

Verizon
Up To Speed Live
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HARDEMAN REALTIME, INC.
and GRAHAM INTERPRETING, INC.

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>> HELLO AND HAPPY MONDAY TO YOU.
THANKS FOR JOINING UP TO SPEED LIVE TODAY.
WE HAVE A SPECIAL GUEST JOINING US LIVE.
MR. CRAIG SILLIMAN WILL BE JOINING US IN A FEW MOMENTS.
CRAIG HEADS OUR LEGAL AND PUBLIC POLICY TEAMS, CURRENTLY SERVING
AS INTERIM HEAD OF HR, SO, HE WEARS MANY HATS AND DOES IT WITH
EASE, I MIGHT ADD.
CRAIG WILL BE TALKING TO US ABOUT OUR COVID PLANS AND WORK
FORWARD TODAY
BEFORE WE GET TO CRAIG, SOME NEWS TO SHARE WITH YOU.
WE ARE MONITORING A FEW DIFFERENT CRISIS RIGHT NOW, AND AS WE
ALWAYS SAY, WE RUN TO THEM.
LET'S START WITH THE WILDFIRES IN THE WEST, PARTICULARLY
CALIFORNIA, MONTANA, OREGON, AND WASHINGTON.
OUR NETWORK TEAM IS WORKING TO KEEP EVERYONE ONLINE THERE.
WE ARE OFFERING DATA RELIEF TO OUR CUSTOMERS, AFFECTED BY THE
DIXIE FIRE IN NORTHERN CALIFORNIA.
WE ARE ALSO KEEPING AN EYE ON TWO STORMS IN THE ATLANTIC.
WE'VE GOT TROPICAL STORM FRED EXPECTED TO COME ASHORE IN THE
FLORIDA PANHANDLE, LOTS OF RAIN, POSSIBLE STORM SURGES THERE.

WE'LL BE WATCHING THAT

TROPICAL DEPRESSION GRACE IS HEADED TOWARDS THE DOMINICAN REPUBLIC AND HAITI.

HAITI ALREADY COPING WITH A STRONG EARTH THERE.

AND OF COURSE, WE'LL KEEP YOU POSTED ON WHETHER CUSTOMERS IN THAT AREA WILL RECEIVE DATA RELIEF THERE AS WELL.

WE'RE KEEPING EVERYONE AFFECTED IN OUR THOUGHTS AND ENCOURAGE YOU TO DONATE TO THE V TO V FUND.

YOU CAN CHECK OUT THE EMERGENCY RESOURCE CENTER TO FIND THE LATEST DETAILS ON OUR EMERGENCY RESPONSE.

OVER THE WEEKEND, RACE FANS WERE PUMPED TO WATCH ALL THE ACTION UNFOLD AT THE INDIANAPOLIS MOTOR SPEEDWAY WHERE VERIZON DRIVER WILL POWER WON TOP HONORS ON SATURDAY.

I LOVE HIS NAME AND VERIZON 5G WAS CENTER STAGE.

LET'S CHECK OUT SOME OF THE SCENES.

THROUGH OUR PARTNERSHIP WITH GOPRO, THESE MAGICAL BEHIND THE SCENES IMAGES BROUGHT RACE FANS STRAIGHT TO THE TRACK.

THE 5G TEAM VERY EXCITED.

FANS WERE ABLE TO FOLLOW ALONG ON SOCIAL FOR NASCAR AND INDYCAR RACES.

THESE GOPRO ANGLES ARE SO COOL.

THE POWER OF VERIZON 5G ENABLED CONTENT EDITING AND UPLOAD WITH FASTEST SPEEDS ON THE TRACK.

LOTS FOR RACE FANS TO CHEER FOR AND ONE OF THE MANY REASONS WHY THERE'S ONLY ONE BEST NETWORK.

WITH THAT, WE'LL TURN TO OUR LIVE GUEST AS WE MENTIONED AT THE TOP OF THE SHOW.

A LEADER WHO WEARS MANY HATS, DOES IT WITH EASE AND COMPASSION, MR. CRAIG SILLIMAN, WELCOME TO UP TO SPEED.

THE LAST TIME YOU WERE ON WAS DURING EARNINGS.

YOU MENTIONED SOMETHING ABOUT ME, MAYBE, YOU KNOW, KIND OF FIXING THE EARNINGS CALL, SO THAT INTERN AUDI DOES ALL THE WORK.

WITH THAT SAID, WELCOME TO THE SHOW, SIR.

>> CRAIG: I THOUGHT YOU WERE NEVER GOING TO INVITE ME BACK.

AFTER I TURNED YOU THAT AUDI AT INTERN WAS DOING A GOOD JOB. BY THE WAY, JOKING ASIDE, THE INTERNS WERE FANTASTIC. THEY WERE SO IMPRESSIVE.

>> ANDY: ABSOLUTELY.

>> CRAIG: COOL WATCHING PEOPLE LEARNING AND THINKING ABOUT WHAT TO DO IN THEIR CAREERS.

WHEN I RETIRE, I WANT TO COME BACK, I'LL APPLY FOR AN INTERNSHIP WITH YOU, ANDY.

I WOULDN'T BE AS TALENTED AS THOUGH INTERNS, YOU WOULDN'T PUT ME ON UP TO SPEED OR ANYTHING.

I COULD COME TO YOUR DRESSING ROOM RIGHT BEFORE.

I COULD HELP MANAGE YOUR ADORING FANS.

NO, NO, NO.

MR. CHOI WILL NOT SIGN YOUR BABY'S FOREHEAD.

HERE'S A SIGNED AUTOGRAPH.

KEEP ME IN MIND, ANDY, I THINK I GOT WHAT IT TAKES.

>> ANDY: I LIKE THESE IDEAS.

WE NEED TO REUP THE SUPPLY OF 8 BY 10 GLOSSIES, THAT WE DON'T HAVE.

YOU CAN REORGANIZE THE BOWL OF RED M&MS THAT I ALWAYS ASK FOR --

>> CRAIG: I GOT A FEW THINGS ON MY PLATE.

ONCE I'M DONE WITH THESE, THAT'S MY ASPIRATION.

>> ANDY: OKAY, LET'S TALK ABOUT THOSE FEW THINGS.

YOU WEAR MANY HATS.

BEFORE WE DIVE INTO DETAILS THOUGH, I WANT TO STATEMENT I KNOW IT -- -- START.

IT WAS A BIG WEEK LAST WEEK.

WANT TO GIVE V TEAMERS A SENSE OF HOW WE'RE TRACKING THE COVID RESPONSE STRATEGY.

>> CRAIG: THE GREAT THING ABOUT THIS TEAM, THE CROSS FUNCTIONAL TEAM THAT HAS BEEN OUR COVID RESPONSE TEAM FROM DAY ONE OF COVID.

WE'RE MONITORING EVERY DEVELOPMENT FROM ALL OVER THE WORLD.

WE HAVE BEEN READY AT EVERY STAGE FOR ANY DEVELOPMENT.

THE DELTA VARIANT HAS BEEN TAKING OFF.

IT PROVIDED SOME UNWELCOME DEVELOPMENTS IN TERMS OF THE COVID WORLD THAT WE'VE ALL BEEN DEALING WITH.

THE GOOD NEWS; WE'RE PREPARED.

WE'VE BEEN PREPARED ALL THROUGHOUT.

WE'RE PREPARED FOR WHATEVER TWISTS AND TURNS THE COVID VARIANT CONTINUES TO THROW AT US, BECAUSE OUR COVID RESPONSE TEAM IS A FANTASTIC, WELL-PREPARED GROUP.

WE'RE READY.

>> YEAH, SO, THERE'S A LOT, OF COURSE, TO THINK ABOUT WHERE IT COMES TO THE DELTA VARIANT AND THE HR TEAM IS ON TOP OF THAT, OF COURSE.

TALK TO US ABOUT WHAT CHANGES MAY BE TAKING PLACE BASED ON THIS DELTA VARIANT AND WHAT WE CAN EXPECT AS EMPLOYEES?

>> CRAIG: THAT'S A GREAT QUESTION.

LAST WEEK, WE MET WITH HANS AND THE REST OF THE VLC AND DECIDED ON TWO POLICY CHANGES THAT I WANT TO ANNOUNCE TODAY.

FIRST, YOU KNOW, WE'VE BEEN WORKING ON WORK FORWARD FOR SEVERAL MONTHS.

WE HAVE ABOUT 70,000 PEOPLE AROUND THE WORLD.

BEEN GOING THROUGH TRAINING, GETTING THEIR BADGES.

ON THE NEW HYBRID WAY OF WORKING AS WE MOVE FORWARD AND WE HAD ANNOUNCED THAT ONCE EVERYONE GOT THEIR BADGES, WE ENCOURAGE PEOPLE TO COME INTO THE OFFICE, BUT THEY WOULDN'T BE REQUIRED TO COME INTO THE OFFICE ON THEIR NEWLY-ESTABLISHED SCHEDULES UNTIL AFTER LABOR DAY, SEPTEMBER 7TH.

GIVEN WHAT'S GOING ON WITH COVID-19, WE DECIDED TO PUSH THAT BACK BY ABOUT TWO MONTHS TO NOVEMBER 1ST.

THAT WEEK OF NOVEMBER 1ST, IS THE NEW DATE WHERE WE WILL BE REQUIRED TO COME INTO THE OFFICE ON OUR NEW SCHEDULES.

THAT'S IN THE U.S., IF YOU ARE OUTSIDE THE U.S., WE WILL BE COMMUNICATING ON A COUNTRY BY COUNTRY BASIS, DEPENDING ON THE SPECIFIC CIRCUMSTANCES THERE.

AND EVERYWHERE, AGAIN, THE OFFICES ARE OPEN.

THEY'RE AVAILABLE.

YOU CAN COME IN IN THE INTERIM, BUT YOU WON'T BE REQUIRED IN THE U.S. TO COME IN UNTIL NOVEMBER 1ST

FOR OUR ASSOCIATES WORKING FROM HOME, OUR CURRENT AGREEMENTS WITH THE UNIONS RUN THROUGH SEPTEMBER 30TH.

WE'LL BE TALKING TO THE UNIONS ABOUT WHAT HAPPENS AFTER SEPTEMBER 30TH.

THAT'S POLICY CHANGE NUMBER ONE.

FOR THOSE WHO ARE IN A HYBRID WORKING ENVIRONMENT, WHERE YOU RECEIVED YOUR BADGE, WE PREVIOUSLY TOLD YOU WE WANTED YOU IN THE OFFICE BY SEPTEMBER 7TH, SHOWING THAT WEEK OF SEPTEMBER 7TH, NOW WE'RE PUSHING THAT BACK TO THE WEEK OF NOVEMBER 1ST

SECOND POLICY CHANGE WE'RE MAKING HAS TO DO WITH OUR MASKING POLICY.

YOU KNOW, WE'VE SEEN A LOT OF STUDIES ABOUT THE IMPORTANCE OF MASKS AND HELPING CONTAIN THE SPREAD OF THE DELTA VARIANT.

BEGINNING IMMEDIATELY, IF YOU WORK IN ONE OF OUR RETAIL STORES, WHILE ON THE STORE FLOOR, YOU'RE REQUIRED TO WEAR A MASK.

IF YOU'RE IN THE BACK OF THE STORE AND ABLE TO DISTANCE FROM YOUR COLLEAGUES, YOU DON'T HAVE TO WEAR A MASK.

BUT IF YOU'RE ON THE STORE FLOOR, YOU'LL BE REQUIRED TO WEAR A MASK.

IF YOU'RE WORKING IN ONE OF OUR OFFICES, LIKEWISE, IF YOU'RE IN A SITUATION WHERE YOU CAN'T DISTANCE FROM PEOPLE, IF YOU'RE IN A SMALLER CONFERENCE ROOM, PASSING PEOPLE IN HALLS, GOING TO THE FOOD HALL, YOU'LL BE REQUIRED TO WEAR A MASK.

SO, THOSE ARE THE NEW POLICIES, THEY'LL CHANGE ON THE RETURN TO OUR NEW WORK FORWARD WAY OF WORKING ON A MANDATORY BASIS AND NEW MASKING POLICY IS HERE EFFECTIVE IMMEDIATELY.

FOR THOSE IN THE RETAIL STORES OVER THE NEXT COUPLE DAYS, THE RETAIL TEAMS WILL BE WORKING ON THE NEW SIGNAGE AND GETTING THOSE OUT TO IMPLEMENT.

>> ANDY: CRAIG, THANK YOU, OF COURSE, WITH MVP THESE WORK FORWARD UPDATES, THERE'S A LOT OF DETAILS THERE, WE WILL OF COURSE, IF YOU'RE WATCHING THE REPLAY, MY GUESS; YOU'LL BE SCROLLING BACK TO THIS SECTION AND LOOKING AT THE STORY COPY.

NOVEMBER 1ST IS THE DATE WE'LL BE LOOKING AT.

IT'S FUNNY, CRAIG, I WAS PUTTING ALL MY MASKS AWAY FOR AWHILE, BUT I'LL HAVE THEM BACK AND YOU'LL SEE A LOT OF IT AROUND HERE.

YOU ALREADY SEE THE FOLKS IN HERE WEARING MASKS AND REALLY THINKING ABOUT THEM.

IT'S THE WAY WE'VE EVEN POSITIONED THIS SHOW, CRAIG, WHERE YOU'RE VIRTUAL AND I'M HERE IN THE OFFICE.

THIS IS SORT OF THE REALITY THAT WE'VE BEEN JUGGLING AND CERTAINLY, IT, YOU KNOW, IT'S NOT A PERFECT SITUATION, BUT, IT'S ONE THAT SO MANY V TEAMERS ACROSS THE WORLD ARE STARTING TO REALLY DO WELL IN AND THRIVE IN.

WE CONTINUE TO DO THAT

FOLLOWING UP ON SOME OF THE PROTOCOL HERE, I KNOW THERE'S BEEN A LOT OF TALK ABOUT THE VACCINE AND SO MANY PEOPLE, THEIR THOUGHTS AND OPINIONS DIFFER ON THE VACCINE.

DOES VERIZON ANTICIPATE THE MANDATING OF VACCINES?

>> CRAIG: THAT'S A GREAT QUESTION.

IN ALL OF THESE THINGS, WE'RE CONSTANTLY MONITORING THE GUIDANCE FROM PUBLIC HEALTH OFFICIALS.

THEY'RE THE REAL EXPERTS IN THIS AREA.

WE CURRENTLY DO NOT HAVE ANY GENERAL MANDATE FOR VACCINES IN THE COMPANY.

WE'RE ACTIVELY CONSIDERING ALL OUR OPTIONS IN THAT AREA.

AS WE'VE SAID MANY TIMES, EVEN WITHOUT A MANDATE, WE ENCOURAGE YOU TO GET A VACCINE.

THE SCIENCE IS CLEAR OUT THERE, THE VACCINE IS EFFECTIVE IN REDUCING THE CHANCES OF YOU GETTING COVID AND IT'S ALSO BECOMING INCREASINGLY CLEAR THAT IF YOU DO GET THE COVID, YOU WILL BE

LESS-SEVERELY IMPACT FADE -- -- IMPACTED IF YOU HAVE THE VACCINE.

WE'RE CONSIDERING WHETHER WE MAY CHANGE THAT GUIDANCE, RIGHT NOW, WE WANT TO ENCOURAGE YOU TO GET THE VACCINE AND IF YOU HAVE ANY QUESTIONS, TALK TO YOUR HEALTH CARE PROVIDER ABOUT THE BENEFITS OF THE VACCINE.

I THINK THAT'S IMPORTANT.

GET THE ANSWERS FOR YOURSELF.

GET THEM FROM YOUR HEALTH CARE PROFESSIONALS.

IF THERE ARE CHANGES IN THAT GUIDANCE, WE'LL BE BACK HERE TO LET YOU KNOW.

>> ANDY: THAT KNOWLEDGE SO EMPOWERING FOR EVERY INDIVIDUAL TO KEEP TALKING ABOUT THIS, THINKING ABOUT THIS WITH THEIR LOVED ONES AND OF COURSE, YOUR COLLEAGUES.

CRAIG, YOU MENTIONED WHAT'S HAPPENING IN THE STORES AND MASK USAGE.

LET'S TALK TO OUR V TEAMERS IN THIS FIELD, IN THE STORES.

THESE ARE TEAMMATES WHO, FROM THE BEGINNING, HAVE REALLY STEPPED UP, SAYING "I'M GOING TO SERVE MY CUSTOMERS, IN SOME OF THE MOST-INTIMATE WAYS WE COULD THINK OF IN THE COMPANY.

WHAT SHOULD THOSE FIELD TEAMS, OUR RETAIL STORE TEAMMATES, WHAT SHOULD THEY BE THINKING ABOUT RIGHT NOW?

>> CRAIG: IT'S HEALTH AND SAFETY, FOR US, THE NUMBER ONE PRINCIPLE IS HOW DO WE LOOK OUT FOR YOUR HEALTH AND SAFETY.

I WOULD ENCOURAGE YOU TO MAKE SURE YOU ARE LOOKING AFTER YOUR OWN HEALTH AND SAFETY.

NOT JUST FOR YOURSELF, BUT FOR YOUR FAMILY AND FRIENDS.

IT'S IMPORTANT YOU TAKE CARE OF YOURSELF, PROTECT YOURSELF.

THAT MAY BE GETTING VACCINATED, WEARING MASKS.

WE HAVE A GOOD SUPPLY OF MASKS, WE'LL MAKE SURE EVERYONE HAS THE MASKS THEY NEED TO PROTECT THEMSELVES.

THAT'S MOST-IMPORTANT.

WHAT WE DO EVERY DAY IS SO VITAL IN KEEPING PEOPLE CONNECTED.

SERVING THOSE CUSTOMERS.

IF YOU'RE NOT HEALTHY, YOU CAN'T DO THAT.

YOU HAVE TO CARE FOR YOURSELF, FIRST.

IN ORDER TO SERVE THOSE CUSTOMERS.

SO, WE WAKE UP EVERY DAY THINKING ABOUT YOUR HEALTH AND SAFETY, I ENCOURAGE YOU TO DO THE SAME.

DO WHAT YOU NEED TO DO TO KEEP YOURSELF SAFE.

GET VACCINATED, WEAR MASKS AND LET'S MAKE SURE WE'RE ALL BEING SAFE OUT THERE.

>> ANDY: ABSOLUTELY.

A TESTAMENT TO OUR HR TEAM, ALWAYS WITH US FROM THE START OF THIS PANDEMIC AND IT CONTINUES.

IF WE COULD TAKE A MACRO LOOK AT THIS, CRAIG.

YOU HAVE YOUR WORK FORWARD SHIRT ON.

WITH ALL OF THESE DEVELOPMENTS, WE TALK ABOUT SHIFTING DATES, THE USAGE OF MASKS, ARE THERE ANTICIPATED CHANGES TO THE WORK FORWARD PROGRAM, ITSELF?

>> CRAIG: THE MAIN ONE IS THE ONE I JUST TALKED ABOUT, THE SHIFT BACK TO THE FIRST WEEK OF NOVEMBER.

WE WANT TO KEEP SEPARATE TWO THINGS.

ONE IS OUR COVID RESPONSE AND THE OTHER IS WORK FORWARD.

WORK FORWARD IS MORE THAN ABOUT COVID.

IT'S ABOUT A NEW WAY OF WORKING.

IT'S ABOUT FIGURING OUT, BEING WHERE YOU NEED TO BE TO BE MOST EFFECTIVE IN DIFFERENT KINDS OF WORK YOU'RE DOING.

THIS IS ABOUT PLANNING FOR THE FUTURE OF WORK.

AS I SAID, WE'VE GOT ABOUT 70,000 PEOPLE, WE'VE BEEN PUTTING THROUGH TRAINING AND THAT TRAINING'S MORE IMPORTANT THAN EVER.

AS WE'RE WORKING THESE HYBRID ENVIRONMENTS.

SHOULD WE BE TOGETHER TODAY OR SHOULD WE BE KIND OF, CONNECTING BY VIDEO?

YOU KNOW, THIS WEEK, I'LL BE IN THE OFFICE SEVERAL DAYS.

I'LL BE REMOTE ONE OR TWO DAYS.

AND WE ALL NEED TO UNDERSTAND HOW TO WORK THAT WAY, HOW TO MANAGE THAT WAY.

REALLY, THE TRAINING, WE HAVE FANTASTIC TRAINING OUT THERE, PAY ATTENTION TO IT, USE IT TO LEARN YOUR SKILLS.

THAT MOVES FORWARD.

WORK FORWARD, MOVING FORWARD, THE ONLY CHANGE IS THE REQUIRED TIME TO BE BACK IN THE OFFICE ON YOUR SCHEDULES, NOW JUST SHIFTED BACK BY ABOUT TWO MONTHS.

>> ANDY: YEAH, I THINK THE BIGGEST CHALLENGE FOR EVERYONE IS THIS BALANCING OF MAKING SURE, OF COURSE, YOU WANT TO BE SAFE AND HEALTHY FOR YOUR FAMILIES, FOR YOUR COLLEAGUES, BUT ALSO BALANCING THE, THE NEED TO CONTINUE SUCCEEDING AND MOVING THE COMPANY FORWARD, THE BUSINESS FORWARD.

AS SOMEONE WHO HAS BEEN BACK IN THE OFFICE FOR SOME TIME THERE, ARE A FEW TIPS FOR MAKING THIS RETURN TO OFFICE EASY, WHETHER NOW OR NOVEMBER 1ST OR BEYOND.

YOU WANT TO BOOK A SPACE, IF YOU'RE IN THE OFFICE.

RESERVE A DESK, CONFERENCE ROOM AND THE BOOK A SPACE TOOL IF IT'S AVAILABLE AT YOUR LOCATION.

MAKE SURE YOU CHECK IN WHEN YOU ARRIVE.

THOSE ROOMS, WHAT WE'VE DONE IN BASKING RIDGE HAS BEEN FANTASTIC TO WORK THESE HYBRID MEETINGS.

YOU WANT TO CERTIFY, OF COURSE, THIS GOES FOR THE ENTIRE COMPANY.

ANY TIME YOU'RE WORKING OUT OF YOUR HOME, YOU CERTIFY USING THAT TOOL.

FOLLOW PROTOCOLS.

MAKE SURE YOU BRING YOUR BADGE TO ACCESS YOUR VERIZON WORK LOCATION.

LOTS OF INFORMATION THERE.

LIKE I SAID, I THOUGHT WE ARE WERE DONE WITH THESE, HAVING THESE HANDY, HAVING THESE READY TO GO, MAKES THINGS, LIFE FOR YOU AND YOUR COLLEAGUES THAT MUCH BETTER.

I KNOW IT'S BEEN AN EMOTIONAL WEEK FOR MANY OF OUR HR COLLEAGUES.

I WANT TO CHECK WITH YOU TO SEE HOW THE HR TEAM IS DOING.

LAST WEEK, YOU STEPPED INTO THE ROLE OF INTERIM HRO, I KNOW YOU HAD A GREAT MEETING WITH THE HR TEAM EARLY LAST WEEK.

WANT TO SEE YOUR THOUGHTS AND MESSAGE FOR THE HR TEAM.

>> CRAIG: WE OFTEN TALK ABOUT TAMI'S TEAM OR RONAN'S TEAM.
THE KEYWORD IS TEAM.

IT'S NOT THE INDIVIDUAL LEADERS, IT'S ABOUT THE TEAM.

THIS HR TEAM IS JUST AWESOME.

THEY DIDN'T MISS A BEAT.

THEY'RE NOT GOING TO MISS A BEAT AND FOR ME, IT'S SUCH AN HONOR AND PRIVILEGE.

I'VE WORKED WITH A LOT OF THE HR LEADERS, MANY YEARS.

I KNOW THEM WELL.

LIKE ANY TEAM YOU REALLY ARE WORKING MORE CLOSELY WITH, YOU GET A CHANCE TO SEE AT MUCH GREATER DEPTH, THE TALENT, THE NUMBER OF PROJECTS GOING ON, THE PROFESSIONALISM AND JUST THE, GENERALLY GOOD PEOPLE ON THE TEAM AND I THINK, I FEEL LIKE I'M THE LUCKIEST PERSON IN THE WORLD.

I HAVE THE MOST-INTERESTING AND BEST JOB IN THE WORLD.

I GET TO WORK WITH SO MANY DIFFERENT PEOPLE AND SO MANY DIFFERENT GROUPS.

EVERY TIME I GET TO INTERACT WITH MORE PEOPLE, I GET DEEPER AND REALIZE, IT'S INCREDIBLY COMPLEX.

THEY PULL IT OFF WITH INCREDIBLE PROFESSIONALISM, THEY'RE JUST TOP NOTCH PROS AND JUST AN ABSOLUTE PLEASURE TO WORK WITH

SO, FOR ME, IT'S BEEN A PLEASURE WATCHING THEM UP CLOSE.
EVEN JUST IN A WEEK.

THE WAY THEY'VE NOT MISSED A BEAT ON WHAT'S GOING ON.

I'LL TELL YOU, MY ADVICE TO EVERYONE.

I'M LUCKY BECAUSE I GET TO WORK WITH ALL THESE DIFFERENT GROUPS.

TAKE TIME EVERY ONCE IN AWHILE TO FIND YOUR WAY OUT OF THE GROUP YOU WORK IN EVERY DAY AND MEET SOMEONE IN SOME AREA YOU DON'T WORK WITH ALL THE TIME.

GET TO KNOW WHAT THE GROUP DOES.

I GUARANTEE YOU'LL BE IMPRESSED.

THIS COMPANY IS FILLED WITH INCREDIBLE PROFESSIONALS IN EVERY AREA AND UNTIL YOU HAVE A CHANCE TO WORK WITH THEM MORE CLOSELY OR HEAR WHAT THEY DO, YOU DON'T ALWAYS KNOW THAT.

FOR ME, THE LAST WEEK HAS BEEN SUCH A JOY SEEING THAT WITH THE HR TEAM AND JUST GETTING A WHOLE RENEWED APPRECIATION FOR HOW AMAZING THAT TEAM IS

SO, I THANK THEM FOR WHAT A GREAT WELCOME THEY'VE GIVEN TO ME AND HOW THEY JUST HIT THE GROUND -- NOT HIT THE GROUND RUNNING -- BUT NEVER MISSED A STEP THROUGHOUT THIS TRANSITION THE LAST WEEK.

>> ANDY: ABSOLUTELY.

PERFECTLY SAID, CRAIG, WHEN YOU SAY TEAM, YOU MEAN IT AND WHEN WE SAY TEAM, WE MEAN.

IT WE TRULY DO HAVE THE BEST HR TEAM OUT THERE

BEFORE WE WRAP THINGS UP, ANYTHING ELSE YOU WANT TO COVER OR MENTION?

I THREW A LOT AT YOU.

I WANT TO MAKE SURE WE GET SOME FINAL THOUGHTS AS WELL.

>> CRAIG: I APPRECIATE THAT.

I DO WANT TO GIVE A FINAL THOUGHT.

WE'VE BEEN TALKING ABOUT ALL THESE THINGS, COVID AND DELTA VARIANT AND THINGS AROUND WHEN PEOPLE ARE GETTING BACK INTO THE OFFICE.

THAT'S UNCERTAINTY AND THAT LEADS TO STRESS.

I KNOW A LOT OF PEOPLE ARE FEELING EMOTIONALLY STRAINED, THEY'RE FEELING EMOTIONALLY BRITTLE.

IF YOU FEEL THAT WAY, DON'T FEEL LIKE YOU'RE ALONE.

IT'S HUMAN NATURE TO FEEL THAT WAY WHEN THERE ARE SO MANY THINGS GOING ON.

SO MUCH UNCERTAINTY.

THINGS THROWING YOU OUT OF YOUR CYCLE AND THESE THREATS OF DISEASE AND WHAT NOT

THE COMPANY HAS RESOURCES HERE, AVAILABLE TO YOU.

MANY PEOPLE FEEL THE SAME WAY YOU DO.

THE SECOND THING IS, MAKE SURE YOU TAKE TIME FOR YOURSELF.

IF IT'S THAT WEEK OF VACATION, THAT'S GREAT.

YOU UNPLUG AND REJUVENATE.

SOMETIMES IT'S WALKING AROUND THE BLOCK OR MAYBE JUST, SETTING ASIDE AND TAKING A FEW DEEP BREATHS.

YOU CAN'T DO YOUR BEST FOR VERIZON IF YOU'RE NOT DOING WHAT YOU NEED TO DO FOR YOURSELVES.

TAKE THAT TIME TO CARE FOR YOURSELF.

WE NEED TIME TO REJUVENATE, WHETHER IT'S A WEEK, A DAY OR EVEN JUST A FEW MOMENTS, TAKE WHAT YOU NEED.

GET BACK INTO YOURSELF BEFORE YOU ENGAGE WITH OTHER PEOPLE.

DON'T OVERSTRAIN YOURSELF.

MAKE SURE YOU TAKE CARE OF YOURSELF FIRST AND THEN YOU CAN TAKE CARE OF YOUR LOVED ONES, CUSTOMERS AND FAMILY.

ANDY, THANKS AGAIN FOR INVITING ME ON.

I APPRECIATE YOU LOOKING PAST MY PAST TEEING -- -- TEASING AND INVITING ME BACK.

>> ANDY: I'M SURE WE'LL SEE YOU AGAIN SOON.

THANK YOU VERY MUCH.

IT'S THAT COMPASSION AND GUIDING HAND WE APPRECIATE SO MUCH.

THANK YOU, ONCE AGAIN, FOR ALL YOU DO FOR OUR COMPANY

BEFORE WE GO, WE'VE GOT SOME GREAT CONTENT FOR YOU, COMING UP THIS WEEK.

INCLUDING AN UPDATE TOMORROW MORNING, FROM OUR TEAM AT SKYWARD.

CHECK OUT THE UP TO SPEED COMING OUT TOMORROW MORNING.

ALSO COMING TO YOU ON TWITTER AND INSIDE VERIZON APP.

WE'VE GOT A LEGENDARY MUSIC PRODUCER, TIMBALAND JOINING US.

YES, THAT TIMBALAND.

YOU MAY HAVE SEEN ON TWITTER ALREADY.

TIMBALAND RELEASED A RECORD CALLED ENDLESS POSSIBILITIES.

IF YOU RETWEETED THE POST, YOU RECEIVED A SPECIALIZED REMIX OF THE SONG.

KEEP YOUR EYES PEELED ON OUR INSIDE VERIZON TWITTER HANDLE AND INSIDE VERIZON APP FOR A SPECIAL CONVERSATION WITH TIMBALAND.

IT'S A GREAT CONVERSATION.

HE WAS PRETTY IMPRESSIVE.

I'VE BEEN A FAN FOR A VERY LONG TIME.

BIG THANKS TO CRAIG AND ON THIS MONDAY, AS WE CONTINUE TO MOVE THE WORLD FORWARD, OUR BIG THANKS TO ALL OF YOU, THE V TEAM FOR DOING WHATEVER IT TAKES TO MAKE SURE WE MOVE THE WORLD FORWARD.

WITH THAT, HAVE A FANTASTIC WEEK, THANKS FOR WATCHING AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.