THE V TEAMERS JOINING US FOR THIS CONVERSATION EVERY DAY.

AND... YESTERDAY, WE HAD OUR ALL-TIME HIGH.

I THANK ALL OF THE EMPLOYEES FOR JOINING.

WE HAD THEM, IN TOTAL, ALMOST 70,000 OF YOU JOINING YESTERDAY IN OUR CONVERSATION WE HAD WHICH WAS SO IMPORTANT AROUND RACISM AND WHERE WE STAND AS A COMPANY AND HOW UNIFIED WE STAND FOR DIVERSITY AND I SAID, IN MY SPEECH YESTERDAY, WHICH I HAVE TO AGREE, WAS HARD TO DELIVER, IN A TIME WHEN YOU FEEL SADNESS AND FRUSTRATION, THAT, WE'RE HERE TO HAVE AN OPEN DISCUSSION AND LISTENING AND LEARNING AND SEEING WHAT WE CAN DO MORE AS A CORPORATION AND WE PIVOTED AND GOT A FANTASTIC GROUP OF PEOPLE WE'LL TALK TO HERE AND HEAR HOW THEY FEEL ABOUT THIS AND WHAT WE CAN DO.

JUST A SHORT COUPLE INTRODUCTIONS.

I KNOW JEREMEY TALKED ABOUT CLARENCE OTIS.

HE'S THE DIRECTOR OF OUR BOARD.

HE'S THE CLOSEST, AS I CAN GET TO SOMEONE IN THE BOARD.

HE'S GUIDING ME IN MANY THINGS.

HE'S A GREAT LEADER.

BEEN A CEO BEFORE AND HAVING A VERY CLOSE RELATIONSHIP WITH HIM AND I THINK THAT HE'S REPRESENTING THE BOARD AND SEEING WHAT WE'RE DOING AND ALSO REPRESENTING HIMSELF AND HIS BACKGROUND.

RUNNING ONE OF THE LARGEST OPERATIONS FOR A TELECOM BUSINESS GROUP OR TO BUSINESS GROUP OVER 30 BILLION IN REVENUE, WHEN HE'S RUNNING THAT WITH ALL THE CHALLENGES AND OPERATIONS, IN THESE TIMES AND I'M GRATEFUL TO HAVE HER ON THE CALL.

KRISTA BOURNE, RUNNING ONE OF THE LARGEST CONSUMER SPACES AND OPERATIONS IN THE WORLD WITH ALL OF OUR STORES AND OPERATIONS.

THERE'S NO OTHER TELCO OPERATOR, BIGGER CONSUMER BUSINESS THAN US AND KRISTA IS RUNNING THAT EVERY DAY WITH A CHALLENGE THAT COMES WITH THAT.

WE'RE GRATEFUL FOR THAT.

ALSO, RAMCESS IS RUNNING OUR VERIZON MEDIA GROUP.

AND ULTIMATELY, WE HAVE OUR CHIEF HUMAN RESOURCE HEAD, CHRISTY PAMBIANCHI THAT'S LEADING ALL OUR WORK.

THE CONVERSATION WAS ONGOING YESTERDAY EVENING, OUR EMPLOYEE RESOURCE GROUP BOTH HAD AN OPEN CONVERSATION WITH THOUSANDS OF V TEAMERS JOINING AND... I'M PLEASED TO SEE THAT THIS IS HAPPENING ACROSS THE COMPANY RIGHT NOW.

SO... LET ME, LET ME OPEN THIS DIALOGUE AND START TALKING TO WENDY.

WENDY, LAST WEEK, WE WITNESSED THE KILLING OF GEORGE FLOYD IN MINNEAPOLIS, WHICH HAS LED TO GLOBAL PROTESTS.

WHAT WAS YOUR REACTIONS ON HOW, HOW ARE WE HANDLING WHAT'S HAPPENING RIGHT NOW?

AND... THEN, WHAT ARE YOU DOING TO DEAL WITH IT, WENDY?

>> WENDY: SO... HANS, FIRST... LET ME START WITH THIS, I THINK, IN MY 20-YEAR CAREER AT VERIZON, THERE'S BEEN A LOT OF REASONS TO BE PROUD.

I'VE SEEN US RESPOND TO CRISIS MOMENTS.

I'VE SEEN US CONFRONT THINGS WE DIDN'T KNOW HOW WE WOULD GET THROUGH, BUT... I HAVE NEVER BEEN MORE PROUD OF OUR LEADERSHIP YESTERDAY AND I'VE NEVER BEEN MORE PROUD OF OUR COMMITMENT.

I SAY THAT AS AN EMPLOYEE, I SAY THAT AS A LEADER, I SAY THAT AS A BLACK FEMALE, BECAUSE... WHILE MANY COMPANIES ISSUES BRIEF STATEMENTS OVER THE WEEKEND... [BREAKING UP] FOR SO MANY.

WILLING TO BE VULNERABLE ABOUT HOW THEY FEEL AND WILLING TO PUT OUR POCKETS BEHIND THOSE EVENTS.

SO... I WOULD JUST SAY, FOR THE THOUSANDS OF MESSAGES WE SAW, I WOULD SPEAK FOR SO MANY TO SAY, THANK YOU FOR THAT.

IT MAKES ME FEEL GOOD ABOUT WHERE I CHOOSE THAT IN MY CAREER AND IT MAKES ME FEEL GOOD ABOUT THE ROLE WE CAN PLAY IN THE FUTURE.

WHAT I WOULD TELL YOU ABOUT LAST WEEK IS, I SPENT A LOT OF TIME THINKING ABOUT THIS.

I DON'T THINK WE ALL CAME TO YOU LAST SUNDAY AT THE SAME PLACE IN THE JOURNEY.

I THINK, BY THE TIME I SAW THE VIDEO MONDAY MORNING, I HAD ALREADY BEEN ANGRY -- I WATCHED THE VIDEOS IN CENTRAL PARK WITH CHRISTIAN COOPER ON SUNDAY NIGHT.

I HAD THAT CONVERSATION WITH FRIENDS AROUND... WHY [BREAKING UP] IN A MOMENT WHEN SHE KNEW SHE WAS WRONG.

I HAD WATCHED JUDGE CHRISTIAN COOPER OVERNIGHT TO SEE WHETHER OR NOT SHE CAUSED [INDISCERNIBLE] AND WOKE UP MONDAY MORNING TO FIND IT WAS GOING TO GET WORSE AND A LOT MORE WORK.

I THINK THE OTHER THING THAT WAS TRUE, IT'S BEEN A LONG COUPLE MONTHS.

I GREW UP IN THE BRONX.

FIRST GENERATION AMERICAN AND THE BRONX HAS THE HIGHEST RATE OF COVID INFECTIONS AND COVID DEATHS PER 100,000 PEOPLE.

I ATTENDED MORE ZOOM CALLS IN THE LAST FEW MONTHS THAN I EVER WANT TO TALK ABOUT.

THE UNEMPLOYMENT RATE HAS IMPACTED MY COMMUNITY IN SUCH SIGNIFICANT WAYS.

IT'S BEEN A HARD FEW MONTHS AS WE TRIED TO WEAVE THROUGH THIS AS LEADERS.

I THINK WE ALL CAME TO MONDAY MORNING AT A DIFFERENT PLACE ON THE JOURNEY.

WHAT WAS DIFFERENT FOR SOME OF US, AND I CAN SPEAK FOR MYSELF, IT WAS ON MY MIND ALL THE TIME.

AND IT DIDN'T START FOR ME THURSDAY NIGHT WHEN WE SAW THE NATIONAL RIOT.

I WAS WATCHING, WAITING AND HOPING WE'D SEE ACTION TAKEN FASTER.

THAT THIS TIME WOULD BE DIFFERENT -- THAT WE HAD LEARNED HOW IMPORTANT COMMUNICATION WAS GOING TO BE, THAT WE WOULD SEE LEADERSHIP IN THE MOMENT.

AND THROUGHOUT THAT WEEK, THINGS GOT WORSE.

WHAT, THEN, FOLLOWED IS PROBABLY THE THING I HEAR MOST OF MY FRIENDS TALKING ABOUT, WHICH WAS THE FEAR.

THE FEAR OF WHAT WAS GOING TO HAPPEN NEXT.

THE FEAR THAT IT COULD HAPPEN TO ONE OF MY FRIENDS, TO A CHILD I KNOW, THE FEAR THAT DESPITE ALL OUR BEST INTENTIONS, DESPITE [INDISCERNIBLE] [BREAKING UP].

YOUR LAST QUESTION WAS WHAT AM I DOING?

I'M READING BEYOND THE HEADLINES.

I'M REACHING OUT TO MY FRIENDS AND FAMILY.

WHEN I ASK HOW THEY'RE DOING, I'M NOT EXPECTING THEM TO SAY THEY'RE DOING OKAY.

I'VE DECIDED HOW MUCH NEWS I CAN CONSUME.

SOME NIGHTS, WAY TOO MUCH AND HIT REFRESH ON SUNDAY MORNING.

THEN, I'M DECIDING HOW TO USE MY VOICE AT THE TABLE.

I'M DECIDING HOW I CAN, AS A LEADER, AS AN EMPLOYEE, HELP OTHER PEOPLE WHO ARE SCARED RIGHT NOW.

I'M DECIDED WHAT ACTIONS I WILL TAKE DIFFERENT, THIS TIME, AS WE GO FORWARD.

BECAUSE... WHAT I KNOW IS THAT WHAT WE'VE DONE TO THIS POINT WAS NOT ENOUGH TO STOP WHAT HAPPENED AND I'M NOT WILLING TO ACCEPT THAT WE ARE VICTIMS AND I'M NOT WILLING TO ACCEPT THAT WE DON'T HAVE [BREAKING UP].

I'M PART OF THE CONVERSATION -- I'M PART OF HOPING THERE'LL BE CHANGE, BUT I'M ALSO GOING TO GET MORE INVOLVED.

I BELIEVE THAT THIS NEXT GENERATION DOESN'T -- SHOULDN'T, HAVE THE SAME FEARS THAT SO MANY OF US HAVE HAD OUR ENTIRE TIME GROWING UP.

THAT'S WHERE I'M AT.

IT'S BEEN A TOUGH WEEK.

>> HANS: THANK YOU, WENDY AND THANK YOU FOR ALL THE WORK YOU'RE DOING AND HOW YOU STAND UP.

THAT COMMENT ABOUT REACHING OUT TO FRIENDS IN TIMES LIKE THIS BECOMES EVEN MORE IMPORTANT.

I THANK YOU FOR THE WORK YOU'RE DOING AS AN INDIVIDUAL, AS A V TEAMER AND... I UNDERSTAND HOW TOUGH IT CAN BE TO GET THROUGH ALL OF THIS AND... SPEAKING ABOUT THAT FEAR THAT ONE CAN FEEL.

SO... CLARENCE, I WANT TO COME TO YOU.

THAT FEAR AND FRUSTRATION AND OUTRAGE AND HELPLESSNESS RIGHT NOW, IN YOUR OPINION, WHAT DO YOU THINK THIS INCIDENT -- WHY DO YOU THINK THESE INCIDENTS CONTINUE AT SUCH A PERSISTENT RATE?

>> I REALLY APPRECIATE THE OPPORTUNITY TO BE WITH YOU AND... WITH THE V TEAMERS THIS AFTERNOON.

I THINK IT HAS PERSISTED.

I MEAN, FIRST OF ALL, THAT'S UNDENIABLE.

I GREW UP IN LOS ANGELES AND I GREW UP IN WATCH IN LOS ANGELES, THE WATCH RIOT IN 1965 OCCURRED IN THE COMMUNITY AND THAT WAS TRIGGERED BY INSTANCES OF POLICE BRUTALITY AND AS WE GREW UP, THE BIGGEST DOMINANT -- GLOBAL DOMINANT THING IN OUR LIVES [BREAKING UP] WAS LAW ENFORCEMENT AND THIS SORT OF WAR BETWEEN COMMUNITY AND LAW ENFORCEMENT.

AND THAT HAS CONTINUED.

IT HASN'T CHANGED.

IT'S NOT ALWAYS BEEN VISIBLE, BUT SOMETIMES IT GETS VISIBLE IN INCIDENTS LIKE THE RIOTS OF 65 IN L.A., THE RODNEY KING RIOTS.

IT GETS MORE VISIBLE OVER THE LAST DECADE OR SO... WITH THE PERVASIVENESS OF CELL PHONES AND CAMERA PHONES, BASICALLY.

WE SEE MORE OF IT.

I KNOW, HAVING GROWN UP IN A CHALLENGING INNER-CITY ENVIRONMENT, IN THE INNER-CITY, THIS IS A DAY-TO-DAY REALITY.

IT'S BEEN A DAY-TO-DAY REALITY FOR DECADES.

IT HAS PERSISTED AND THE REASON WHY IS TOO MANY PEOPLE TURN THE OTHER WAY.

TOO MANY PEOPLE SORT OF KNOW IT GOES ON, BUT THEY DON'T REALLY HOLD LAW ENFORCEMENT ACCOUNTABLE.

WE ARE QUICK TO HOLD MUCH OF THE GOVERNMENT ACCOUNTABLE, PUBLIC WORKS DEPARTMENTS, SCHOOL DISTRICTS, BUT WE BUY INTO THIS NARRATIVE THAT LAW ENFORCEMENT IS A DANGEROUS JOB, IT'S A TOUGH JOB, SO WE CAN'T SECOND-GUESS.

AND THAT'S NONSENSE.

IT'S A PUBLIC SAFETY AGENCY, SHOULD BE TRANSPARENT ABOUT ITS OPERATIONS, TRANSPARENT ABOUT THE NUMBERS BEHIND THE ARRESTS.

THE DEMOGRAPHIC BREAK DOWNS ABOUT ARRESTS AND THOSE THINGS.

BE TRANSPARENT ABOUT HOW THEY'RE SPENDING MONEY, HOW THEY'RE MANAGING THEIR OWN HUMAN RESOURCES AND WE DON'T BRING THAT LEVEL OF ACCOUNTABILITY.

AND... AGAIN, WE FALL BACK ON THIS NOTION THAT IT'S A DANGEROUS JOB.

WE DON'T ALLOW MILITARY, WE GO OUTSIDE THIS COUNTRY TO FALL BACK ON THAT EXCUSE.

IT DOESN'T MEAN THEY CAN ENGAGE IN WAR CRIME.

WHEN THEY DO, THERE'S TYPICALLY, FAIRLY SIGNIFICANT ACCOUNTABILITY, BUT... THAT HASN'T BEEN THE CASE DOMESTICALLY.

THAT'S SOMETHING THAT NEEDS TO CHANGE.

>> HANS: CLARENCE, THANK YOU FOR SHARING YOUR EXPERIENCE AND WHAT YOU'VE BEEN SEEING OVER THE YEARS.

OF COURSE... IT'S A PERSISTENT RATE OF THESE THINGS WE'RE SEEING.

LET ME GO TO KRISTA BOURNE.

KRISTA...YOU HAVE A TOUGH TIME WITH COVID, OPENING PART OF THE STORES, LET ME ASK YOU A DIFFERENT QUESTION.

MANY BLACK HOUSEHOLDS AROUND THE COUNTRY REFER TO HAVING THE TORCH WITH THEIR CHILDREN.

WHAT DOES IT MEAN AND WHAT HAVE YOU SAID TO YOUR CHILDREN?

>> KRISTA: THANK YOU, HANS AND I WANT TO ECHO WHAT WENDY SAID AT THE BEGINNING.

I FEEL INCREDIBLY PROUD OF THE ACTIONS WE'VE TAKEN AND THE EXAMPLE YOU'VE SET FOR US AS A LEADERSHIP TEAM AND COMMUNITIES EVERYWHERE.

IT'S IMPORTANT FOR EVERYONE TO ACKNOWLEDGE WHAT WE DO AND DO NOT KNOW ABOUT THIS TOPIC.

THAT'S THE ONLY WAY THESE CONVERSATIONS MATTER.

THE CONVERSATION IN A HOUSEHOLD WITH AMERICAN FAMILIES, EACH FLAVOR IS TO TALK ABOUT CAUTION, TALK ABOUT THE DIFFERENCE, NO REAL REASON FOR THAT DIFFERENCE TO EXIST, THAT'S A GOOD REASON.

IN MY HOUSEHOLD, I RAISED OUR CHILDREN WITH MY HUSBAND AND THE CONVERSATION WE HAD WITH THEM IS YOU HAVE ONE THING TO DO.

THERE ARE FIVE WORDS.

YOU NEED TO LIVE TO TELL YOUR STORY.

THOSE ARE NOT WORDS YOU WANT TO SAY TO YOUR CHILD AS A PARENT JUST BECAUSE THEY'RE GOING TO GO TO THE MOVIES AND DO WHAT KIDS DO.

YOU DON'T WANT TO GROUND YOUR CHILDREN ON WHAT IT MEANS TO RESPECT AUTHORITY, BUT... AT THE SAME TIME, UNDERSTAND THAT EVEN AUTHORITY SHOULD BE HELD TO A STANDARD.

IT'S SCARY WHEN YOU HAVE TO PICK UP A PHONE AND REMIND YOUR KIDS, NOW GROWN, LIVING ON THEIR OWN, THAT TIMES ARE TENSE AND THEIR CHILDHOOD LESSONS STILL APPLY.

I HAD TO CALL MY SON AND MAKE SURE HE WAS AWARE, YOU NEED TO BE CAUTIOUS, THE WAY YOU MOVE, THE WAY YOU NAVIGATE, I NEED YOU TO LIVE TO TELL YOUR STORY.

I NEED YOU TO LIVE TO BE PART OF THIS ENVIRONMENT WE'RE CREATING AS A FAMILY, AS A COMMUNITY BECAUSE YOU DESERVE TO.

I NEED YOU TO FEEL SAFE WHEN YOU WALK OUT OF THE HOME.

BUT I CAN'T GUARANTEE THAT.

THE RULES ARE DIFFERENT FOR YOU.

WHAT'S TOLERATED IS DIFFERENT FOR YOU.

AND EXPLAINING TO MY DAUGHTER WHO WANTS TO BUILD A CAREER IN THE FACE OF DEFENDING RIGHTS OF OTHERS AND HAVING A PURPOSE, SHE STRUGGLES WITH THE IDEA THAT WE ARE PRESUMED GUILTY BEFORE ANYTHING.

WHEN YOU SHOULD BE PRESUMED INNOCENT AND THEN YOU HAVE TO BE PROVEN GUILTY.

THAT DOESN'T FEEL THAT WAY IN OUR COMMUNITY AND THAT'S PART OF THE TALK.

AND... THE OTHER THING IS, YOU'RE LEFT JUST WONDERING WHEN IS ENOUGH ENOUGH?

I THINK... TO CLARENCE'S POINT FOR ALL OF OUR V TEAMERS WATCHING, I WANT TO REMIND EVERYONE THAT WHILE THIS MIGHT BE NEW TO SO MANY BECAUSE OF SOCIAL MEDIA AND IMAGERY, IT IS A LIFE THAT GENERATION OF AFRICAN-AMERICANS AND BLACK AMERICANS HAVE HAD TO LIVE AND CONVERSATIONS THEY HAVEN'T FELT COMFORTABLE HAVING.

THEY SIT IN A ROOM WITH YOU, THEY SIT IN MEETINGS.

THEY'RE AT THE TABLE.

YOUR EXPERIENCE MIGHT NOT BE THEIR EXPERIENCE, BUT THIS MOMENT THAT WE HAVE, TO HAVE THAT CONVERSATION IS SO INCREDIBLY POWERFUL BECAUSE IT COMPOUNDS FOR OUR EMPLOYEES, FOR US AS LEADERS AND AT THE END OF THE DAY, OUR CULTURE IS BETTER THAN THAT.

SO... THANK YOU, HANS, FOR SUPPORTING THIS AND FOR GIVING IT ITS PROPER PLATFORM AND I APPLAUD ALL THE V TEAMERS WHO ARE WILLING TO LISTEN AND FOR THOSE LIKE ME THAT ARE USING OUR VOICE, AS WENDY SAID, DIFFERENTLY THAN WE USED IT BEFORE, MORE DIRECTLY.

I THANK YOU FOR THE OPPORTUNITY.

AND I APPRECIATE THE TIME.

>> THANK YOU, KRISTA.

THANK YOU FOR SHARING.

AS I SAID YESTERDAY, I DON'T HAVE THAT LIFE EXPERIENCE.

BUT... I APPRECIATE HEARING IT.

LET ME CONTINUE, RAM, YOU'RE A BLACK MAN, LIVING IN UNITED STATES, WHAT DO YOU WANT THE AUDIENCE WATCHING TO KNOW ABOUT YOUR EXPERIENCE?

WHAT IMPACT HAVE THESE INCIDENTS HAD ON YOU?

>> RAMCESS: THANK YOU, HANS.

I HAVE TO ECHO THE SENTIMENTS FROM WENDY AND KRISTA.

THE TALK YOU DID YESTERDAY AND THE ACKNOWLEDGEMENT OF THE MURDER OF GEORGE FLOYD... THAT GOES A LONG WAY AND IT GOES A LONG WAY BECAUSE... AS MENTIONED, AS A BLACK MAN, IN AMERICA, IN THE UNITED STATES, WE ARE VIEWED AS LESS-THAN.

WE ARE VIEWED AS INFERIOR.

WE ARE VIEWED THAT OUR LIFE IS NOT AS VALUABLE AS ANY ELSE'S.

AND... BY ACKNOWLEDGING IT, BRINGING THAT, BY TALKING ABOUT THE CONVERSATION, WHAT YOU'RE SAYING IS THAT YOU SEE ME AND THAT YOU SEE US.

AND THAT'S A VERY IMPORTANT MESSAGE THAT WE NEED TO TAKE.

IT'S A DIFFICULT TOPIC AND DIFFICULT CONVERSATION -- I KNOW IT'S HARD FOR PEOPLE TO KNOW WHAT TO SAY.

WHEN YOU FIND THAT IT'S CHALLENGING AND YOU DON'T KNOW WHAT TO SAY, THEN YOU SAY THAT.

BUT... YOU BRING IT UP AND YOU ACKNOWLEDGE IT.

THE REALITY IS, IF THAT HAD TAKEN PLACE TO AN ANIMAL, IF A POLICE OFFICER WAS ON VIDEOTAPE WITH HIS KNEE ON THE NECK OF A DOG, FOR NINE MINUTES... WE KNOW THAT HAD HE WOULD HAVE BEEN ARRESTED THAT NIGHT.

THAT DIDN'T HAPPEN IN THIS CIRCUMSTANCE.

WE HAVE TO RAISE OUR CHILDREN AND OUR KIDS IN THIS ENVIRONMENT.

I WALKED IN TO THIS NEWS STORY, IT WAS PLAYING ON THE TV SCREEN AND MY SON SAW IT, AND I COULDN'T GAUGE HOW I REACTED AND RESPONDED.

I SAW IT AND IMMEDIATELY SAID "OH MY GOD."

IMMEDIATELY HE TUNED IN AND SAID "WHAT'S GOING ON?"

"WHAT'S THAT?" I HAD TO PROCESS IT AT THE SAME TIME AS EXPLAINING TO HIM, WELL... SOMETIMES PEOPLE DON'T DO WHAT IT IS THAT THEY'RE SUPPOSED TO DO.

THEY DON'T BEHAVE IN A WAY THEY SHOULD BEHAVE.

HE'S LIKE "WHY IS HE DOING THAT?"

HE'S DOING SOMETHING HE SHOULDN'T."

I HAD TO EXPLAIN TO HIM.

HE STILL WANTED TO KNOW WHY.

I CAN'T GET MY SON TO IMAGINE WHY A HUMAN BEING WOULD DO THAT TO ANOTHER HUMAN BEING.

BUT... THAT'S THE ISSUE.

THAT'S THE POINT.

IF WE ARE NOT BEING VIEWED AS HUMANS, IF WE'RE NOT BEING VIEWED AS WHOLE PEOPLE WITH SOULS... THESE THINGS HAPPEN AND THEY WILL CONTINUE TO HAPPEN.

I STARTED OFF MY CAREER WORKING ON THE DIVERSITY RECRUITMENT CAMPAIGN FOR NYPD.

THIS WAS DURING THE TIME THE NYPD WAS GOING THROUGH A LOT OF SCRUTINY FOR THE SHOOTING OF A WEST AFRICAN IMMIGRANT SHOT 41 TIMES.

HE WAS SHOT 41 TIMES, BUT THEY FIRED AT HIM SIGNIFICANTLY MORE.

THEY WERE ALSO BEING CRITICIZED BY A HAITIAN MAN THAT WAS SEXUALLY ASSAULTED BY A PLUNGER WHILE HE WAS IN POLICE CUSTODY.

I'M HAITIAN AMERICAN.

GROWING UP IN BROOKLYN NEW YORK, I WAS A VICTIM OF BEING BULLIED BY DISCRIMINATION OF PEOPLE POKING AND MAKING FUN OF US, THE REASON WHY, AGAIN, BEING VIEWED AS LESS-THAN, BEING VIEWED AT OTHER.

WHAT WE NEED AND DO WHAT WE STRIVE TO DO IS THREE PARTS.

EMPATHY.

HOW DO WE HAVE THE CONVERSATION TO REALLY MAKE SURE WE CAN TALK ABOUT THIS AND WE THINK THE LANGUAGE AND WE'VE HAD OVER 4,000 EMPLOYEES PARTICIPATE BETWEEN OUR ERGS, OUR EMPLOYEES AND ON THE VERIZON SIDE AS WELL.

THAT'S THE FIRST PART.

ADVOCACY.

WE'VE GONE A LONG WAY IN TERMS OF DONATION AND WE UNDERSTAND THAT THAT IS JUST A START.

WE HAVE TO BE VERY PRESCRIPTIVE OF HOW WE WANT THAT DONATION USED IN THE ORGANIZATION.

HOW WE'RE GOING TO PARTNER WITH THEM TO MAKE SURE WE CONTINUALLY MOVE FORWARD WITH THAT.

THE THIRD PIECE IS ACTION.

WHAT ARE WE GOING DO?

THE REALITY IS, WE KNOW THAT EVERYTHING THAT TAKES PLACE -- WE WANT TO HAVE A WORKFORCE REFLECTIVE OF THE COMMUNITY WE SERVE.

EVERYTHING THAT TAKES PLACE OUTSIDE OUR ORGANIZATION, IS ELEMENTS WITHIN OUR ORGANIZATION AND WE'RE DOING THINGS TO ADDRESS THAT.

WE HAVE UNCONSCIOUS BIAS TRAINING, BUT... WE HAVE TO UNDERSTAND, UNCONSCIOUS BIAS AND CONSCIOUS BIAS.

WHEN WE TALK ABOUT THE MURDER OF GEORGE FLOYD, WHEN WE TALK ABOUT THE OTHERS, THERE'S NOTHING UNCONSCIOUS ABOUT IT.

BUT... WHEN YOU LOOK AT WHAT'S GOING ON IN A CONSCIOUS LEVEL AND UNCONSCIOUS LEVEL, WE HAVE TO LOOK AT WHAT WE'RE DOING.

WE HAVE TO START WITH THE MAN IN THE MIRROR.

WHAT ARE THINGS THAT WE CAN DO HERE, AT OUR ORGANIZATION?

HOW CAN WE MAKE SURE WE BECOME THE ORGANIZATION THAT HAS A NORTH STAR WHERE WE ARE THE NUMBER ONE EMPLOYERS CHOICE FOR AFRICAN-AMERICANS?

WHERE WE KNOW THAT WE CAN HAVE STRONGER REPRESENTATION OF AFRICAN-AMERICANS IN SENIOR LEVEL ROLES.

WE CAN DO THAT -- WE CAN TAKE THOSE STEPS AND MAKE IT HAPPEN.

SO... AGAIN, PULLING TOGETHER EMPATHY, ADVOCACY AND ACTUALLY TAKING THE NEXT REACTION.

>> HANS: THANK YOU, RAM, EXTREMELY GOOD IDEAS ON HOW WE TAKE THIS FORWARD.

ABOUT HOW WE TALK TO EACH OTHER AND SEE THAT OUR MONEY IS DIRECTED IN THE RIGHT WAY AND THE ACTIONS.

I WANT TO COME BACK TO BOTH RAM AND KRISTA BEFORE I GO TO GO TO KRISTA.

THE NUMBER ONE PRIORITY IN THIS PANDEMIC HAS BEEN THE HEALTH AND SAFETY OF OUR EMPLOYEES.

I WANT TO HEAR FROM KRISTA, A LITTLE BIT, HOW WE SEE NOW -- OUR STORES -- WHAT'S HAPPENING THERE FOR EMPLOYEES AND THEN I'D LIKE TO ASK RAM, LATER ON, ABOUT OUR JOURNALISTS, THAT ARE OUT AND COVERING WHAT'S HAPPENING OUT IN THE FIELD TODAY -- HOW WE SECURE THE SAFETY AND HEALTH.

SO... KRISTA, FIRST WITH YOU.

>> KRISTA: GREAT QUESTION FOR US.

IN THE FIELD, AS YOU ALL KNOW, WE'RE IN THE PROCESS OF REOPENING OUR STORES RIGHT NOW.

FROM THE CIVIL UNREST WE'VE SEEN ACROSS THE COUNTRY, WE'VE HAD 52 OF OUR STORES EXPERIENCE DAMAGE.

AND... 30 OF THOSE STORES WERE ALREADY CLOSED BECAUSE OF COVID, SO... THERE WAS THAT ELEMENT AND THEN, THE BALANCE WHERE STORES WERE IN OPERATION AND OBVIOUSLY ARE NOT IN OPERATION NOW.

TO HELP WITH THE ENVIRONMENT, WE HAVE CLOSED 20 STORES PROACTIVELY BASED ON WHERE WE BELIEVE THERE COULD BE UNSAFE ENVIRONMENTS, TO GET CREATED, BUT... THE PROBLEM IS THAT YOU DON'T KNOW UNTIL IT UNFORTUNATELY OCCURS IN SOME INSTANCE.

THE TEAM HAS BEEN INCREDIBLY AGILE.

IF WE HEAR FROM THE FIELD ON THE GROUND THAT THERE'S SOMETHING MAKING US UNCOMFORTABLE, WE WILL MAKE THE DECISION TO CLOSE AND ERR ON THE SIDE OF SAFETY.

WE REMOVED INVENTORY FROM OUR STORES WHERE WE'RE NOT OPEN IN THOSE ENVIRONMENTS, WE'D LIKE TO MINIMIZE AT TRACTION TO LOOT OUR STORE.

BUT... MOST IMPORTANT IS OUR SAFETY OF OUR EMPLOYEES.

20 STORES CLOSED OUT OF PRECAUTION.

52 STORES DAMAGED.

WE CAN REPAIR ANY DAMAGE WE HAVE, WE DON'T WANT TO SEE ANYBODY INJURED.

>> HANS: THANK YOU, KRISTA FOR THINKING ABOUT OUR EMPLOYEES.

YOU'RE ABSOLUTELY RIGHT.

RAM, HOW ABOUT JOURNALISTS OUT IN THE FIELD?

>> RAM: SAME THING HERE.

THE SAFETY OF OUR EMPLOYEES REMAIN OUR NUMBER ONE PRIORITY.

WE'RE PROVIDING JOURNALIST SAFETY TRAINING TO OUR REPORTERS TO HELP THEM NAVIGATE RISKY ENVIRONMENTS AND DOING EVERYTHING WE CAN TO PROTECT OUR JOURNALISTS, FROM AN EDITORIAL PERSPECTIVE, WE'RE TAKING THE THEME AND GOAL THAT WHAT WE WANT TO DO IS GIVE A VOICE TO UNDER-REPRESENTED COMMUNITIES.

WE'VE MET WITH THE NATIONAL ASSOCIATION OF BLACK JOURNALISTS AND PLAN TO CONTINUE TO DO THAT, TO MAKE SURE WE ELEVATE THESE STORIES AND THIS CAN MOTIVATE COMMUNITY ACTION.

>> HANS: THANK YOU, RAM.

LET ME GO TO CHRISTY AND FIRST OF ALL, I'M SAYING THAT WE, WE HAVE, AS A CLEAR VALUE OF OUR COMPANY, THAT DIVERSITY IS MAKING OUR COMPANY MUCH STRONGER, IT'S ALSO MAKING THE COUNTRY AND THE WORLD STRONGER WHEN YOU HAVE EQUALITY AND... DIVERSE DIFFERENCES OF THOUGHTS AND REPRESENTING THE SOCIETY AND... THEN, WE NEED TO CONTINUE TO DRIVE.

AND... WE SEE -- WE'LL SEE DISCRIMINATION FOR OTHER GROUPS IN OUR SOCIETY AS WELL AND ONE THING THAT I THINK IS IMPORTANT IS TO TALK ABOUT HOW WE, AS A COMPANY, WORK WITH OUR RESOURCE GROUPS AND BRINGING RESOURCE GROUPS AND WHAT WE CAN DO MORE HERE, SO... CHRISTY, WHAT ARE WE DOING?

>> THANKS FOR THAT QUESTION, HANS AND THANKS FOR THE OPPORTUNITY TO BE ON THE PANEL TODAY WITH THE OTHER SPEAKERS WHOSE STORIES AND WILLINGNESS TO BE OUT HERE SHARING THEIR LIFE EXPERIENCES AND SHOWING THEIR BRAVERY TO HELP US ADVANCE IS SO IMPORTANT AND I'M HONORED TO BE ON THE PANEL WITH ALL THE CO-PANELISTS.

THE THING I'D LIKE TO OPEN WITH, WE CAN NEVER LET HATRED WIN.

HATRED REARS ITS UGLY HEAD IN MANY WAYS.

IT'S INCUMBENT FOR US TO COME TOGETHER AT A TIME WHEN YOU LISTEN TO STORIES WE JUST HEARD OR THINGS WE'RE HEARING AROUND US, WE CAN FEEL HELPLESS, WE CAN FEEL HOPELESS, IT CAN BE UNCLEAR HOW ANY ONE ACTION, EACH OF US, AS AN INDIVIDUAL, COULD TAKE, COULD ACTUALLY MAKE A DIFFERENCE.

SOMETIMES THAT FEELING OF INSURMOUNTABLE CHALLENGE LEADS US TO TAKE NO ACTION AND... SO... I THINK, TODAY... AND WITH THE DIALOGUE WE'VE BEEN STARTING, WE REALLY FEEL LIKE THIS IS A TIME WHEN WE WON'T WALK AWAY AND ALL THE THINGS MANY OF US HAVE EXPERIENCED OVER OUR LIFETIME AND FITS AND STARTS FOR PROGRESS NEED TO END AND HAVE THIS BE A PATH TO SUSTAINABLE CHANGE.

THE DIALOGUE WE HAD LAST NIGHT WITH OUR BOLD EMPLOYEES, THE THINGS I WANT TO LEAVE PEOPLE WITH, WONDERING WHAT ACTION CAN I TAKE?

HOW CAN I POSSIBLY MAKE A DIFFERENCE?

THE FIRST THING I'D OFFER IS JUST LISTEN, LISTEN AND LEARN.

LOVED WENDY'S COMMENT ON GOING DEEPER TO THE STORY BEHIND THE HEADLINES THAT.

CAN TAKE PLACE MANY WAYS.

READING MORE, REACHING OUT TO MEMBERS OF THE BLACK AND AFRICAN-AMERICAN COMMUNITY TO HEAR THEIR STORIES AND UNDERSTAND WHAT THIS IS REALLY LIKE AND HOW THIS CHALLENGE IS UNFOLDING FOR THEM AND THEIR FAMILIES AND COMMUNITIES AT THIS TIME.

I THINK LISTENING IS AN ACTION THAT ANY OF US CAN TAKE.

I THINK SECOND... BECOMING AN ACTIONABLE ALLY, THERE'S MANY THINGS WE CAN DO AS ALLIES TO ALL OF THE MEMBERS OF THE BLACK AND AFRICAN-AMERICAN COMMUNITY IN OUR SOCIETY.

AND SO... WE NEED TO TAKE THAT LISTENING AND TURN THAT INTO ACTION.

AND... AS YOU HEARD CLARENCE'S COMMENTS, PEOPLE CAN'T JUST STAND BY.

WE HAVE A RESPONSIBILITY TO ACT AND PARTICIPATE.

WE'LL BE DOING MORE TO SHARE WITH OUR EMPLOYEES -- HOW THEY CAN ACTIVATE BEING AN ALLY IN WAYS THEY CAN HELP DRIVE CHANGE.

ANOTHER THING IS TURN ALL THIS ENERGY INTO ACTION.

YOU SAW YESTERDAY, THE DONATION THAT HANS MENTIONED, WE FOUND A NUMBER OF THE MOST-PROMINENT ORGANIZATIONS THAT HAVE BEEN LEADING THE CHANGE ON THIS FRONT AND WE'VE PUT A \$10 MILLION DONATION TOWARDS THEIR CAUSES.

WE'LL ACTIVATE VOLUNTEER PROGRAMS SO EMPLOYEES CAN CONTRIBUTE AND FIND WAYS TO TAKE THEIR ENERGY AND FEELING OF HELPLESSNESS AND DESPAIR AND BEGIN TO TAKE ACTION IN A WAY THEY FIND FULFILLING OR HELP THEM FEEL LIKE THEY'RE MAKING A DIFFERENCE.

IN THE COMPANY, WE HAVE A LOT OF THINGS WE CAN DO TO MAKE SURE WE'RE CONTRIBUTING TO HIRING AND ADVANCING AND DEVELOPING RICH CAREER PATHS FOR ALL THE EMPLOYEES IN OUR COMPANY, INCLUDING OUR BLACK AND AFRICAN-AMERICAN EMPLOYEES.

FINALLY, LEADING WITH EMPATHY.

SOMETIMES IT MEANS ONLY LEADERS NEED TO LEAD -- BUT EVERY INDIVIDUAL IS A LEADER IN THE LIFE THEY LED.

WE NEED TO TAKE THE TIME TO LEAD WITH EMPATHY.

WE'RE HUMAN.

WE'RE ON THIS PLANET TOGETHER AND EACH HAVE ONE LIFE TO GIVE.

AN IMPORTANT POINT THAT KRISTA MADE, EVERYBODY HAS A STORY.

MOST PEOPLE WANT THE SAME THING, TO LIVE A FULFILLING LIFE AND LEAVE THE WORLD TO THEIR CHILDREN IN BETTER HANDS THAN WE GOT TO INHERIT IT.

IF ANYONE IS FEELING HELPLESS OR DOESN'T KNOW WHAT TO DO, ANYBODY CAN DO THOSE FOUR THINGS.

WE'LL TAKE STEPS TO BRING THAT DIALOGUE FURTHER IN OUR COMPANY AND HELP PEOPLE KNOW HOW TO ENGAGE.

WHEN WE LOOK AT EMPLOYEE RESOURCE GROUPS AND OUR STRATEGY AS A COMPANY, OUR OBJECTIVE IS TO BUILD THE NETWORKS THAT MOVE THE WORLD FORWARD.

WE THINK THAT'S AN EXCITING PURPOSE THAT WE WANT EMPLOYEES TO FEEL GOOD ABOUT.

WE WANT TO BE NOT JUST ONE OF THE BEST EMPLOYERS, BUT WHY NOT BE THE BEST EMPLOYER?

WE'LL HAVE AN ENVIRONMENT WHERE EVERYBODY CAN THRIVE AND ALL EMPLOYEES EXPERIENCE VALUES AND CREDO AND WORK ENVIRONMENT, THE WAY WE DESIGNED IT -- NOT JUST A SELECT FEW.

FOR US, INCLUSION IS AS IMPORTANT A COMPONENT AS HAVING A DIVERSE WORKPLACE.

WE WANT TO HAVE A DIVERSE, INCLUSIVE AND COLLABORATIVE WORKPLACE.

WE HAVE TEN EMPLOYEE RESOURCE GROUPS, WE HAVE TENS OF THOUSANDS WHO JOINED THEM AND THEY SERVE AS A CATALYST FOR DIALOGUE LIKE THIS DISCUSSION AND OTHERS IN THE COMMUNITIES THAT PARTICIPATE IN OUR SOCIETY.

IT'S IT THROUGH LISTENING, ENGAGING THAT WE MAKE EACH OTHER BETTER AND THE WORLD WE LIVE IN BETTER.

WE CAN BE BETTER.

THIS ISN'T OUR FINEST MOMENT.

WE HAVE TO FIND WAYS TO TAKE A STEP FORWARD AND BE PART OF THE SOLUTION.

>> HANS: THANK YOU, CHRISTY.

I SHARE EVERYTHING YOU SAID AND HOW IMPORTANT THIS IS.

LET ME COME BACK TO THE PANELISTS, WE'RE SUCH A GREAT TEAM.

EXPERIENCE TO SHARE WHAT THEY'RE DOING.

VERY NORMAL QUESTION WOULD BE... HOW DO WE MAKE THESE MOMENTS A TURNING POINT?

AND WHAT ACTIONS ARE WE TAKING IN THESE TIMES AS YOU SAID, CLARENCE, I'LL START WITH YOU.

WE'VE SEEN THIS OVER TIME AND... AGAIN, HOW DO WE USE THESE SAD MOMENTS TO GO TO SOMETHING BETTER?

>> I THINK IT'S A MOMENT WE CAN TAKE HUGE ADVANTAGE OF.

I THINK THE IMPACT OF SEEING THE BEGINNINGS OF THAT.

WHEN I THINK BACK TO THE RODNEY KING EPISODE AND THINK BACK TO THE TRIAL AND WHEN THE VERDICT, INITIAL VERDICT CAME OUT... NOT GUILTY ON ALL ACCOUNTS... EVERYONE KNEW IT WAS WRONG.

I WAS WORKING IN NEW YORK AT THE TIME.

ESSENTIALLY ALL THE EMPLOYERS IN NEW YORK ALLOWED THEIR PEOPLE TO GO HOME EARLY.

EVERYONE KNEW IT WAS WRONG.

THERE WAS NO CONVERSATION ABOUT IT.

I THINK WHAT'S DIFFERENT HERE IS THERE IS, IN FACT, A NATIONAL CONVERSATION AND THAT'S THE IMPORTANT FIRST STEP -- THESE ARE ISSUES WE'VE NOT BEEN WILLING TO TALK ABOUT IN THE PAST.

I THINK, WE'RE HAVING THE NATIONAL CONVERSATIONS, WE NEED TO MAKE SURE THE CONVERSATIONS THEN LEAD TO ACTION.

SO MANY PEOPLE HAVE SAID, THE FIRST ACTION REALLY IS ON THE PART OF EACH OF US AS INDIVIDUALS.

AS MEMBERS OF FAMILIES, AS MEMBERS OF WORKPLACE COMMUNITIES.

WE HAVE TO BE WILLING -- WHEN WE HEAR SOMETHING, THAT IS SENSITIVE OR THAT DOESN'T REFLECT [BREAKING UP].

WE HAVE TO BEGIN TO CHALLENGE ONE ANOTHER AND WE HAVE TO, AS CITIZENS... BEGIN TO ASK THESE QUESTIONS -- THESE QUESTIONS AREN'T AS IMPORTANT AS ANY PUBLIC POLICY QUESTIONS -- PERHAPS MORE IMPORTANT THAT COME UP IN POLITICAL DIALOGUE.

WE HAVE TO BE WILLING TO MAKE IT THE CASE THAT NO POLITICIAN WOULD FEEL COMFORTABLE STANDING IN FRONT OF A GROUP WITHOUT ADDRESSING THESE KINDS OF ISSUES.

SO... I DO THINK IT STARTS WITH CONVERSATION.

CONVERSATION BEGINS TO LOOK TO A RESULT IN POLICY CHANGES AND IN BEHAVIOR CHANGES.

I'M ENCOURAGED THAT WE'RE HAVING THESE CONVERSATIONS, AGAIN... THE RODNEY KING VERDICT, STUNNING TO EVERYONE, BUT... EVERYONE WAS SILENT.

EVERYONE WENT HOME AND HAD THEIR OWN REFLECTIONS.

NO ONE TALKED TO ANYONE ELSE ABOUT IT.

AND THIS, I THINK, IS [INDISCERNIBLE], THIS FEELS A LOT DIFFERENT, TO SEE THAT.

>> HANS: THANK YOU, CLARENCE.

FOR THAT CALL FOR ACTION.

AND... MAYBE I'LL GO TO WENDY AND ASK YOU THE SAME QUESTIONS.

WHAT ARE WE DOING AT THIS MOMENT RIGHT NOW AND WHAT WOULD BE YOUR ADVICE?

>> HANS, I HAVE A HUGE AMOUNT OF PASSION AROUND THIS.

CELL PHONES ARE THE GREAT EQUALIZER.

I HAVE THE SAME CELL PHONE AS BEYONCE.

YES... THAT'S COOL -- BUT... WHAT'S MORE IMPORTANT IS THAT IT'S THE SAME CELL PHONE IN THE HANDS OF SOMEONE MAKING \$12 AN HOUR IN THIS COUNTRY.

WE HAVE THE ABILITY TO PUT INFORMATION IN THE PALMS OF PEOPLE'S HANDS.

AND I THINK WHAT'S BEEN AMAZING ABOUT THIS MOMENT IS THE REFLECTION OF HOW FOCUSED WE ARE ON THE NATIONAL ELECTION AND THAT WE ARE NOT FOCUSED ON LOCAL ELECTIONS.

AND... IF YOU DON'T KNOW WHO YOUR DISTRICT ATTORNEY IS, IF YOU DON'T KNOW WHO YOUR COUNTY EXECUTIVE IS, IF YOU DON'T KNOW YOUR SENATOR, IF YOU'RE NOT HOLDING THEM ACCOUNTABLE, WE ARE NOT GOING TO ALL BELIEVE THE SAME ACTIONS NEED TO BE TAKEN, BUT WE NEED TO BE EDUCATED, WE NEED TO KNOW WHEN ELECTIONS ARE HAPPENING, WE NEED TO VOTE AND THEN... BE ACCOUNTABLE.

BECAUSE... THE ONLY WAY THAT THIS IS GOING TO CHANGE IS FOR CHANGE TO HAPPEN.

WHEN PEOPLE ARE TALKING ABOUT THESE ISSUES... IF YOU AREN'T THINKING ABOUT ANSWERS, AND SAYING, WELL... MAYBE YOU JUST DON'T KNOW ABOUT THIS OR THIS OR THIS... THERE ARE NO ANSWERS THAT EXIST ALREADY.

THIS REQUIRES ABSOLUTE CHANGE, NOT JUST AT A NATIONAL LEVEL.

BUT... WHO ARE -- WHO IS ELECTING JUDGES?

WHAT KINDS OF DECISIONS ARE BEING MADE?

AND ONCE PEOPLE ARE IN OFFICE, WE HAVE TO HOLD THEM ACCOUNTABLE.

SO... I BELIEVE THE SAME WAY WE HAVE THE DIVIDE BETWEEN THE HAVES AND HAVE NOTS FROM AN ECONOMIC STANDPOINT, WE HAVE THE SAME PLACE IN EDUCATION AND VOTING.

WE HAVE AN INCREDIBLE TEAM IN THIS COMPANY THAT IS ENGAGED AT ALL LEVELS AND WE NEED TO LEVERAGE THAT TO HELP BRING KNOWLEDGE SO THAT THEY CAN PARTICIPATE.

AND I'D BE REMISS IF I DON'T PLUG FOR THE CENSUS.

MAKE SURE YOUR NAME IS COUNTED SO YOUR REPRESENTATION INCLUDES YOU.

THE ONLY WAY FOR THIS TO CHANGE IS FOR US TO UNITE AND REQUIRE CHANGE FROM THE PEOPLE WHO MAKE THE DECISIONS.

>> HANS: THANK YOU, WENDY.

THANK YOU FOR THAT CALL FOR ACTION.

AND... KRISTA, IF I GO TO YOU?

WHAT ARE YOU TAKING ON THIS MOMENT IN TIME?

>> KRISTA: I THINK IT'S AN OPPORTUNITY TO BUILD ON WHAT WE'VE DONE WITH LEADERSHIP TRAINING.

WE HAVE AN OPPORTUNITY TO TAKE IT TO A DIRECT PLACE.

WHAT WE'VE DONE WITH VULNERABILITY, LEADERSHIP EDGE, UNCONSCIOUS BIAS -- ALL OF THAT HAS BROUGHT US WHERE WE ARE.

THE NEXT LEVEL IS TO BE VERY DIRECT IN HOW WE EQUIP OUR LEADERS AND OUR EMPLOYEES WITH THE TOOLS AND THE SPACE TO HAVE A THOUGHTFUL, SUPPORTIVE DISCUSSION THAT IS SAFE, FREE OF JUDGMENT AND TRULY DONE WITH POSITIVE INTENT.

WE'RE WORKING ON A HUMAN CONNECTIONS TRAINING THAT WE HAD PILOTED BEFORE NOW AND WE'LL LOOK TO EXPAND THAT, BUT WE'LL DO IT WITH THIS IN MIND.

PEOPLE WANT TO KNOW HOW TO HAVE THIS DISCUSSION.

I SAID YESTERDAY AND I WANT TO SAY AGAIN, WE SPENT A LOT OF TIME TRAINING OURSELVES TO GUARD OUR WORDS AND ACTIONS.

IT WAS NECESSARY IN THE TIME WE WERE IN, AND THERE'S REASON TO HEED THAT ADVICE TODAY.

WE ALSO NEED TO UNLOCK OUR TEAMS AND HELP THEM UNDERSTAND HOW TO HAVE THE APPROPRIATE CONVERSATIONS SO IT DOESN'T OFFEND ANYBODY AND WE DON'T ISOLATE ANYBODY.

EVERYONE HAS AN OPPORTUNITY TO BE A PART OF THE SOLUTION.

>> HANS: EXCELLENT, THANK YOU, KRISTA.

THANK YOU FOR EVERYTHING YOU'RE DOING.

AND... YOUR REMARKS THERE ARE IMPORTANT.

RAM?

YOUR FINAL COMMENTS?

>> RAM: LOOKING AT IT FROM DIFFERENT COMPONENTS.

IF WE START FROM SOCIETY PERSPECTIVE, I THINK CLARENCE HIT IT EARLY ON IN THE CONVERSATION.

IT'S A QUESTION OF ACCOUNTABILITY.

HOW DO WE CONTINUE TO HOLD THOSE RESPONSIBLE ACCOUNTABLE?

THERE'S ALWAYS CONVERSATIONS ABOUT ORGANIZATIONS AND SCHOOLS.

IF THEY'RE NOT PERFORMING, IF THEY'RE NOT MEETING THEIR METRICS, HOW DO YOU DEFUND THEM?

HOW DO WE HOLD A CERTAIN DEGREE OF ACCOUNTABILITY TO THE LOCAL PRECINCTS AND GOVERNMENT GOVERNING THEM?

HOW DO WE LEVERAGE OUR INFLUENCE WITH PATHS IN POLITICS TO MAKE SURE WE NEVER TAKE OUR FOOT OFF THE ACCELERATOR.

HOW DO WE MAKE SURE WE CONTINUE TO HAVE THIS CONVERSATION, EVEN THOUGH THIS MAY NOT BE IN THE NEWS CYCLE ANYMORE.

WE ALL MENTION DIFFERENT NAMES, ALL HAVE TAKEN PLACE OVER 20 YEARS AGO, BUT... IT STILL CONTINUES.

IF WE'RE TALKING ABOUT THEM AND TALKING ABOUT HOW WE WANT TO ADDRESS IT, HOW DO WE ADDRESS THE UNDERLYING CONDITIONS OF WHY THESE THINGS HAPPEN?

THE UNDERLYING CONDITIONS IS BECAUSE OF THAT LACK OF EMPATHY, THAT LACK OF BEING ABLE TO VIEW THAT HUMANITY ACROSS.

SO... WE NEED TO ADDRESS THAT WITH A CERTAIN DEGREE OF EDUCATION AND AWARENESS.

THAT'S A SOCIETY COMPONENT -- FROM A WORKFORCE COMPONENT, WHAT ARE WE GOING DO?

IT'S ALWAYS -- I THINK IT'S ALWAYS IMPORTANT TO START WITH THE MAN IN THE MIRROR.

HOW CAN WE DRIVE A MORE-INCLUSIVE WORKPLACE?

WE HAVE THE UNCONSCIOUS BIAS FRAME.

ON TOP OF THAT, WE'RE ROLLING OUT CONSCIOUS INCLUSION TRAINING.

SPECIFICALLY... WHAT DOES CONSCIOUS INCLUSION TRAINING LOOK LIKE DURING THE TIME OF COVID-19 AND DURING THE TIME OF THESE RACIST ACTS THAT ARE KILLING AFRICAN-AMERICAN PEOPLE.

COVID-19 ARE KILLING AFRICAN-AMERICAN PEOPLE AT A FASTER RATE.

THAN IF COVID'S FOOT IS ON THE CHEST OF AFRICAN-AMERICANS AND ON THE NECK OF GEORGE FLOYD.

HOW DO WE ADDRESS THAT?

HOW DO WE DEAL WITH THAT?

HOW DO WE EQUIP MANAGERS WITH THE TOOLS SO THEY CAN HAVE THE CONVERSATIONS?

WE'RE ALSO ROLLING OUT HOW DO YOU HAVE GREAT CONVERSATIONS AND WE'RE DOING THAT.

TAKING A LOOK AT THE REPRESENTATION WITHIN THE ORGANIZATION IS ALSO IMPORTANT.

DURING OUR TOWN HALL YESTERDAY, WE HAD AN EMPLOYEE WHO ACTUALLY BROUGHT UP THE FACT THAT SHE'S BEEN WITH THE COMPANY FOR 16 YEARS, 16 YEARS AGO, SHE MADE THE COMMENT SHE'D LIKE TO SEE MORE AFRICAN-AMERICANS IN SENIOR LEADERSHIP ROLES.

SHE WAS TOLD, WE'RE WORKING ON IT, WE HAVE ACTION PLANS, WE'LL MOVE FORWARD WITH IT.

16 YEARS LATER, SHE HASN'T SEEN MUCH CHANGE.

WE NEED TO HOLD OURSELVES ACCOUNTABLE.

WE CAN DO BETTER -- WE CAN NO LONGER HIDE BEHIND THE EXCUSE OF -- HOW DO YOU FIND -- WHERE CAN YOU FIND QUALIFIED AFRICAN-AMERICANS?

NO... I KNOW WHERE TO FIND THEM -- WE KNOW WHERE TO FIND THEM -- WE HAVE GREAT HUMAN RESOURCE DEPARTMENT AND GREAT TALENT ACQUISITION TEAM.

WE'LL HOLD OURSELVES ACCOUNTABLE TO MAKE SURE THAT ALL VOICES ARE HEARD AND WE CONTINUE TO GIVE VOICE TO THE UNREPRESENTED COMMUNITIES.

THANK YOU.

>> HANS: THANK YOU, RAM AND ALSO, THANK YOU FOR THE IMPORTANT WORK YOU'RE DOING IN DIVERSITY AND INCLUSION AS A COMPANY AND HOW YOU CONTRIBUTE TO THE DISCUSSIONS AND... FOR MAKING US, BEING A STRONGER COMPANY AND... ACCOUNTABLE.

SO... THANK YOU FOR THAT.

FINALIZING UP WITH CHRISTY.

YOUR FINAL WORDS.

>> CHRISTY: THANK YOU, HANS AND THANKS, AGAIN, TO ALL THE GREAT INSIGHTS FROM THE FELLOW PANELISTS.

MY CLOSING COMMENTS FROM ALL EMPLOYEES ON BEHALF OF THE VLT MEMBERS, AS WELL, WOULD BE A COUPLE ACTIONS WE WANT TO PUT INTO PLACE.

FIRST, WE'LL CONTINUE CONVERSATIONS WE STARTED OVER THE LAST FEW DAYS.

THERE'LL BE OPPORTUNITIES TOMORROW EMPLOYEES TO JOIN AND PARTICIPATE IN CONVERSATIONS AND EVEN IF THEY'RE UNCOMFORTABLE, WE WANT TO HAVE THEM SO WE CAN MOVE FORWARD.

SECOND... WE KNOW THAT A LOT OF EMPLOYEES ARE FEELING UNDO STRESS AND ANXIETY ABOUT THE SITUATION AND SO... WE ARE MAKING AVAILABLE, EAP WORKSHOPS AND PLACES WHERE EMPLOYEES CAN GO AND JOIN AND SHARE AND GET ASSISTANCE AND SUPPORT FOR THE POTENTIAL STRAIN THAT THEY'RE FEELING, PERSONALLY... AROUND THE SITUATION.

THIRD... WE'RE GOING TO BE CONTINUING TO PROMOTE WAYS IN WHICH WE'RE POPULATING OUR VOLUNTEER PORTAL WITH WAYS PEOPLE CAN ACTIVELY PARTICIPATE IN SUPPORTING GROUPS, PUTTING ACTIVITIES TOGETHER TO ADVANCE RACIAL JUSTICE AND EQUALITY.

FOURTH, WE'RE GOING TO BE ACTIVATING AN ALLY NETWORK AND PUTTING TRAINING TOGETHER FOR PEOPLE THAT WANT TO BE ALLIES.

PEOPLE WANT TO DO MORE AND ARE WORRIED ABOUT DOING THE WRONG THING.

WE WANT TO REMOVE THAT FEAR SO WE GET THE BENEFIT OF THE COLLECTIVE TO GET IMPACTS FOR CHANGE WE WANT TO SEE.

FINALLY... WE'LL CONTINUE TO LISTEN AND USE ALL THAT LISTENING AS A LEADERSHIP TEAM TO COME TOGETHER, REFRESH, REVIVED AND CONTINUE TO HAVE D&I PLANS THAT PUT US ON A PATH TO BECOME THE BEST EMPLOYER WE CAN BE.

WE HAVE 145,000V TEAMERS, WHEN WE ADD IN THEIR FAMILIES, IT'S A HALF A MILLION PEOPLE.

IF WE ACTIVATE AND CREATE THAT ENVIRONMENT INSIDE THE WORLD THAT WE DO CONTROL... IT WILL BECOME INFECTIOUS AND IT WILL POPULATE THE COMMUNITY OUTSIDE OF OUR DIRECT CONTROL.

WE CAN BE A LIGHT AND EXAMPLE TO LEAD THE CHANGE.

THANKS.

>> HANS: THANK YOU, CHRISTY.

I'D LIKE TO SUM IT UP BY FIRST OF ALL, FOR SHARING AND LISTENING.

I'D LIKE TO THANK THIS GREAT PANEL FOR SHARING THEIR THOUGHTS, WHERE WE ARE AND WHERE WE CAN DO MORE.

ALSO THANKING EVERYONE THAT HAS JOINED US, LISTENING TO THIS, BECAUSE... IT'S A TWO-WAY STREET.

AND... I'M, I'M REALLY PLEASED TO SEE THE ENGAGEMENT WE HAVE AROUND THESE TOPICS.

AS V TEAMERS, THIS IS IMPORTANT TO US.

THERE ARE SO MANY THINGS SAID, BUT ONE THING I'VE SAID SO MANY TIMES DURING THIS PANDEMIC.

THIS IS THE TIME WHEN YOU REACH OUT TO V TEAMERS, COLLEAGUES, FAMILIES AND ASK, "HOW ARE YOU DOING?" YOU HAVE TO DO THAT.

THERE ARE SO MANY THINGS HAPPENING IN ALL OF OUR LIVES.

THERE ARE SO NEW AND SO DIFFERENT AND SO TOUGH.

REACH OUT.

TALKING TO ALL OUR FRIENDS, REACHING OUT AND ASKING HOW THEY'RE DOING.

IF THEY SAY THEY'RE OKAY, YOU ASK AGAIN.

THAT'S WHAT YOU NEED TO DO IN THESE TIMES TO SEE THAT ROLE AND WE HAVE THE TOOL.

WE CAN COMMUNICATE WITH EVERYONE AND... I HAVE MY LIST OF PEOPLE THAT I NEED TO TALK TO EVERY WEEK.

I CONTINUE TO DO SO, I JUST TELL EVERYONE TO DO THE SAME.

AND... JUST SUMMING UP, BECAUSE IT'S AN UP TO SPEED AND I ALWAYS SAY THE SAME THINGS AT UP TO SPEED.

REMEMBER IN THIS PANDEMIC, OUR PRIORITIES HAVE BEEN CLEAR.

NUMBER ONE, SAFE AND HEALTHY, ALL OUR EMPLOYEES.

THE EMERGENCY OPERATIONS CENTER CONTINUES TO WORK WITH ALL THE DIFFERENT LEADERS, THE STORES OR OUR FRONT LINES, AGAIN... IN SERVICE.

KYLE AND ALL THE TEAM -- WE CONTINUE TO DO THAT AND GET THE RIGHT INFORMATION OUT.

WE'RE ALSO IN PHASE III OF RETURN TO OFFICE.

WE GOT THE INFORMATION IN THE POLICY YESTERDAY, WE NEED MORE INFORMATION AROUND IT.

CHRISTY AND THE TEAM ARE WORKING WITH THAT.

WE TAKE THAT EXTREMELY IMPORTANT.

SECONDLY... KEEP OUR CUSTOMERS AND NETWORKS UP.

I CANNOT THANK MORE, OUR IT DEPARTMENT, OUR NETWORK DEPARTMENT -- KYLE AND HIS WHOLE TEAM FOR SEEING THAT WAY OR CONTINUING TO PERFORM EXTREMELY WELL IN OUR NETWORKS AND TIMES

LIKE THIS, WHEN COMMUNICATION IS VITAL, IT'S SO CRITICAL FOR SO MANY PEOPLE, AROUND THE WORLD, AND HERE IN THE UNITED STATES.

SECONDLY, THIRDLY... DOING THE SUPPORT TO OUR SOCIETY AND I THINK, YOU'RE SEEING WHAT WE'VE DONE WITH EVERYTHING FROM PAY IT FORWARD, DIGITAL DONATIONS, WE CONTINUE TO DO THAT -- WE DO IT BECAUSE IT'S PART OF OUR STRATEGY.

WE DO IT BECAUSE WE'RE THE FOUR STAKEHOLDERS, THIS BALANCING, DECISIONS EVERY DAY, WE THINK ABOUT THEM LONG-TERM.

THAT'S HOW WE DEAL WITH EVERYTHING FROM SHAREHOLDERS, EMPLOYEES, CUSTOMERS AND SOCIETY.

AND REMEMBER, WHEN WE TALKED YESTERDAY, THAT'S HOW WE GET IT ALL TOGETHER.

AND... FINALLY... YOU'RE SAYING WE'RE STILL HERE AT THE LEADERSHIP FORUM.

THE LEADERSHIP FORUM THAT WE HAVE AND... YESTERDAY, WE TALKED ABOUT BUSINESSES, OF COURSE, WE TALKED ABOUT THIS UPCOMING RACISM SITUATION.

WE ALSO TALKED ABOUT BUSINESS, CUSTOMERS, AND... TODAY, WE TALK MORE ABOUT SOCIETY, EMPLOYEES AND CULTURE.

IT ALL HANGS TOGETHER FOR US AT LEADERSHIP AND... YOU'RE GOING TO HEAR IT AS A V TEAMER.

FEEDBACK.

WE CONTINUE TO DO UNTIL WE'RE DONE, SINCE THE BEGINNING OF THIS PANDEMIC.

WE SHARE EVERYTHING WITH THE V TEAMERS CONSTANTLY SO YOU FEEL UPDATED.

CONTINUE TO SEND INFORMATION.

CONTINUE TO ENGAGE WITH US.

THAT'S THE BEST WAY TO CONTINUE TO EXECUTE WELL IN AN ENVIRONMENT THAT WE ARE RIGHT NOW.

ONCE AGAIN... THANK YOU VERY MUCH FOR TUNING IN.

I HAND IT OVER TO THE HOST OF THE UP TO SPEED LIVE, MR. JEREMEY.

>> JEREMEY: HANS, THANK YOU SO MUCH AND THANK YOU TO OUR PANEL FOR SHARING THOSE MESSAGES.

JUST GOING TO TELL YOU FROM WATCHING TWITTER AND E-MAILS THAT CAME IN FROM THIS, OUR EMPLOYEES ARE SO THANKFUL FOR HAVING THIS CONVERSATION.

ON -- ONCE THE REPLAY'S AVAILABLE, WE'LL LINK OUT TO SOME RESOURCES FOR YOU TO HAVE THOSE DISCUSSIONS WITH YOUR FAMILY, FRIENDS, AND REMINDER OF THINGS THAT WE HAVE, LIKE CHRISTY MENTIONED.

EAPS AND OTHER THINGS.

IT'S IMPORTANT TO CONNECT WITH OUR TEAMMATES AROUND THE WORLD.

DON'T FORGET... WE TALKED ABOUT CRIMINAL JUSTICE REFORM AS WELL, WITH CRAIG SILLIMAN IN A PAST PODCAST.

CHANGE IS GOING TO COME.

WE APPRECIATE YOU JOINING AND TALKING ABOUT THIS TODAY.

WE'LL CONTINUE THIS CONVERSATION AND BE BACK WITH YOU AGAIN TOMORROW.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.