

Verizon

Up To Speed Live

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>> Stop me if you've heard this one before.

We are living through 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?

[Applause]

20 years ago on June 30th, Verizon was born.

It was an era of pay phones, dial-up 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 now?

>> Can you hear me now?

>> Can you hear me now?

Good.

>> 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 would 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, 1 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 best was good for today.

>> Tomorrow we'll do 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, North Carolina.

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 possibly can with them and doing whatever it is that they want to do.

I joined Verizon to begin my career.

Before I graduated from East Carolina University.

Go pirates.

Verizon's always been the gold standard in telecom, remains innovative in technology.

I was inspired to join because of the culture, the people, and 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 kind of Trail Blazer s 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 completely master's. Luckily Verizon supported me in that endeavor, but I was able to complete my master's in business administration during my tenure at Verizon.

Yeah, I'm 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 up 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, partnering in trials of DSS technology, which will enable 4G and 5G on the same band of spectrum.

And with pivotal repeaters technology which amplifies the reach of existing millimeter

wave nodes.

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

And how cool is this?

We introduced the 5G virtual lab to help our innovation partners advance their next-gen solutions.

We continued our network winning streak with rave reviews from open signal, root metrics and JD power also giving us great reviews for 5G, 4G and Fios.

Our response teams answered every call to support essential services.

Our field teams kept evolving in 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, and bringing touchless retail to our stores with a clear focus on social distancing and a nationwide curbside pickup pilot.

We launched the new Motorola 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.

We introduced our own and very special Verizon Visa card.

The demand from customers is already sky high.

We created new pre-pay plans that reward customers the longer they stay.

We offered even more entertainment options.

We gave students our best pricing with the 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 the leader in the industry.

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

We provide critical connect activity and devices to enable distance learning including with the Los Angeles unified school district in 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 we proudly served more than 80,000 meals to front-line health care and EMS workers in New York City and Detroit, which also supported local restaurants.

We continue to expand our portfolio's advanced business solutions none timelier than the addition of blue jeans.

We expanded our services portfolio with Cisco's EMCS with a more agile infrastructure, launched the integrated video for Verizon connect, enterprise platform, 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.

We accelerated our 5G initiatives.

The launch of Verizon, the new suite of AR, VR and mixed reality products we power the future of 5G and content.

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

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

We have leaders choice awards for all nominated categories, VSP, SSP, ad net for video and ad net for mobile.

This is the most wins for any nominated company.

And we secured an industry first with Walmart by enabling Yahoo! Mail users to make 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 ad to mental health organizations impacted by COVID-19, and finally helping black-owned small businesses.

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

Once 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 Verizon LGBTQ employee resource group.

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

And yet when 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 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?

>> You probably think about your phone getting stolen but not your phone number.
I'm Jesse, and I work at Verizon.
If your identity's stolen, chances are your phone number will be stolen too.
Now with number lock, you could prevent your phone number from being transferred to another carrier without your permission.
You can easily set it up in the my Verizon app.
We make sure that your calls, texts, and other information are yours and only yours.
Your number is safe with us.

>> 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.
>> You just unboxed your new device.
You look at the instructions.
And that's when the fun ends.

My name is Sam, and I work at Verizon.
Sometimes setting up new tech can be overwhelming.
That's why there's tech coach in the new app.
Chat live with a tech coach to help with your wireless devices and virtually anything that connects you like smart home accessories or your smart watch.
And this service is included for 30 days after you activate a new device.
To support your needs whenever you need it.
>> Hey, Katie.
>> Hey, Greg.
>> I wanted to ask about getting on up to speed to talk about all the exciting things the ethics and compliance team are up to.
>> Possibly.
Let me talk it over with the team in our next meeting and we'll see what we can do.
>> Well, between us, would this help?
>> Greg, that would be unethical.
>> Great, Katie.
That was a test, and you passed.
>> Oh.
Well, thank you very much.

>> But really, when can we get on up to speed?

>> Well, what are you doing right now?

That was Greg Harris, one of the leaders in our compliance and ethics group having a little bit of fun with me on a serious topic.

Hey, everyone.

Welcome to up to speed.

Greg along with his colleague Steve Helvin is joining us to talk more about what's happening in their areas of the business.

So thank you both so much for joining us.

So, Greg, let's go ahead and start with you.

Before we dive in, how are you?

How are you doing?

How's the family?

>> Well, thanks, Katie.

We're doing well.

I mean, it's a time of multiple crises, but I actually find this a time with family is a bit of a gift.

And we've been able to introduce my daughter to drive-in movies recently here, and it's been a lot of fun.

>> Nice.

Good stuff.

So let's get started.

So tell us a little bit about your group and your areas of responsibility.

>> Well, the compliance team's main mission is to protect Verizon and individual V teamers by creating a culture of integrity and accountability.

Within compliance, my team works with senior leaders and experts to understand the legal and ethical risks we face across the company and around the globe.

And then we help to educate V teamers about making decisions that put integrity first.

When we make the rules of the road clear and understandable, we recognize risk areas, navigate them with confidence, and know with certainty that we are here to provide support and guidance when they have questions or have concerns.

>> So what's your favorite part of the job?

>> My favorite part of the job is exactly what we're doing right now, communicating with employees.

You know, I've been an attorney for 21 years, but my goal is when people talk to me, that they are a human being first, talk to them like statues but talk about what the points are, what the rules are, what the values are that are behind them.

So thank you so much for having us on.

>> You bet.

So I know one of the things you're focused on is Verizon's culture of integrity and the purpose and importance of speaking up.

>> Yeah.

You know, I think we're all incredibly proud of Verizon's culture.

You know, our values are on display every day here on up to speed live.

You know, we saw Hans dedicate Verizon to social responsibility and racial equality in a very moving way.

And we hear Christy answer our questions about the pandemic with transparency and compassion.

And sometimes to see our leaders when they're not in front of the camera, when they have to make really difficult decisions, and they do that in a way that puts integrity first.

>> So when we talk about a culture of integrity, one of the things that comes to mind is that, you know, beyond those big decisions that are made at the leadership level, it's about how we, 130,000 people, make the right choices every day.

>> That's such an important point, Katie because, you know, a true culture of integrity needs to go far deeper than our senior leaders.

I mean, we have that, but we need every V teamer to be aware of the risks and to recognize those challenges, make good choices and make their voices heard, again, when they have questions or concerns.

And sometimes we face integrity issues without ever realizing that we've wandered into a danger.

I know we have a video.

Maybe we can take a look at one of those.

>> Yes.

>> My name is Terry Shank, I've been with the company for 35 years.

I've worked in all aspects of operations.

The Oregon territory.

It was three years ago that I got brought onto the build team, which is part of the engineering group that is building the 5G network throughout Verizon's territories.

And I was introduced to -- (Inaudible) ensuring vendors that we do work to contract to them.

This particular vendor asked me to lunch one day to talk about the possibility of extending contracts to them.

It was around my birthday timeframe, which they were aware of because I was going to be traveling that weekend with my girlfriend.

While we were sitting there, you know, having lunch, the one guy, he just reached over with an envelope and slipped it into my pocket and he says, you know, here.

Figure out the dinner.

I told him, I said, no you don't have to do that.

No, no, it's okay.

Just take it.

You know, it's our gift to you for, you know, considering us for the work.

We had finished lunch.

And we had talked about different things.

And when we might be able to do.

And I got numbers of people to contact to possibly establish some work with them.

When I got to my vehicle, I took the envelope out and opened it up, and there was \$1,000 in there.

And I knew immediately, it didn't kind of feel right at first either.

When I saw that there was 10 fresh \$100 bills in there, I wasn't very comfortable at all because I don't deal with those kind of things.

I never would take a bribe.

Never would, you know, expect anybody to do that.

And it kind of frightened me.

So I immediately got on my phone to my boss and told him about the situation.

And he says, well, when you get back to the office, let's have a discussion about it.

And I asked him who I should contact, what I should do.

And I knew it was going to be with the ethics office, but I never had a situation like that occur.

We contacted the ethics office.

I took pictures of everything.

You know, forwarded them off to my boss at the time.

We then went through the process and eventually was contacted by the ethics office and was instructed to return the money.

And I didn't feel uncomfortable at all working with them.

I felt like that was a very good experience.

I kind of felt good.

I've dedicated as much time in my life to this company.

I wanted to be the good guy.

I wanted to do the right thing.

And I certainly didn't want, you know, to have the reputation of the company being disparaged by having employees that would do such a thing.

It showed my integrity to the company.

If somebody comes up to that kind of situation where they've been offered a bribe or something that is not an ethical situation, you need to tell your supervisor.

You need to tell the ethics group.

You have to be honest about it because it's not only the company's reputation that is at stake.

It's your career.

Thinking about the money, you know, the money itself is not worth losing your job.

The job to me is more important than anything.

Be proud for the company that you work for.

Take advantage of the offer to report those kind of things.

There are people out here to help you with that.

And do the best you can.

Be honest.

Be forthright.

>> Thanks so much, Terry, for sharing your story.

You know, for someone like me who's not involved in awarding business suppliers, this was really eye-opening.

Things like this really do happen out there.

Steve, let's talk to you a little bit.

You're one of the leaders on the ethics team and were one of the people who handled this situation with Terry.

So what else can you tell us about the situation?

>> Thanks, Katie.

Yeah.

You know, sometimes seeing the problem is easy, but that doesn't mean that doing the right thing is always easy.

You know, here even with someone like Terry who I think you saw has that clear sense of personal integrity.

The first time I spoke with him, you know, I got that feeling that he had some uncertainty about the ethics process.

And I absolutely get that, right?

For many employees, they've never worked with ethics.

There are a lot of questions about how does it work?

What comes next?

And one of the things that we in ethics want to do is show that we understand how difficult it can be to raise concerns.

And when you do, your matters can be handled appropriately and with common sense.

And the other thing I'd say is that I was really impressed here by Terry's commitment to living our credo, right?

I remember the first time I chatted with him.

He said to me, you know, I could use \$1,000 but not like this.

And candidly, not everyone is like that.

There are people out there who would be tempted to say no one's ever going to find out and take the money, and they'd put themselves at risk.

They'd put Verizon at risk, and that didn't happen here in this case thanks to Terry's actions, he really helped us out.

We stopped business with that vendor.

And if you think about it, that really meant that we ended the possibility of that vendor putting other V teamers in that team of difficult spot in the future.

>> Yeah, absolutely.

So, you know, that's just kind of one of the many, you know, examples of the things your office gets involved in.

But, you know, on the flip side, there are a lot of, you know, kind of cool things that V teamers bring to the group from my understanding.

So we're going to take a look at a video in a minute.

And let me just tell you, this is really cool.

And it involves rockets.

Let's take a look.

>> My name is Khurram Gore here in the legal department working primarily with Nikki Palmer and the project development team as well as the technology development team and 5G labs.

I was originally a computer scientist and joined Lockheed Martin working for the U.S. Navy and the coast guard.

And from there I went to law school, worked at a law firm, worked at a start-up as general counsel and chief strategy officer and then came here to Verizon.

I'm an alumni from Hoboken, New Jersey.

Through my work with the Stevens venture center, I met a great group of young entrepreneurs who have taken their senior design project and turned it into a brand-new business.

And the project was rocketry.

And their business is taking that platform that they created and making it possible for researchers, both corporate and academic, to do microgravity research in space to sell

accelerate the pace of innovation.

In working with them they reached out to me and said we'd love for you to join our advisory board.

The first thing I did is let my Verizon manager know as well as the ethics office and went through a questionnaire, some back and forth, and the support was amazing.

Everyone was excited.

They thought it was really interesting.

I think it's interesting.

My 11-year-old thinks it's interesting.

It was a very frictionless process.

Everybody is on the same page, and it's just been wonderful to work with the ethics office.

I think everybody at Verizon has things that they love to do outside of work.

And, you know, unique opportunities come up to really take an interesting role in those things.

And at the same time, it's really important to let Verizon know and the rest of your team members know what you're working on so that we don't have any, you know, shadow of a conflict going on.

And there's a lot of stuff that Verizon does do, and there's a lot of stuff that Verizon doesn't do.

But it's important that everybody be on the same page.

I recommend folks just reach out and be honest and share what they're interested in and the ethics office and my experience will figure out how to say yes rather than how to say no.

>> Thanks so much for sharing that story.

And, you know, like you mentioned in the video, that is just one example of all different kinds of things that V teamers, you know, are getting involved with outside of work.

So, you know, tell us more about what experiences your team works on.

>> Yeah, absolutely.

Happy to, Katie.

The good news is that in addition to unethical behavior, we do get a whole lot of proactive questions from employees who are seeking guidance, and we love those.

We get, for example, a broad array of conflict of interest questions, you know, personal relationships with suppliers and partners, outside employment, and it's really great when employees raise those, even the appearance of a conflict of interest can cause problems.

I mean, look.

Employees aren't coming to us hoping to hear no, you can't do that, right?

You know, we want to be able to get V teamers to a yes.

You take Khurram's question, for example.

That was such a cool thing to be able to look into.

An attorney who's going to be on the board of a rocket company.

Of course we want to permit that, right?

For everyone, if we can get to a yes, within the guardrails of our integrity standards.

>> Thanks so much for that background, Steve.

Greg, we'll turn it back to you for a minute.

If employees have questions, how can they get in touch with the team?

>> Well, Steve and the ethics team are available 24/7.

I certainly bother them 24 hours a day and on weekends.

They're available to employees worldwide any time you need them by phone, on the web, or at VZguide@Verizon.com.

Or you can contact -- go ahead.

>> Oh, no.

Go ahead, Greg.

Make sure we have all those details for the employees on the web when we post up to speed later today.

>> Absolutely.

It's on VZ web.

It's on the street for Verizon media.

Or honestly you could contact me or Steve or anyone in compliance directly.

We are always happy to hear from you.

But, you know, Christy just released an article on the speak up culture that's on the street and VZ web today.

And as she says, the most important thing is that V teamers speak up and make their voice heard.

Because if we're not aware of something, we can't be aware of, like, all 135,000 people are facing.

We can't help to deal with it, and we want to.

>> So, Greg, what's next for the compliance and ethics team?

>> We've got a couple things going on.

I know everybody just adores online training.

And so you're welcome, and this September we're going to release 2020 code of conduct training.

It's going to deal specifically with privacy and information, which is such an important issue.

We worked with the privacy office on that.

But it's also going to deal with some of my personal favorite issues like conflict of interest and types of things that Khurram said in the video, you know, we don't even want to have the shadow of a possibility.

And it's going to talk about our social media guidelines, which is something employees have told us they wanted.

We're also going to be rolling out our act with integrity virtual live training to more teams.

And it's a virtual board game where employees get to compete using realistic scenarios from compliance cases like the one Terry faced.

And then finally, we'd love to come back.

I'm not going to offer you a \$20 bill this time, but we'd come back and tell more of these integrity stories, and we hope that through this, more people will get in touch with us, so we'll be able to share those stories as well if people want us to.

>> All right, Greg.

Steve, thanks so much for joining us today.

We will definitely check back in soon.

So V team, a couple of things before we wrap up today.

Today at 3:00 P.M. eastern, tune in for our next episode in our next 20 series centered around the issues that will define the next 20 years, next 20 conversations feature up and coming and established change makers talking about the inspiration behind their action.

In this episode of next 20, Sibile Marcellus hosts a two-part panel on how small businesses can rise up and rebuild with visionaries Kezia Williams and Elizabeth Gore as well as small business owners Lyndsey Brantley, Camilia Alise and Michelle Swittenberg.

Check out the latest editions of the my edge and leadership edge summer playlist.

My edge has a conversation on collaboration with the musical director and composer for Saturday night live, pretty cool.

And in the latest installment of leadership edge radio, Bart Bailey of courage to care shares how empathy and an appreciation for humanity can positively change the world.

With that, we will wrap it up for this Tuesday.

Have a great day, everyone.

Back with you here tomorrow.

Until next time, you're up to speed.