

VERIZON
UP TO SPEED LIVE
August 23, 2021 12:00 PM ET

>> ANDY CHOI: Hello and welcome to Up to Speed Live on this Monday. Thanks for starting your week with us as we keep the beat going on growth, success, supporting our customers.

And a whole lot more with that in mind, here is an easy way for you to keep the beat going today marks the start of our 3Q VZ Pulse Survey now I just took mine this morning it's three questions takes a minute or two to complete so no excuse in fact we have a special clip from Hans on the importance of this survey so we can make Verizon an even better place to work.

Hans, take it away.

>> HANS VESTBERG: Thanks, Andy, let me take this opportunity to talk about the Pulse Survey.

You know how important I and the whole company think that the Pulse Survey is. You have been tremendous in responding to our previous Pulse Surveys in the previous quarters that's took for all of our leaders and employees to do the action plan we're implementing right now this Pulse Survey coming up now has three questions, quick to respond and I'm always looking for 100% participation that each and every one of you is responding to it because it's good and fantastic contribution for our tp to continue the work of Verizon 2.0 and our culture transformation we're doing.

So thank you very much.

And remember, do the Pulse Survey.

>> ANDY CHOI: Hans, thank you once again 3Q VZ Pulse Survey is open now you have about a week to make sure your voice is heard you heard from Hans there 100% we can do this it doesn't take long and of course stay tuned to Up to Speed for more on those Pulse Survey results but you have to take it first go ahead and do it do it today many of you have seen our weekend edition of Up to Speed with Chris Serico checking in with our Network Team supporting areas impacted by Tropical Storm Henri. As you know, Verizon always runs to a crisis and in the northeast Tropical Storm Henri is no exception as it continues to trudge through New York and New England as well so from brat and generator backups to supporting public safety our northeast network continues to hold us well thanks to our preparedness efforts but the work isn't done yet we continue to keep an eye on flooding, power outages as we respond wherever our customers and first responders need us you can check out all of our Henri resources on our website we will link that information into today's replay story, as well, we are heading now to the volunteer state our volunteer teams are on the ground in Tennessee assisting law enforcement you're seeing the aftermath of some serious flooding there.

Our network is performing well though but we do have two of our Response Team SPOTs in place, as well, one at a local police station and the other at their Command Center in the field and of course stepping up to help customers around the clock it takes next level commitment as many of you know and there's a good example of the commitment out of Bensalem Pennsylvania where some V Teamers saw what had to be done after a catastrophic tornado done there after realizing the damage done to the Faulkner dealership would require the support of many technicians, Michelle Purvey, Michael Brown, David Gain and Larry Keck put boots on the ground and worked tirelessly to help safety teams and other emergency services personnel there who were responded there affected by this tornado we want to thank the tireless efforts of Mike, David, Mike and Shawn Nedab and Dave Metague and Michelle Purvey who truly embody what we mean when we say we run towards a crisis not away from it. No question there are teammates all around the world whose commitment to our mission stands the test of time it is why we want to take some time now to congratulate and recognize one V Teamer celebrating a huge Verizon milestone this week.

Jimmy Barry, folks, will be celebrating 50 years of service at Verizon this week, 50, 5-0. Tomorrow marks that milestone his first day with our company was August 24th, 1971 he's currently a storekeeper at our Roseland, New Jersey garage and a Purpose Champion recipient last year for always bringing a smile to everyone's face, Jimmy is on a well deserved vacation this week he tells me time goes by so fast so enjoy the journey and it really doesn't feel like 50 years he says he'll be spending his time off reflecting on all of those years, just doing things around the house.

Sounds like my kind of vacation.

Jimmy, congratulations on 50 years.

Your dedication, your positive attitude, it inspires us all, congratulations to you, sir.

Okay.

The good stories don't stop there.

We got a -- I have a question for all of you, who loves puppies?

I know V Teamer April Grossman does she's a fatherless Veteran she pursued her MBA and joined Verizon after her military service and as she transitioned back to civilian life April said she eventually began experiencing PTSD and that's where Puppies Behind Bars comes in.

Puppies Behind Bars is a nonprofit based in New York now the group trains prison inmates to raise service dogs for wounded war Veterans and first responders through this group as you see here April was paired with Waldo who changed her life dramatically within 3 months April began to bring Waldo to work and Verizon accommodated her every step of the way.

We gave Waldo his own Verizon employee ID badge.

And as you know Verizon is deeply committed to helping the Veteran community by accommodating employees like April and by organizing campaigns to support our Veterans.

April thank you very much for sharing your story and Waldo what a little cutie there.

Very cool.

All right we want to bring some attention to some great news surrounding Verizon Innovative Learning.

As you may have heard right here on Up to Speed we are launching VIL HQ an open platform website for teachers, students even our employees can go to to download really cool educational resources as an example if you're homeschooling children find a lesson plan appropriate to their grade level download the teacher guidebook and student lesson plans and there's instructions about any other resources that they might need including downloadable AR and VR apps, as well.

It is geared towards teachers so we encourage all of you to share this with a teacher in your life but in reality it is available to anyone and everyone.

You can find out all the details at [Verizon.com/learning](https://www.verizon.com/learning) we will provide that link of course in our webstory for this replay, as well.

And before we go, a couple of events coming up that you don't want to miss.

So tomorrow at 11:15 a.m. Eastern our C our cum lady along with the CTO will lead a Panel Discussion with these Verizon leaders who have played key roles in moving our business forward through innovation once again that's tomorrow 11:15 a.m. Eastern you'll want to join Kyle, Elise and our leaders for that one another great event you're invited to join coming up Wednesday 2 p.m. Eastern join Martha Feedback the senior direct of corporate engagement for Catalyst along with Marq Conley global co-lead of Verizon BOLD for a live interactive event where they will co-facilitate a thought-provoking Panel Discussion regarding the impact of the unintentional use of microaggressions.

It should be a fascinating discussion there.

Once again that conversation happening August 25th, 4 p.m. Eastern.

Okay.

You can learn more about those events in our stories so please take our time to check that out and once again, take just a few minutes to take our latest VZ Pulse Survey.

You heard from Hans, 100% we're going after it I promise it won't take long.

Speaking from hearing from our attacks look for a story tomorrow for a employees with California in we spent some time out west we learned about special V Teamers making West Coast shine that's happening Tuesday and of course we have a whole lot more coming up all week we want to thank you for starting your week with us, make it an awesome week for you and those around you thank you so much for watching and until next time, you're Up to Speed.