

Verizon-Up To Speed Live (HR Takeover Webcast)
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>>> Stop me if you've heard this one before.
We are living through unprecedented --
>> Unprecedented --
>> Unprecedented --
>> Unprecedented --
>> Unprecedented --
>> I'm not sure how many times I've used the word unprecedented, but it's a really good word.
>> So much of what we do now is virtual.
Meetings, happy hours, graduations, even weddings.
Now it's time for a virtual anniversary.
Won't you join me?
[Cheers and Applause]
20 years ago on June 30th, Verizon was born.
It was an era of pay phones, dialup Internet, and not-so-smart wireless phones.
We've made so much history since then.
It's worth a look back at some of what went into who we are today.
There was our crisis response to September 11th, 2001.
>> I have seen people from everywhere down here working together, pulling together, and we're going to get this thing up and running.
>> A character-defining effort with V-teamers working round the clock to get things back up in a little more than a week.
There was this iconic campaign begun in 2002.
>> Can you hear me?
>> Can you hear me now?
>> Can you hear me now?
>> Some of you are so young, you may not know this guy actually worked for us first.
There was the birth of our Verizon credo in 2004.
>> Who is this company that we call Verizon?
>> Our historic pioneering of mass-scale fiber optics to the home with Fios.
Our recovery response to hurricane Katrina.
>> We're out here to help the people.
We're giving them the opportunity to call their friends and family.

>> Running to a crisis is something that will continue to define us year after year after year.

Our acquisition of MCI, which expanded our Verizon business group's global scale. We now reach more than 150 countries and almost all the Fortune 500 partner with us. There's our more recent acquisitions of AOL and Yahoo! Now in our media group. Not only are these iconic and loved global brands, but they also have some of the most forward-thinking talent when it comes to digital content, analytics, and next-gen platforms.

There's our obsession with being a network leader in 4G, Fios, 5G, one fiber. It's about the superior experiences we deliver for today and the groundbreaking ones we're building for tomorrow.

Our profound support of our V-team, day by day, we keep creating a more authentic, empowering and inclusive environment, becoming the company everyone wants to be a part of.

And our commitment to society.

Such as our Verizon innovative learning schools.

Our sustainability leadership, and the heartfelt work we do to make the world a better place.

Anniversaries are a reminder of how far we've come.

They're also a celebration of the power of sticking together.

It's about the past we share, the future we're building, and all our efforts to keep the world moving forward.

So happy anniversary, V-teamers.

Here's to our next 20.

>> A lot has happened in our 20-year history.

We have moved the world forward in so many different ways.

And through it all, there's one thing that's kept us on the same page.

>> Who is this company that we call Verizon?

>> We run to a crisis.

>> Not away.

>> We see crisis and change as opportunities.

>> Not threats.

>> We know teamwork --

>> Enables us to serve our customers.

>> Better and faster.

>> We believe integrity --

>> Is at the core of who we are.

We are committed to be part of the solution.

>> For some of our world's biggest challenges.

>> To make the world in which we work --

>> Better than it was yesterday.

>> We know our group for today --

>> Tomorrow will be better.

>> These are just some of the lines from our Verizon credo.

And this is who our credo is for.

>> My name is Corey.

I'm a managing director in Verizon business group.

I live in Raleigh.

I've been with Verizon for about ten years.

My wife and I recently had our first child, Avery is a 9-month-old.

I enjoy spending as much time as I can with them.

I joined Verizon at the beginning of my career.

Before that I graduated from east Carolina university.

Go pirates.

Verizon is the gold standard in telecom, remains innovative in technology.

I was inspired to join because of the culture, the people.

I have a lot of respect for the brand.

Verizon's evolved from a telecom to more of a technology organization.

I've been impressed with the way that we've been Trail Blazers in technology.

I'm constantly motivated by the people I work with across the globe and the focus that we've got for the customer experience and bringing the best of Verizon to them.

I started out, out of college, and I joined Verizon.

I was working back when operations overnight shift, I was able to complete my master's. Luckily Verizon supported me in that endeavor, but I was able to complete my master's in business administration.

I was interested in making sure that our customers continue to be cared for.

I'm very focused on trying to bring the best of Verizon, focused on enhancing my employees' career progression and developing them into what they want to do.

I'm also very interested in bringing 5G and the fourth industrial revolution to our customer base.

I like to fancy myself as a card trick entertainer.

So once in a while I pull out card tricks at parties and embarrass my wife, but I have fun with it.

I would encourage them to think about Verizon as being a technological Trail Blazer that is a company that cares deeply for their employee base as well as continues to focus on the customer.

We're doing some really slick things in technology, and we always care for our employees first and foremost, which is a real inspirational mission statement that we've got.

>> This quarter was really our first step into the new normal and an opportunity for us to rewrite the rule book.

>> Despite all the obstacles, our GN&T team continue to exceed targets.

>> As the traffic patterns in our network shifted, our engineers adjusted resources and implemented new solutions to increase capacity.

We continue to innovate 5G.

Which amplifies the reach.

We lit up mobile 5G in San Diego.

5G home in Detroit.

Kept evolving 5G network in Houston, Indy and L.A.

And how cool is this?

We induced the virtual lab to help our partners.

We continued our network winning streak with rave reviews from open signal, root metrics and J.D. power, all giving us great reviews for 4G, 5G and Fios. Our response teams answered every call to support essential services. Our field teams kept evolving how we work to continue to support our customers. And due to the pandemic, our technology team delivered years' worth of digital transformation in a matter of months.

>> During the quarter we continued to evolve our response.

That meant rapid redeployment of a large portion of our retail team.

Constantly evolving our customers digitally interact with us with a clear focus on social distancing and a nationwide curbside pickup pilot.

We launched the new Edge Plus which is an exclusive on Verizon.

The Samsung galaxy S20, 5G, and the latest iPhone, the SE.

We also launched a world first, the Lenovo Flex 5G.

That's the first PC built for 5G ultra Wi-Fi.

We introduced our own and very special Verizon Visa card.

Demand from customers is already sky high.

We created new prepaid plans to reward customers.

We offered even more entertainment options.

We gave students our best pricing with a new student discount.

We celebrated the second anniversary of visible, our all-digital carrier and we helped customers avoid over 5 billion robocalls to date, making us a leader in the industry.

>> Verizon business helped our customers in second quarter react and rebound as they felt their business continuity disaster recovery plans to really meet their customer requirements.

We've provided critical connectivity and devices to enable distance learning including with the Los Angeles unified school district and the state of California.

We stood up virus testing in quarantine centers and provided enhanced connectivity to temporary field hospitals and ships like the USNS Comfort.

We supported over 400 small businesses through our pay-it-forward small business grant program.

And that we proudly served more than 80,000 meals.

We continue to expand our portfolio of advanced business solutions none timelier than the addition of BlueJeans.

We expanded our virtual network services portfolio with Cisco for a more flexible and agile networking infrastructure, launched the integrated video for Verizon connect enterprise platforms, kicked off return to business as unusual, the new monthly webinar series for enterprise, and released the 13th edition of our data breach investigations report to spark critical security conversations with our business customers around the globe.

>> We have continued to meet changing customer behavioral shifts by innovating across advertising, subscriptions and transactions.

The launch of Verizon media immersive, the new suite of AR, VR and mixed reality products to power the future in content.

We partnered with cooler screen and Samsung to leverage emerging formats and connected TV.

We saw steady increases in the number of new advertisers and rose on the DSP.

Leaders choice awards for all nominated categories.

VSP, SSP, ad net for video and ad net for mobile.

This was the most wins for any nominated company.

We secured an industry first with Walmart by enabling Yahoo! Users to make their purchases through their inbox.

No other email provider allows users to do this.

We launched Yahoo! Light, a new site focused on well-being.

We donated 10 million in mental health organizations impacted by COVID-19.

And helping black-owned small businesses.

>> This has been another incredible quarter, proving yet again what this V-team is all about.

Which, again, we were honored as a top ten best company for multicultural women.

We celebrated Asian-Pacific heritage month, military appreciation month, including this V-teamer tribute and pride month with prism, which is our newly unified employee resource group.

We joined Amazon and global optimism in signing the climate pledge, hosted a virtual commencement series, class of 2020, ready for anything, featuring inspirational leaders like our very own and former President Bill Clinton.

And when yet another crisis struck, we opened our hearts, our minds and our resources to support urgent issues around social and racial injustice.

Forbes named us as the number one brand for employees in society in terms of dealing with the pandemic.

Brand finance recognized us as having the most telecom brand value in the world.

And we celebrated 20 iconic and world-changing years of Verizon's history.

>> Our second half is even more ambitious than the first half.

We need to keep our foot on the pedal.

>> Now is the time to double down, ideate, innovate and maximize the opportunities we have in front of us.

>> The best networks, the best experiences, the best service.

>> How and where our customers expect.

>> There are enormous opportunities ahead of us.

Let's go get them.

Forward together.

Go, fight, win.

>> Our purpose and passion are unbeatable.

>> I'd like to pay my bill.

>> Happy to help with that.

Your minimum payment due is \$75.

How much would you like to pay?

Yeah yeah yeah

>> I've been with Verizon for ten years now.

I'm currently a general manager.

I got my hair and makeup done.

I got a wardrobe sitting.

So it was a really cool experience.

It really is surreal because I have friends and family from New York, Texas, California, asking me if that was really me on camera.

Especially in times like today where we have so many scammers stealing identity.

Number lock is a feature that gives you the peace of mind knowing that your number is not going to get taken to another carrier without your authorization.

It's two clicks.

You literally type out number lock, it takes you to that page, and you can lock whichever number on your account that you would like.

It's been awesome to really be part of a commercial that, you know, means something.

Letting people know that we are keeping them safe by utilizing all the digital tools that we have is, you know, I'm really proud to be part of that.

>> What's a citizen?

It's believing in something.

And doing something about it.

Being responsible and following through on promises.

We're a company of 135,000 citizens.

And we have a plan to work toward a greater good, a better future to share, one that will move us all forward.

Citizen Verizon.

Our plan for economic, environmental, and social advancements.

>> Welcome to our Wednesday edition of "up to speed live." I'm Andy Choi.

We have a lot to unpack including news from Samsung unpacked.

We'll check in with our friend George shortly.

We're also live from the HR forum as Christy joins us today with more from the forum.

But first we have a network update as our colleagues continue to pick up after hurricane Isaias.

George, first and foremost, we hope you and your loved ones are okay.

We had Serge on yesterday.

An update on our team's work right now.

>> Thanks, Andy.

Thanks for inviting me.

It's certainly an honor to be on Verizon's most-watched daily news update.

Boy, this has been a crazy few days with Isaias landing as a hurricane in North Carolina and traveling up the entire northeast.

You know, we saw the devastating winds, the heavy rains that spawned numerous tornadoes leaving about 4 million people in its wake without power.

So I'm certainly glad that the worst is behind us.

The first thing to report is while many of the V-teamers are without power at home, everyone is safe.

And so now, as always, the network team is leaning into the crisis to ensure that our network is providing reliable service for our customers when they really need it most.

However, you know, our response to a crisis starts way earlier than when a storm hits.

It starts with how we design the network in the first place with reliability and redundancy

to be able to heal itself when nature damages it.

And then it starts with how we prepare for any eventuality by maintaining generators, mobile cell assets, satellite communication vehicles and, of course, our highly trained Verizon response team members that are prepared to deploy 24/7.

If we take a look at the wireless network, while we had a large number of sites running on backup generators, I'm happy to report that 99% of our sites are up and operational. As customers lost power to their home and home broadband, we did see a big spike, about a 30% increase in calls and about a 25% increase in Internet download.

But despite having a percent of our sites out of service, we were able to keep the customer impact on calls to a minimum because of the way we design our coverage. And while we did see some hotspots on the network on the data side with that 25% increase in LTE traffic, we're still able to keep our throughputs above 5 mega bits per second to serve our customers and the first responders and, you know, everyone that was reacting to the conditions around them.

Then on the wire line network, we have a number of central offices that are running on generator and numerous poles that were damaged in the storm.

The operations teams are on the ground assessing and repairing damage as we speak. We even placed engineers in various power company command centers like con Edison to assist with managing poles down across the network.

I've got a little example here of how quickly we run to a crisis in the middle of a hurricane.

At 1:00 in the afternoon, we had a central office in Pennsylvania that flooded and damaged the power equipment and a Fios router that served thousands of customers. By 3:30 P.M., the ops team had six pumps running and new equipment was being shipped in from New Jersey.

By 5:00, they had restored all the customers back to service.

So a couple quick shoutouts to Joe Russo's NMC team for pulling together the virtual EOC with participants across engineering, operations, both wire line and wireless.

Julie Slattery's network assurance team restoring the wireless network.

Kevin service's ops team for restoring the downed poles, cables and central offices.

And, of course, the engineering teams, my folks here in the northeast, Andrea's team in the Carolinas and the maintenance and corridor network engineering teams under Brian Trosper and Tara Moore.

And while I have you, I would be remiss if I didn't say I just wanted to give a shoutout to the network team for delivering another record-setting month in 5G ultra wideband sites put on air.

5G built right.

So thanks again to all the network teams out there.

Andy?

>> Absolutely, George.

And I echo that sentiment.

You hit it right on the head there.

We run to a crisis and in very little time, we've done so much to make sure our network is up and running.

And just thank you to you and your team and all the folks you mentioned for making sure that not only are we safe, we're also connected.

So George, thank you so much for that update.

>> Yep.

>> So, you know, what's interesting about all of that, of course, it mirrors the way we run to a crisis from an HR standpoint.

So we'll have more on that coming up in terms of, you know, HR running to a crisis as well as managing all that they do to make sure that our V-team is prepared for just about anything.

Before we get to our HR takeover, though, a couple of great announcements and some videos to share with you.

Of course, as we mentioned earlier, we have a lot to unpack including Samsung unpacked.

So let's roll that video with our device man, George.

>> Samsung unpack is my favorite event.

While I'm a little bummed it's going to be virtual this year, I'm not going to let that get me down.

Thanks to a little Verizon magic, I'm going to sit back and enjoy the show from the Barclays center.

That's better.

Now it's time to get psyched.

Samsung just unveiled the smartphones everyone has been waiting for, the galaxy note 25G and the note 25 ultra 5G.

Preorders start tomorrow, August 6th.

Here's why they're so awesome!

It's the perfect phone for work and play.

On the work side, it now has a refined S-pen that gives you a great pen-to-paper experience.

Letting you take notes, catch ideas and then be able to convert those ideas into Microsoft office documents.

Both phones were designed to work on the 5G network and our 5G low-band network later this year.

Wideband opens up a whole world of possibilities with the galaxy note 20.

Especially when you factor in the gaming power available on Samsung's new phones.

With the note 20 ultra's incredible 120 Hertz refresh rate and its intent battery that optimizes as you game and massive display, this really is the mobile pro-gaming setup that you're looking for.

Samsung has long been on the forefront of cutting-edge mobile camera technology.

And with the note 20 series, you can step up your video skills, too.

Both phones let you shoot pro-quality 8K video and change frame rates on the fly, giving you complete creative control.

The galaxy note 20 5G series is part of a whole new family of devices coming soon to Verizon including the galaxy bud bug's life, the watch 3, the A515GW, the first 5G tablets in the U.S., the galaxy S7 series, and my personal favorite, the galaxy Z full 5G.

I cannot wait to get one.

Stay tuned to [Verizonwireless.com](https://www.verizonwireless.com) for all news on all new galaxy products and visit Verizon on August 6th to preorder your note 5G starting at only \$999.99.

Hey, buddy, can I get a pretzel?

Come on over here, pretzel.

Wah, Wah.

>> George, thank you very much.

Might want to work on the virtual concessions there.

And thank you for unpacking all there is at Samsung unpacked and loving that bowtie.

Note to self.

Get more bowties.

Thank you, George.

Another great announcement to share with you today.

Verizon's now got the perfect way to make sure our students can stay more organized.

Our student discount just got better with six months free of premium.

Kyle, let's roll the video and look at some of the features.

It's a productivity app geared to make sure your work gets done, you find time to unwind and, of course, never miss a single to-do.

Students, we are here for you.

No more leaving that to-do list unchecked thanks to our partnership with to-do list.

Speaking of great partnerships, let's talk about HR as we get ready for our HR takeover here on up to speed.

HR, of course, has been our rock for us through it all, through COVID in addition to all the things they do to make sure that our lives move forward and forward together, of course, #HRforwardtogether.

With that in mind, here's a video from our friend Jeremy about all that HR has been doing the last few months here.

>> What's up, everybody?

Jeremy here.

In my role, I've had a front row seat to one of the most impressive performances of all time.

I'm talking about the way our V-team reinvented itself this year in the face of crisis after crisis.

When COVID-19 first hit, we all knew everyone was relying on Verizon, hospitals, schools, businesses, governments, families, and communities.

But the big question was, how would we be able to care for our employees and still keep everyone connected?

Our HR team started to do everything they could to care for the safety and well-being of our employees and also develop new ways so we can continue to serve the world around us.

That meant totally rewriting the rules.

To keep you informed in realtime, it fundamentally changed how we communicate with live daily updates and created a one-stop COVID employee resource page.

They delivered new benefits and leave policies around health and well-being.

Policies that also help V-teamers balance realities on the home front and care for their loved ones.

They designed and ran special surveys to make sure everyone continued to be heard.

They answered thousands of employee questions from all parts of the business to provide clarity and ease their minds.

They developed pay increases for our front line, recognizing their critical work in serving

our customers and keeping our networks operational.

They provided individualized and personalized support for those who tested positive for COVID-19 and made sure they knew you were here to help.

They offered a diverse array of wellness resources and encouraged everyone to practice self-care.

They helped launch virtual volunteering so those of us who felt stuck at home could still give back to our communities and the world.

They made it possible for over 100,000 of us to be able to work from home almost overnight.

And they kept evolving new ways of working for the safety of our employees and customers.

Things like quickly moving to home garaging to minimize tech's interaction with their teams.

They helped develop new field safety protocols in technology so they could also continue to keep customers connected.

They worked with our stores to institute social distancing and touchless retails.

They led a massive retail redeployment effort.

Now over 15,000 and counting, empowering V-teamers to stay meaningfully engaged and continue to serve our customers.

All the work we did to deal with a crisis earned us recognition.

Forbes magazine named us as the number one brand for employees in society in terms of the pandemic.

They never lost side of our culture, a culture of learning, career growth, always looking at new ways to do distance learning.

And when the next crisis hits, they continue to support us in becoming more transparent, more inclusive, and more giving.

It's all part of a desire to continue to make Verizon the best place to work there is anywhere.

Just as we are rightfully proud of Verizon for having the best networks, our HR team believes that at the heart of our networks is a human network, the V-team.

It's why they are so committed to giving us the best tools and support because when they do that, they know there's nothing we can't do.

>> There is nothing our HR team can't do.

And with that, let's go over to our HR takeover and bring in Christy.

You watch a video like that, and pride just starts to kind of swell up.

You think about all the things that HR has done in addition to the work that they do for us during ordinary times.

It's a lot, and so much to be proud of.

>> Andy, thanks so much.

What a great opportunity to have a little HR takeover up to speed today.

I've had the opportunity to participate with Jeremy and Hans and other VLT members throughout the last few months.

But to see in summary the work that the HR team has done over the last 125 days is pretty moving, and I want to make sure I start the HR takeover by giving a huge shoutout and a thank you to all of the members of the HR team who I think have really shown up in a way to make all of our V-teamers proud and put the V-teamers first in

terms of the way we provide HR support to Verizon.

>> Christy, I know that the next two days you and I will be involved in our HR forum. And I know our HR participants at the forum are watching live on our forum channel on BlueJeans there.

But talk to us about what the next two days will look like.

And give us a preview of what we should be thinking about when we think about our HR team.

>> Thanks for that, Andy.

So we embarked on a project in Q4 of last year to define HR data to really support the Verizon to that so we would have our own path of what was our great to fantastic journey and really lay forward what we had to build in terms of HR capability to allow Verizon to realize its vision of creating the networks that move the world forward. So we have some pretty awesome material on work we developed with over 100,000 input points from the V-team.

And we launched it at the beginning of this year.

And we're having check-ins every quarter.

So over the next two afternoons, we're going to hear from various members of the HR team on progress they're making against key objectives this year or our transformation objectives.

We've also got guest visitors from the VLT like Kyle who will talk about 5G network deployments and some outside experts coming to join us.

So I think just a great time to make sure we can bring home the second half strong for Verizon.

>> Very good.

So Christy, this is your -- the floor is yours.

Let's go to those slides.

And let's talk about what HR is up to during this takeover here.

>> Thank you so much, Andy.

So, of course, an opportunity to talk about what we're doing in HR is always very exciting.

So if you would, I've got a few slides here to share with all of you today at the V-team and those of you at the HR forum.

I want to start with what is the actual mission of HR?

And I think the thing that's important to remember is, you know, we at human resource exist to serve the Verizon company, employees and leaders.

And so we feel it's our mission to deliver the challenge to create the networks that move the world forward.

You can see our mission is tied to the purpose statement of the company.

And so if you look at the second slide, what I highlight here is what does that actually mean?

Those are some words, they sound awesome, but how do we translate that mission statement into action?

And for us, that means that we're going to attract the right talent for our future.

And you might say, what does that mean, Christy?

What's the right talent?

And for me personally that means people that are excited about our purpose and they

share our values.

And all the rest we can teach.

We want to make sure we're attracting the right people to join the V-team.

Second, we want to have a company and an environment where people can develop to their fullest potential.

Each of us as individuals have personal and professional goals, and we know over the arc of our careers we're going to have to continue to reskill and reinvent ourselves as the world around us is evolving quickly.

And we believe at Verizon we're going to have an environment and an HR capability where people can develop to their fullest potential.

And finally, we want our employees to be inspired to build their career here.

We're going to have an amazing culture.

We're going to be one of the best places to work in the world.

And we're going to have recognition and an environment where people want to stay and be a part of.

And so that's our HR mission in a nutshell.

And if you move forward to the next slide, what you can see is we take that high-level HR mission and say, okay.

But now what do we need to do in 2020?

2021?

And so we call this our HR annual operating plan.

And these are going to be the critical initiatives that have to be delivered in a year so that Verizon can realize its operating plan for the year.

And we have four key components of our HR annual operating plan.

First and most importantly we start with the business.

Our work isn't formed by what the business needs us to do.

So we have a series of critical business initiatives that the operating units and staff leaders have said are really important for us to deliver for them.

And our HR business partners are deeply involved in working on those.

That also then informs what are the capabilities that the HR center of excellences need to provide?

And so we need to be delivering world-class capability, whether it's in recruiting or labor relations or compensation of benefits, training et cetera.

Our third plank is we want to enable Verizon realizing its cultural transformation.

And so that's where we're doing work on employee north star, our culture initiatives, diversity and inclusion and the like.

And finally we want all of that to be powered by HR tools and people analytics that are really modern and giving people much more of a consumer-grade experience.

And on the next slide just to give you a sense, those high-level four buckets get translated into very detailed objectives.

You can see here, our green, yellow, red scorecard, there's a lot of green on that page.

In addition to doing all the work to support COVID, the HR team has been able to keep on track the deliverables the company is counting on us to deliver in 2020.

A couple of highlights of the things that we delivered in the first half are on the next slide.

I'll just hit the top five.

First, it's hard to remember because this is one of those years where it feels like five years have happened in the last two quarters.

But at the beginning of the year we launched the stock together program which we're really excited about, Andy.

This is allowing every V-teamer to get a stock grant every year and continue to drive their affinity and affiliation with the company by being an actual owner.

We delivered that.

There's a web page where employees can come and track their stock grant.

Again, this will be growing over time.

We also revised our plan so that they align with the new business unit structures that we have and the plans that we have.

In fact, last week all of our leaders shared with their team what we need to do to pull out the second half of the year.

We also have my edge which is a whole leadership development series.

We actually pivoted with digital to make a whole podcast series as well as a digital -- almost like a YouTube series where people can download and binge watch leadership edge accomplishments from experts as well as V-team leaders who have stepped up and demonstrated our leadership principles in this period of time.

Speaking of leadership principles, at Hans deployed Verizon 2.0 and all of the new leadership principles, we started the year by embedding those in all of our leadership classes, all of our human resource tools, performance management and the like so all of our employees can be growing the skills better highlighted in our leadership principles.

And so when we think about our four stakeholders on the next slide, I want to take a minute to just highlight employee north star.

So you often hear Hans talk about we need to be successful as a company, we need to take care of all four of our stakeholders.

We have customers, we have shareholders, we have employees, and we have society.

And so as HR leader, our team takes a lot of responsibility for what is the employee north star and how do we make sure that we're moving forward to achieving that, and then how do we actually measure that?

How do we not just talk to ourselves about it but listen to our employees and benchmark ourselves to say really are we achieving that?

And so with input from all of our employees last fall, we crafted this employee north star statement that says we want empowered individuals working together with personal accountability to drive collective impact toward a shared mission and purpose and for Verizon that's creating the networks that move the world forward.

And so on the next slide what you can see is VZ pulse plus.

I've got to highlight this a little bit, Andy.

We're in the middle of our first pulse plus.

So we started last year with the pulse survey.

We did four pulse surveys, one a quarter.

We started this year with our first quarter pulse survey.

We pivoted in Q2, and we actually did one survey per month that was very COVID-specific.

But now we're back on task with our pulse survey.

And it's pulse plus because we've got more questions, and we've partnered with Gallup who has over 40 million responses in their database, over 4,000 companies in 200 countries.

So we're going to hear from our V-team.

We're going to know what you think, how we're doing about achieving that north star statement, bringing our culture to life, and the like.

And we're going to know how we're doing against the best of the best companies in the world.

Right now at this moment, we have about 70% completion, about 100,000 employees. The survey's open till August 10th so we're going to keep pushing and asking all of you to take the time to complete your pulse plus survey.

That will be the way that we can collectively own our culture, our environment and make Verizon the place that we all want to work and that best place in the working world that I know we can be.

And so finally, just highlighting two of our transformation initiatives, Andy.

One of the things we set out to do was with our new Verizon, our new purpose statement and our new mission for the HR function, we felt that it was important to have an employee value proposition.

Why Verizon?

Why work here?

Not only to use and bringing on new employees and recruiting talent of a company, but I like to say re-recruiting our existing employees every day.

I want people to really feel connected to why they work at Verizon and what are the reasons that they should stay at Verizon.

And so a couple of things that are exciting about our employee value proposition is we developed this with a ton of input from our new employees from prospective employees, with outside focus groups, as well as validation with employees within the company and our own along with Karen Steck and a number of leaders on the HR team built out this project.

And we're just sharing it for the first time here today.

But this is what our employees told us.

And you can see here in our employee value proposition, we've got four main planks.

And we've got -- we're going to be weaving these into all of the ways we talk about being an employee here at Verizon.

And it's really going to be anchored in being part of our network of people, and so we're very, very excited.

So stay tuned.

You're going to see a lot more about this.

Today is just a teaser.

And then finally on the next slide, we also know our employees told us through the surveys we've done so far and as we talked to them throughout the last six, seven months, people really want to understand how they can develop themselves, how they can grow and what are all their opportunities to have a career at Verizon.

And so we've got a project going on to build out what we're calling talent GPS.

And so we're going to have an employee, a manager and a company view, so to speak, of what are all the jobs we have in the company.

We'll have job families such as commercial or human resources or operations or technology.

Inside of that there will be subfunctions.

And inside of that there will be jobs and levels.

And all employees will be able to see all of the jobs that are available, what the skills and competencies are for those jobs.

They'll be able to use that to build their development plan and really think about their own career.

So employees will have the tools they need to build that out for themselves.

So Andy, that's my HR takeover for today.

We've got a lot going on aside and on top of and most importantly supporting our employees with COVID, keeping people safe, and ensuring that Verizon can operate and keep all of our customers connected just like we heard from George at the beginning of this broadcast.

>> Absolutely.

So many great parallels to that.

It's great to see the new employee value proposition as well.

Thank you so much for sharing that.

And, of course, you know, not that it's like, an official day, but what a perfect day, the start of the HR forum to thank the HR team.

And so perhaps a call to action for all of us to -- if you've got someone on the HR team that's been helping you out in the last few months, send them a note.

Say thanks.

Shout out to them on Twitter.

You know, maybe retweet this up to speed link and shout out our HR team.

And with that in mind, Christy, I just want to say thank you to you for being such a wonderful leader and thank you to your team for making sure that all of our questions and all of our concerns are answered.

Really looking forward to a great couple days here.

So thank you very much, Christy, and our thanks, of course, to George as well for the network update.

Before we go, I do have a quick programming note.

So up to speed will not be airing tomorrow.

There will be no up to speed.

But in place of that, Kyle, let's go to that slide.

Happening at 1:00 P.M. eastern, we've got a live 5G event tomorrow that you don't want to miss.

Check your calendars for that link.

Again, 1:00 P.M. eastern in place of up to speed.

Make sure you tune in.

I see George on the back end of BlueJeans here pumping his fist for that event.

Again, no up to speed, but make sure you check out this live 5G event tomorrow at 1:00 P.M. eastern.

With that, thank you and a special thank you to our HR team audience.

Thanks so much for watching, everyone.

Until next time, you're "Up to Speed."