

Verizon  
Up To Speed Live  
September 16, 2020

>>> WELCOME TO ANOTHER GREAT UP TO SPEED LIVE.  
I'M ANDY CHOI.  
FOLKS...  
WE HAVE A FANTASTIC SHOW TODAY.  
WE'RE GOING TO THINK ABOUT AND CONTINUE TO ANSWER THE QUESTION...  
WHO ARE WE?  
AND WHEN WE REFER TO OUR V TEAM, THAT QUESTION COMES UP QUITE A BIT.  
WHO IS THE V TEAM?  
WE'LL ANSWER THAT QUESTION WITH OUR HR LEADER CHRISTY.  
WE'LL TALK ABOUT SOCIAL JUSTICE AND HAVE AN UPDATE FOR THAT.  
WE WANT TO CHECK WITH OUR TEAMS RESPONDING TO HURRICANE SALLY ALONG THE GULF  
COAST.  
WE HAVE CHRIS SANDERS WITH US FROM THE VERIZON RESPONSE TEAM.  
CHRIS...  
WE'RE THINKING OF YOU AND YOUR TEAMS AS YOU'RE MOVING ALONG.  
TELL US WHERE YOU ARE AND AS YOU'RE TALKING ABOUT THIS RESPONSE TO HURRICANE  
SALLY, TALK TO US ABOUT  
THE RESILIENCY OF THE NETWORK.  
>> HI, ANDY, THANK YOU VERY MUCH.  
DON'T LET THE -- DON'T LET THE SUN AND BLUE SKIES FOOL YOU, WE'RE IN JACKSON,  
MISSISSIPPI MY  
ESTEEMED COLLEAGUE BILL BARR AND MYSELF.  
WE'RE MOVING TO HATTIESBURG, AFTER THIS CALL, TO REPOSITION AS THE STORM  
CONTINUES TO MOVE EAST.  
IT'S NOT EVEN JUST US MOVING -- WE HAVE A WHOLE TEAM MOVING.  
WE HAVE TRENT GRIGGS, WORKING TIRELESSLY IN THE AFTERMATH OF HURRICANE LAURA,  
READY TO MOVE EAST AS  
WELL.  
WE HAVE JOHN SHADA MOVING TO DOTHAN, ALABAMA FROM NORTH CAROLINA AND JOSH IS  
IN NORTH FLORIDA.  
RIGHT THERE -- HE'S ALREADY HELPING FIRST RESPONDERS AND PUBLIC SAFETY AND...  
EARL STRUBLE MAKING SURE WE ALL HAVE WHAT WE NEED.  
SPEAKING OF THE RESILIENCY OF THE NETWORK, THAT -- THE FACT THAT OUR NETWORK IS SO  
RESILIENT, IT  
REALLY, IT REALLY HELPS US, AT THE END OF THE DAY.  
WITH STORMS, AS LARGE AS SALLY AND LAURA, IT'S JUST A FACT THAT EVERYONE'S NETWORK  
IS GOING TO BE  
EFFECTIVE IN SOME WAY.

BUT...

THE FACT THAT OUR NETWORK IS SO RESILIENT, REALLY AIDS US IN HELPING THOSE FIRST RESPONDERS ENSURE

THEY ARE RESPONDING QUICKLY, EFFICIENTLY AND EFFECTIVELY.

>> THAT'S WONDERFUL, CHRIS -- I KNOW THAT YOU'RE SUPER BUSY RIGHT NOW.

THE TEAMS ARE MOVING, AS SALLY CONTINUES TO MOVE.

THANK YOU FOR YOUR TIME ON UP TO SPEED.

ONE LAST QUESTION FOR YOU -- I KNOW, AS WE RESPOND, WE KNOW THAT OUR CUSTOMER BASE CAN USE THE EXTRA

SUPPORT, WHETHER IT'S CHARGING PHONES OR JUST LOOKING FOR A PLACE TO FIGURE OUT YOU KNOW...

HOW TO STAY CONNECTED WITH LOVED ONES AND THAT'S PART OF YOUR WORK AND YOUR PEOPLE'S WORK AS WELL.

>> YES...

IT IS.

IT'S NOT -- WHENEVER WE'RE NOT ACTIVELY HELPING FIRST RESPONDERS, WE DO TRY TO HELP THE COMMUNITY BY

SETTING UP CHARGING STATIONS.

WE FEEL AS A TEAM, THAT IT'S EXTREMELY IMPORTANT TO SET THOSE UP FOR PEOPLE, WHO HAVE LOST POWER,

WHO HAVE LOST CONNECTIVITY.

ONE OF THE MOST-IMPORTANT THINGS AFTER A STORM IS RECONNECTING WITH YOUR FAMILY MEMBERS.

HEARING THEIR VOICE -- LETTING THEM KNOW THAT YOU'RE OKAY AND YOUR FAMILY AND EVERYONE THAT'S IN THE

AFFECTED AREA IS OKAY.

WE FEEL VERY STRONGLY ABOUT THAT AND THAT'S ONE OF THE THINGS, IN ADDITION TO HELPING FIRST

RESPONDERS, THAT WE TRY TO FOCUS ON.

>> IT'S A WONDERFUL THING THAT OUR VERIZON RESPONSE TEAM IS DOING DURING THESE TIMES OF SEVERE

WEATHER, SO...

THANK YOU, CHRIS...

AND TO ALL THE TEAMS OUT THERE, MAKING SURE THAT OUR NETWORK SUM AND RUNNING AND OF COURSE, OUR

CUSTOMERS ARE SAFE AND WELL-CONNECTED AND SAFE TRAVELS TO YOU, SIR.

THANK YOU FOR YOUR TIME ON UP TO SPEED.

>> THANK YOU, HAVE A GREAT DAY, EVERYBODY.

>> ANDY: WITH THAT, LET'S HEAD TO CHRISTY.

WE HAVE A LOT TO TALK ABOUT TODAY.

>> CHRISTY: THANKS, ANDY.

IT'S GREAT TO BE HERE -- IT'S GREAT TO BE BACK ON UP TO SPEED.

I WAS LOOKING FORWARD TO TALKING WITH THE V TEAM TODAY ABOUT SOMETHING THAT VERIZON'S REALLY

PASSIONATE ABOUT.

I'M REALLY PASSIONATE ABOUT.

OUR DIVERSITY REPRESENTATION REPORT.

WE KNOW THAT DIVERSITY IS ONE OF OUR GREATEST COMPETITIVE ADVANTAGES,  
SOMETHING'S VERIZON'S BEEN

PASSIONATE ABOUT OVER OUR 20 YEARS SINCE INCEPTION.

IT'S CORE TO HOW WE DELIVER SPEED AND SCALE TO CUSTOMERS, SHAREHOLDERS, SOCIETY  
AND TO EACH OTHER.

ONE OF THE THINGS I WANT TO SHARE TODAY IS WE ARE MAKING AVAILABLE TO ALL OF OUR V  
TEAMERS AND

PUTTING OUT ON OUR EXTERNAL WEBPAGE, WHO MAKES UP THE V TEAM AND WHAT OUR  
RENDITION IS ACROSS THE  
COMPANY.

AND WHAT PEOPLE WILL SEE IS WE HAVE A REALLY STRONG PARTICIPATION FROM WOMEN  
AND PEOPLE OF COLOR

ACROSS THE WHOLE COMPANY.

SO...

LET ME JUMP IN AND TALK A LITTLE ABOUT THE DATA AND THEN I'LL TALK MORE ABOUT  
WHERE ARE WE GOING TO  
GO FROM HERE.

MAYBE YOU CAN SEE RIGHT NOW, ALREADY...

WE PULLED UP AND WE'RE SHARING WHAT IS OUR BREAK DOWN OF GENDER ACROSS THE V  
TEAM?

SO...

A COUPLE TAKEAWAYS, IF YOU LOOK AT THIS INFORMATION, WHAT YOU'LL SEE, AND THIS IS  
AT A GLOBAL SCALE,

33.5% OF OUR WORKFORCE ARE WOMEN AND 66.4% ARE MALE.

SO...

WHEN WE LOOK ACROSS THE DIFFERENT BANDS -- YOU'LL BE ABLE TO SEE WHAT THAT BREAK  
DOWN LOOKS LIKE OF

FULL PARTICIPATION OF WOMEN AND...

MEN AND...

UNKNOWN, FOR GENDER.

AND...

WE'RE REALLY EXCITED ABOUT THE FACT THAT WE HAVE STRONG PARTICIPATION AT  
LEADERSHIP LEVELS AND AT

ENTRY LEVELS AND WE'RE GOING TO CONTINUE TO DO WORK TO STRENGTHEN THE  
MOVEMENT INTO MANAGEMENT AND

THE PULL THROUGH TO WOMEN AT ALL LEVELS OF THE COMPANY.

WE'VE GOT STRONG MENTORING AND WILL WORK ON BRINGING HIRING AND OTHER  
DEVELOPMENT EFFORTS TO LIFE.

IF WE LOOK AND TAKE A SIMILAR CLICK DOWN AND LOOK ON THE NEXT SLIDE -- WE WERE  
SHARING OUR DIVERSITY

BY RACE ACROSS THE V TEAM.

THIS IS OUR U.S. POPULATION BECAUSE...

IN THE UNITED STATES, WE TRACK RACE AS PART OF ALL OF UNEMPLOYMENT PRACTICES IN THE UNITED STATES,

BASED ON RULES AND LAWS AND PROCESSES HERE AND SO...

A COUPLE THINGS WE'RE EXCITED ABOUT.

FIRST, I WANT TO HIGHLIGHT THAT WE HAVE 54% OF OUR POPULATION IS WHITE.

WE HAVE 19% AS BLACK AND AFRICAN-AMERICANS.

11% HISPANIC.

9% ASIAN.

AND...

THEN WE HAVE A FEW PERCENTAGE POINTS REPORTED AS UNKNOWNNS.

2% STATE THEY'RE MORE THAN TWO RACES.

WE HAVE .4% AMERICAN-INDIAN AND ALASKA NATIVES AND .3% NATIVE HAWAIIAN, PACIFIC ISLANDER.

WHEN WE LOOK AT THESE NUMBERS -- FIRST, I WANT TO SAY THAT WE'RE REALLY PROUD OF AND EXCITED ABOUT

THE PARTICIPATION WE HAVE FROM ALL OF THE RACES THAT WE TRACK IN OUR EE REPORT FOR THE GOVERNMENT,

AS WELL AS ALL OF OUR DIVERSITY ACTIVITIES WITHIN THE COMPANY.

AND WE ALSO KNOW THAT ACROSS BOTH OUR GENDER AND RACE, THAT WE WILL ALSO WANT TO HAVE IMPROVEMENT

PLANS.

THIS IS AN AREA WHERE YOU'RE NEVER DONE.

AND...

IN FACT, YOU KNOW...

UNITED STATES IS IN THE MIDDLE OF A CENSUS RIGHT NOW, THAT WAS GOING TO YIELD FOR US, WHAT THE

COUNTRY LOOKS LIKE IN 2020, THAT WILL HELP GUIDE EMPLOYERS TO FIGURING OUT WHAT WE WANT TO MAKE SURE

WE'RE BRINGING INTO OUR WORKPLACE.

AND SO...

WE'RE PRETTY EXCITED ABOUT THIS.

YOU HEARD A LOT OF THINGS FROM ME, BEFORE, WITH THE LEADERS ON THE DLC ABOUT OUR RACIAL JUSTICE

ACTION PLAN AS WELL.

AND I THINK YOU CAN SEE IN OUR TRANSPARENCY HERE THAT WE'VE HAD A LONG-STANDING COMMITMENT.

THESE RESULTS ACHIEVED STRONG WORK AND GREAT PARTNERSHIP WITH THE FOLKS THAT WE HAVE IN THE COMPANY

HELPING WITH PIPELINING AND BRINGING TALENT INTO THE COMPANY AS WELL AS SHEPHERDING CAREERS WITH

MEANING AND VALUE.

WE'RE SHARING THIS BECAUSE WE KNOW THE V TEAMERS WILL LOOK AT THIS AND WORK WITH THEIR LOCAL TEAMS,

THEIR LEADERS, THE HR TEAM TO SAY "HOW CAN WE BE EVEN BETTER?"  
HOW CAN WE NOT ONLY MAKE VERIZON BETTER AND STRONG STRONGER, BUT...  
BE A LEADER FOR THE WORLD IN THIS AREA.  
WE'VE GOT REALLY STRONG, ON-THE-JOB TRAINING OPPORTUNITIES.  
WE'VE GOT CAREER DEVELOPMENT SUPPORTS SO ALL V TEAMERS CAN MAXIMIZE THEIR  
POTENTIAL AND WE REMAIN,  
AS A COMPANY, FIERCELY COMMITTED TO EQUALITY.  
WE'VE LOOKED AT AND SHARED IN OUR ESG REPORT, PREVIOUSLY...  
THAT WE HAVE PAY, EQUITY AND SALARY FOR WOMEN GLOBALLY AND FOR PEOPLE IN THE  
UNITED STATES OBJECTION  
THE BASIS OF RACE AND ETHNICITY IN ADDITION TO BY GENDER OUR ERGS HELP US WITH ALL  
OF OUR CULTURAL  
EFFORTS AND WE'VE DONE MARQUEE PROGRAMS, SUCH AS WOW, FOCUSED ON HELPING  
BUILD DIVERSE LEADERSHIP  
PIPE LINES AND SO...  
A COUPLE THINGS I WANT TO HIGHLIGHT IN OUR ONGOING COMMITMENTS.  
WHEN YOU'RE COMMITTED TO EQUALITY, YOU'RE COMMITTED TO THE PRACTICES THAT HELP  
ADVANCE EQUALITY.  
AND THAT MEANS WE'RE GOING TO DOUBLE DOWN ON OUR EFFORTS TO CONTINUE TO  
INFUSE GREATER EQUITY INTO  
OUR PROCESSES.  
SO...  
WE'RE GOING TO CONTINUE TO EXPAND MENTORSHIP AND DEVELOPMENT OPPORTUNITIES  
FOR WOMEN AND PEOPLE OF  
COLOR ACROSS TEAMS AT ALL LEVELS.  
WE'LL REINFORCE OUR RECRUITMENT AND RETENTION PRACTICES TO CULTIVATE A MORE  
DIVERSE WORKFORCE  
THIRD...  
WE'LL EVALUATE AND STRENGTHEN SUPPORT SYSTEMS TO ENSURE THAT WOMEN AND  
PEOPLE OF COLOR HAVE EQUAL  
OPPORTUNITIES TO ADVANCE IN THEIR CAREERS AND THRIVE PROFESSIONALLY.  
AND WE'RE GOING TO KEEP CHAMPIONING OUR ERGS, OUR EMPLOYEE RESOURCE GROUPS TO  
FURTHER SUPPORT THEIR  
EFFORTS TO CREATE DYNAMIC EMPLOYEE GROUPS AND COMMUNITIES.  
WE INTRODUCED ALREADY AND WILL CONTINUE TO ADD ONTO LEARNING PATHWAYS, SO...  
OUR LEADERS AND ALL OF OUR V TEAM MEMBERS CAN REALLY EDUCATE THEMSELVES ON  
UNCONSCIOUS BIAS, AND  
ALLYSHIP AND WAYS TO BE ADVOCATE AND TAKE ACTION AND BRING TO LIFE THE WORKPLACE  
WE WANT TO HAVE AT  
VERIZON YOU MIGHT BE WONDERING, WHAT'S NEXT?  
THIS IS A LOT OF INFORMATION THAT YOU'RE SHARING WITH US, CHRISTY.  
A COUPLE THINGS -- THIS IS REALLY THE BEGINNING OF A DIALOGUE AND A CONTINUATION OF  
THE JOURNEY THAT

WE'VE BEEN ON TO CONTINUE TO MAKE VERIZON ONE OF THE BEST PLACES IN THE WORLD TO WORK.

YOU HEARD THINGS LIKE THAT FROM ME WITH OUR PULSE PLUS SURVEY WE DISCUSSED A FEW WEEKS AGO AND AS WE THINK ABOUT THE CULTURE AND THE COMPANY THAT WE WANT TO BRING TO LIFE IN OUR EMPLOYEE NORTH STAR -- HAVING A COMPANY WHERE ALL V TEAMERS CAN BRING THEIR WHOLE SELF TO WORK AND THEY CAN THRIVE AND FIGURE OUT HOW TO BE SUCCESSFUL PERSONALLY AND PROFESSIONALLY IS WHAT WE'RE ALL ABOUT AND WE KNOW THAT THAT'S GOING TO ALLOW US TO SERVE OUR CUSTOMERS AND SERVE SOCIETY AND ALL OF OUR STAKEHOLDERS, EVEN BETTER.

SO...

YOUR LEADERS WILL HAVE MORE INFORMATION ON YOUR FUNCTIONAL OR YOUR ORGANIZATION'S SPECIFIC DATA THEY CAN SHARE AND TALK WITH YOU ABOUT.

WE ALSO KNOW THAT THROUGH OUR ERGS AND OUR TRAINING CURRICULUM AND OTHER THINGS THAT WE'LL BE SHOWCASING, THERE'LL BE WAYS FOR YOU TO GET INVOLVED, WHETHER HELPING US WITH RECRUITING,

DEVELOPING, MENTORING OR SHARING, TO HELP MAKE EVERYBODY BE ABLE TO BE THEIR BEST AND THRIVE AT

VERIZON AND I COULDN'T END WITHOUT HIGHLIGHTING, ANDY, PRETTY EXCITED ABOUT RECENT RECOGNITIONS WE RECEIVED.

WE'VE BEEN CELEBRATED AND RECOGNIZED FOR THE WORK WE'VE DONE IN THIS AREA. AND...

MORE-RECENTLY, WE WERE NOMINATED BY -- RECOGNIZED BY FORBES AS A TOP EMPLOYER FOR WOMEN -- PRIOR HONORS ALSO INCLUDE BEING RECOGNIZED FOR ONE OF THE BEST COMPANIES FOR LGBTQ +. 100% RANKING ON HUMAN EQUALITY INDEX.

WE'VE RECEIVED AWARDS FOR BEING THE NUMBER ONE COMPANY FOR MILITARY, AS WELL AS MILITARY EMPLOYEES AND FAMILIES.

PEOPLE WITH DISABILITIES AS WELL AS FOR EMPLOYEES -- BEST EMPLOYER FOR PEOPLE OF COLOR AND VARIOUS AREAS AND AWARD CATEGORIES.

JUST TODAY...

WE WERE RECOGNIZED AS ONE OF THE HUNDRED-BEST COMPANIES FOR WORKING MOMS AND FOR WORKING DADS.

AND WE KNOW THIS HAS BEEN AN IMPORTANT ADVANCEMENT FOR OUR EMPLOYEES THAT ARE FOCUSING ON BALANCE AND FAMILIES IN THE V TEAMS.

SO...

REALLY EXCITED, A LOT OF INFORMATION THAT WE'RE PUTTING FORWARD AND I HOPE, YOU KNOW...

THIS IS A LITTLE BIT OF -- WE'RE WALKING THE TALK.

THAT WAS ONE OF THE THINGS OUR EMPLOYEES ASKED A LOT OF THE DLC -- AS WE CAME FORWARD, STARTING IN

Q2 WITH MORE OF OUR WORK TO SUPPORT RACIAL JUSTICE AND THE DIALOGUE WE WERE HAVING ON THAT FRONT AND

REALLY HOPING THAT THIS WOULD CONTINUE AND I HOPE THAT EMPLOYEES SEE THIS AS A STEP IN THAT SET OF

COMMITMENTS AND...

HOPEFULLY WILL BE THE BASIS OF HOW WE CAN ALL ENGAGE TO KEEP MAKING VERIZON EVEN BETTER.

>> ANDY: THOSE NUMBERS YOU SHARED WITH US, THANK YOU AND...

OF COURSE, A BIG CONGRATULATIONS TO OUR ENTIRE TEAM.

ESPECIALLY OUR HR TEAM FOR BEING ABLE TO WALK THE TALK.

DIVERSITY IS SOMETHING WE TALK ABOUT ALL THE TIME.

WE TALK A LOT ABOUT THOSE ACTIONS AFTER THOSE WORDS WHEN WE TALK ABOUT RACIAL JUSTICE AND...

SOME OF OUR SOCIAL JUSTICE ACTION PLANS THAT WE'VE HAD.

IF YOU CAN GIVE US AN UPDATE ON THAT?

>> YEAH...

ANDY, THIS IS REALLY EXCITING.

I CAN'T THANK THE V TEAM ENOUGH FOR EVERYTHING ALL OF YOU HAVE DONE TO REALLY STEP UP AND EMBRACE

ALL OF THE THINGS THAT WE'RE TRYING TO WORK ON AS A COMPANY.

YOU HEARD FROM HANS EARLIER THIS YEAR ABOUT THE DONATIONS AND THE COMMITMENTS WE'VE MADE TO SOME OF

THE LEADING ORGANIZATIONS IN THE WORLD ON THIS.

OVER, OVER THE LAST FEW WEEKS -- WE'VE HEARD FROM ROSE PERIODICALLY ABOUT WHERE THOSE MONEYS ARE

BEING EARMARKED AND WHAT EFFORTS ARE BEING DONE WITH THEM.

AND...

I WANTED TO GIVE YOU A SPOILER ALERT -- POSSIBLY COMING SOON ON AN UP TO SPEED NEAR YOU -- PEOPLE

WILL LEARN ABOUT VOLUNTEER ACTIVITIES FROM THOSE ORGANIZATIONS THAT'LL BE ADDED TO OUR PORTAL.

WE'VE ALSO HAD THE BOLD WALK FOR DR. MARTIN LUTHER KING'S REMEMBRANCE AND THE MARCH ON WASHINGTON.

WE HAD RECORD NUMBERS OF V TEAMERS PARTICIPATING.

WE ALSO JUST LAUNCHED ALLY TRAINING.

WE HAD DONE A NUMBER OF PILOTS, BUT...

FOR THOSE THAT WENT TO THE PILOTS, THANK YOU.

WE GOT A LOT OF GREAT FEEDBACK.

FOUR OR FIVE DIFFERENT METHODS WE WERE TESTING, GROUP SIZES, EVERYTHING IS VIRTUAL.

WE ROLLED THAT OUT TO LEADERS, THE SESSIONS FILLED UPRIGHT AWAY.

THAT'S EXCITING, WE'RE FIGURING OUT HOW TO RUN MORE AND IT'S JUST SOMETHING PEOPLE ARE REALLY

CRAVING.

WE ALSO ADDED TO THE DEGREE OF LEARNING PORTAL, A CURRICULUM ON HOW TO LEARN MORE ABOUT THE HISTORY

OF RACE RELATIONS AND THE HISTORY AROUND THIS TOPIC.

AND...

THAT WAS SOMETHING THE V TEAMERS ASKED FOR AND WE'VE SEEN JUST PHENOMENAL UP TAKE ON THAT.

AND...

I HAVE TO SAY, I'M JUST BLOWN AWAY BY THE AMAZING WORK THE COMMUNICATIONS TEAM HAS DONE ON OUR NEXT

20 SERIES.

WE'VE HAD ALMOST 2.5 MILLION VIEWS, 2.5 MILLION VIEWS OF THE INTERVIEWS, AND THE EXPERTS AND THE

EMPLOYEE STORIES THAT HAVE BEEN BROUGHT FORWARD THERE, SPECIFICALLY AROUND THE AREAS OF RACE AND

RACIAL JUSTICE AND RACE RELATED TO HISTORY.

TO ME, THAT'S JUST AMAZING.

AND...

SO PROUD TO BE ON THE V TEAM AND...

MYSELF, BE PART OF THIS JOURNEY WITH ALL OF THE COWORKERS AND COLLEAGUES HERE TO BRING, BRING TO

LIFE THE WORLD WE WANT TO LIVE IN.

WE'RE ALSO, ANDY, STAY DUPED, WE'RE BRINGING A MENTOR PROGRAM TO LIFE.

PEOPLE WILL HAVE A WAY TO FIND MENTORS OR OFFER TO BE A MENTOR.

WE'RE WORKING ON SOMETHING THAT'S BEING PART OF THE PARTNERSHIP WITH THE MARKETING TEAM.

WE'LL CALL IT TALENT GPS.

LITTLE BIT OF A SNEAK.

PROBABLY NOT REALLY DEPLOYING UNTIL THE END OF THE YEAR.

ONE OF THE THINGS THAT EMPLOYEES TELL US, AND I TOTALLY APPRECIATE THIS -- THEY WANT TO BUILD

CAREERS WITH VERIZON.

THEY WANT TO KNOW WHAT ARE ALL THE OPPORTUNITIES AND OPTIONS AVAILABLE TO THEM.

THERE'S BEEN TEAMS HARD AT WORK, REALLY LOOKING TO CAPTURE AND ORGANIZE WHAT ARE THE JOB FAMILIES WE

HAVE AT VERIZON, COMMERCIAL, HUMAN RESOURCES, OPERATIONS, WHAT ARE THE JOB FAMILIES?

WHAT ARE THE JOBS IN THOSE JOB FAMILIES?



WHAT SKILLS AND COMPETENCIES DO YOU NEED TO GET THOSE JOBS?  
HOW CAN I FIND A LEARNING PLAN OR MENTOR THAT CAN HELP ME?  
THIS IS WORK WE'RE DOING THAT WILL DEPLOY OVER THE NEXT FEW QUARTERS AND GIVE  
PEOPLE A TALENT GPS,  
THEIR OWN COMPASS AND WAY TO GUIDE THEIR DEVELOPMENT, TO BRING TO LIFE THE  
ASPIRATIONS THEY HAVE FOR  
THEMSELVES IN THEIR CAREERS AND TO DO THAT HERE AT VERIZON.  
I VIEW THAT, IN LINE WITH HELPING US ACHIEVE ALL THE GOALS WE WANT AROUND OUR  
CULTURE AND AROUND  
INCLUSION AND...  
ALL OF OUR EMPLOYEES FROM EVERY RACE AND GENDER, ETHNICITY AND LGBTQ STATUS AND  
MORE.  
THRIVING AT VERIZON AND BEING ONE OF THE BEST EMPLOYERS IN THE WORLD.  
THAT MAKES ME REALLY EXCITED.  
>> IT'S AWESOME.  
IT GIVES ME SO MUCH PRIDE, WHEN I THINK ABOUT EVERYTHING WE'VE DONE IN THE PAST  
FEW MONTHS WITHIN  
THE PRISM OF SOCIAL JUSTICE.  
CONGRATULATIONS TO ALL OF OUR TEAMS, MAKING SURE WE WALK THE WALK THERE.  
CHRISTY, YOU DELIVERED SO MUCH TODAY -- AND SO MUCH THOUGHT-PROVOKING CONTENT.  
I WAS THINKING, TOMORROW, WE COULD MAKE THIS LIKE A DOUBLE FEATURE.  
YOU CAN JOIN US LIVE AGAIN.  
WE'LL TALK ABOUT VOTING, WHAT DO YOU SAY?  
>> I SAY I'LL BE HERE!  
>> ANDY: EXCELLENT.  
WE'LL TALK ABOUT VOTING.  
CHRISTY WILL GIVE US AN UPDATE ON THAT AS WELL.  
WE'LL GIVE A DOUBLE DOSE OF MISS CHRISTY.  
FINAL THOUGHTS FROM OUR HR TEAM?  
>> I WANT TO GIVE A HUGE THANK YOU, THE HR TEAM, ALONG WITH THE COMMS TEAM HAVE  
REALLY BEEN WORKING  
AT SPEED, TO MOVE TO THIS STAGE WHERE WE ARE TODAY.  
WE HAD ACTUALLY BEEN ON THE TRACK TO DO THIS IN THE MARCH TIMEFRAME AND THEN,  
JUST GIVEN THE EVENTS  
THAT TRANSPIRED IN THE SECOND QUARTER, OUR TEAMS SAT AROUND AND SAID "THAT'S  
NOT GOOD ENOUGH FOR OUR  
V TEAM, WE'RE GOING TO BRING THIS FORWARD NOW" AND FOLKS HAVE WORKED TO  
ACCELERATE THAT.  
WHILE THIS LOOKS SIMPLE TO SHARE OUR DATA, WE'RE VERY PASSIONATE.  
IF WE PUT SOMETHING OUT, WE HAD THE AUDIT TEAM REVIEW THE INFORMATION AND  
WENT THROUGH ALL THE  
PROTOCOLS WITH OUR BOARD OF DIRECTORS AND VLC.  
JUST LIKE EVERYTHING WE TAKE SERIOUSLY, WE'RE REALLY, REALLY SERIOUS ABOUT THIS.  
SO...

I JUST WANT TO SAY, A HUGE THANK YOU TO THE HR TEAM AND THE COMMUNICATIONS TEAM AND...

THE LEGAL TEAMS AND FINANCE TEAMS THAT TURNED ON A DIME TO HELP DO THIS. THIS IS ONE OF THE BIGGEST QUESTIONS THAT WE WERE GETTING THROUGHOUT THE SUMMER AND...

THE CONVERSATIONS WE WERE HAVING AROUND THIS.

AND SO...

SOME RESPONSE TO OUR V TEAMERS, THE LEADERSHIP FELT THIS WAS CRITICAL TO PULL FORWARD ON THE TIME TABLE.

SO...

I JUST WANT TO THANK THE PEOPLE THAT WORKED ON THIS AND FOR OUR SUPERVISORS OUT THERE, THAT I KNOW

WILL NOW BE ENGAGING IN THESE CONVERSATIONS WITH THEIR WORK TEAM, THANK YOU.

BECAUSE I KNOW, FOR -- WE'RE CALLING THESE YOU KNOW...

WE'RE HAVING THESE CONVERSATIONS, RIGHT?

SOMETIMES THEY'RE CONVERSATIONS PEOPLE HAVEN'T HAD BEFORE -- WE CAN'T GET BETTER UNLESS WE HAD THEM.

FOR ALL OF YOU HELPING US LEARN HOW TO DO THIS -- I JUST WANT TO SAY THANK YOU.

>> ANDY: THANK YOU, CHRISTY FOR JOINING US.

FOR SURE -- WE'LL SEE YOU BACK HERE TOMORROW, LIVE ON UP TO SPEED.

THANKS SO MUCH.

>> THANKS, ANDY.

>> ANDY: FOLKS, BEFORE WE GO, OUR THANKS TO CHRIS FROM THE VERIZON RESPONSE TEAM.

CHRIS SANDERS, WHO LITERALLY, AS SOON AS HE WAS DONE, HE HOPPED IN HIS CAR AND HEADED FOR HATTIESBURG.

HE'S LAUNCHING, THE VERIZON RESPONSE TEAM IS LAUNCHING, WE'LL UPDATE YOU AS THE STORM CONTINUES TO MOVE.

OUR THOUGHTS WITH THE VERIZON RESPONSE TEAM AS THEY CONTINUE TO RESPOND.

I WANT TO MENTION, CHRISTY MENTIONED NEXT 20.

LET'S TAKE THAT SLIDE THERE -- THE NEXT EPISODE OF NEXT 20, THE SERIES ABOUT ISSUES AND

CONVERSATIONS THAT WILL DEFINE THE NEXT 20 YEARS.

IN THIS EPISODE, BRITTANY JONES COOPER MODERATES A TWO-PART PANEL ON HOW GEN Z IS ROCKING THE STATUS

QUO IN THESE UNCERTAIN TIMES.

THAT IS HAPPENING TOMORROW.

OUR CONVERSATION WITH NEXT 20 AT 3:00 P.M. EASTERN, EPISODE 6 AND BY THE WAY -- IN UP TO SPEED

TOMORROW -- WE MIGHT HAVE A GEN ZER JOIN MYSELF AND CHRISTY AS WELL.

CHRISTY MENTIONED VOLUNTEERING, THIS TEAM LOVES TO VOLUNTEER.

WE'VE BEEN SEEING FOLKS VOLUNTEER WITH SO MANY GROUPS.

ONE OF THOSE BIG GROUPS IS BOYS & GIRLS CLUB.

VERIZON IS PROUD TO BE PART OF THIS.

THE NORTHEAST YOUTH OF THE YEAR, GEORGE FISCHER CAUGHT UP WITH ONE OF THE PAST RECIPIENTS, HERE'S

THEIR CONVERSATION.

>> IN YOUR PERSPECTIVE, WHY WOULD YOU INVEST IN THE BOYS & GIRLS CLUB?

>> THE COOL THING I REALIZED IS THAT YOU KNOW...

I GET TO REPRESENT THESE 4 MILLION CLUB KIDS, RIGHT?

FOR A YEAR, I GET TO RUN AROUND, TELL MY STORY -- JUST LIKE ME...

THERE ARE SO MANY OTHER STORIES THAT ARE WAITING TO BE TOLD, THAT ARE WAITING TO BE SHARED.

ALL THAT MONEY GOES TO THESE CLUBS AROUND THE WORLD TO HELP KIDS.

>> OUR THANKS TO COURTNEY AND GEORGE FOR THAT SHORT CONVERSATION THERE.

THE EVENT IS TONIGHT, YOUTH OF THE YEAR, NORTHEAST, 6:00 P.M.

EASTERN -- ALL THE DETAILS ON THE WEB FOR HOW YOU CAN JOIN.

YOU CAN ALWAYS VOLUNTEER FOR OPPORTUNITIES, OF COURSE...

FOR BOYS AND GIRLS CLUBS AND OPPORTUNITIES -- GO TO VERIZON.COM/VTEAMERS AND GET THOSE VOLUNTEER

HOURS IN.

BEFORE WE GO...

YOU ARE PROBABLY WONDERING WHEN AND WHERE IS THAT CAMPER GOING ON OUR STAYCATION ROAD TRIP SERIES.

WE HAVE A FEW MORE EPISODES BEFORE WE WRAP THINGS UP ON FRIDAY.

WE HAVE ONE FOR YOU AFTER MY SIGNOFF AND WE'RE GOING TO THE MAN DOWN UNDER -- WITH, THAT CHRISTY,

WE'LL SEE YOU BACK HERE TOMORROW, UNTIL NEXT TIME, YOU'RE UP TO SPEED.

>> SINCE OUR STAYCATION WORLD TOUR TO IRELAND WAS SUCH A BLAST, LET'S KEEP GLOBE TROTTING AND HEAD

TO THE LAND DOWN UNDER.

>> FOR THIS ONE, WE ENLISTED THE HELP OF WELL-TRAVELED YOUTUBERS.

WE'RE ABOUT TO GET ALL THE INS AND OUTS OF THINGS TO DO AND SEE IN AUSTRALIA.

RECENTLY CARA AND NATE HIT 1 MILLION SUBSCRIBERS ON YOUTUBE, TRAVELED TO THEIR 7TH COUNTRY

WITH A FUN TRIP TO ANTARCTICA AND VISITED THEIR 100TH COUNTRY.

>> WE STARTED A YOUTUBE CHANNEL TO DOCUMENT OUR JOURNEYS AND OVER THE LAST FOUR YEARS, WE TRAVELED

TO 100 COUNTRIES UNTIL THE PANDEMIC STARTED -- WHICH...

AT THAT POINT, WE STARTED LIVING IN A VAN SO WE COULD SPEND TIME TOURING OUR OWN BACKYARD.

>> WHEN WE FIRST MADE THE DECISION TO TRAVEL FULL-TIME -- IT WAS SCARY AND THERE WAS SO MUCH

UNCERTAINTY -- WE EVENTUALLY DECIDED THAT WE WOULD NEVER REGRET TRYING, EVEN IF WE TRIED AND FAILED.

THE WORST THING THAT COULD HAPPEN -- WE MOVE BACK HOME AND GET ANOTHER JOB AND WE KNEW THAT OPTION WAS ALWAYS THERE.

>> WE KNEW WE WOULD ALWAYS WONDER WHAT IF, IF WE DIDN'T TRY AND 100% GO FOR TURNING THIS YOUTUBE

CHANNEL INTO A BUSINESS THAT COULD FINANCIALLY SUSTAIN OUR TRAVELS.

WE WANTED TO KEEP BEING ABLE TO EXPLORE MORE OF THE WORLD.

>> IT KIND OF FORCED US TO FIND SOMETHING THAT WE LOVED DOING AND WE REALIZED THAT WE LOVED MAKING

VIDEOS.

AND SHARING THEM WITH THE WORLD AND WE DID NOT WANT TO STOP.

SO...

WE JUST PUT ALL OF OUR EFFORTS INTO THAT AND... IT WORKED OUT.

>> WE'VE BEEN TO AUSTRALIA TWO TIMES.

THE FIRST TIME WE WENT, WE WENT AS BROKE BACKPACKERS.

WE SPENT TIME IN SIDNEY AND THE MAJORITY OF OUR TIME DRIVING THE GREAT OCEAN ROADS.

THE SECOND TIME WE WENT TO AUSTRALIA WAS LAST YEAR.

WE HAD THE OPPORTUNITY TO GO WITH PATTY, A DIVE ORGANIZATION.

>> THE GREAT BARRIER REEF WAS THE NUMBER ONE THING ON OUR BUCKET LIST BEFORE WE STARTED TRAVELING.

EVERYTHING WE SAW WAS BEAUTIFUL AND HUGE AND COLORFUL AND VASTLY EXCEEDED OUR EXPECTATIONS.

>> ON THE GREAT BARRIER REEF, HERON ISLAND IS AN ISLAND YOU CAN TAKE A HELICOPTER TO.

YOU CAN GET TO SEE THE GREAT BARRIER REEF FROM ABOVE.

>> WE WENT TO AUSTRALIA, HAD A VERY SMALL BUDGET AND...

WE REALLY WANTED TO TOUR THE CITY HARBOR.

AND SO...

WE KIND OF FIGURED OUT A WAY TO GET THAT FOR A VERY SMALL PRICE.

WE ENDED UP ON THE LOCAL FERRY, SO...

A FEW DOLLARS AND A TAKES YOU ACROSS THE HARBOR TO THE ZOO.

YOU'RE BASICALLY GETTING THE SAME TOUR AS THE PROPER HARBOR TOUR, BUT...

ON BOARD THE FERRY.

99% OF PEOPLE GOT OFF AT THE ZOO AND ON THE WAY BACK, WE HAD THE FERRY TO OURSELVES.

IT WAS LIKE A PRIVATE TOUR OF THE HARBOR.

>> ONE OF THE THINGS WE DID WAS HAVING A FISH AND CHIPS PICNIC ON BANZAI BEACH.

WE ENDED THE EVENING AT BANZAI BEACH -- THIS LITTLE FISH AND CHIPS SHOP CALLED BANZAI SURF SEAFOOD.

THEY SERVE THE BEST FISH AND CHIPS I'VE EVER HAD.

YOU CAN TAKE IT DOWN, SIT IN THE GRASS OVERLOOKING THE BEACH AND JUST HAVE A PICNIC.

SOMETIMES IT'S THOSE LITTLE EXPERIENCES THAT YOU REMEMBER MORE THAN LIKE... THE BIG THINGS, LIKE...

SEEING THE SIDNEY OPERA HOUSE.

>> MY BEST PIECE OF ADVICE FOR SOMEONE WHO WANTS TO TRAVEL FULL-TIME.

PICK A DATE IN THE FUTURE AND START TELLING PEOPLE.

>> THERE'S NEVER A PERFECT TIME TO START LONG-TERM TRAVEL.

YOU HAVE TO PICK A DAY AND HOLD YOURSELF ACCOUNTABLE.

WE TOLD A BUNCH OF PEOPLE AND THAT WAS THE EXPECTATION AND PRESSURE TO LEAVE ON THAT DAY.

>> RIGHT NOW, OUR GOAL IS TO CONTINUE TRAVELING AS SAFELY AS POSSIBLE AND...

MAKE THE BEST VIDEOS THAT WE CAN WITH THIS NEW CHALLENGE OF LIVING IN A VAN IN THE UNITED STATES.

AND...

JUST TO HAVE AS MANY GOOD THINGS AS WE CAN OFFER.

THAT'S WHAT EVERYBODY NEEDS RIGHT NOW.

>> ANDY: BIG THANKS TO CARA AND NATE FOR SHARING THEIR TRAVELS WITH US.

WHILE WE'RE IN AUSTRALIA, LET'S TIP OUR HATS TO THE HUNDREDS OF V TEAMERS THERE.

VERIZON BUSINESS GROUP, ENTERPRISE AND CONNECT, AS WELL AS VERIZON MEDIA GROUP.

IN ADDITION TO NETWORK AND LEGAL FINANCE FOLKS TOO.

THE WORK WE DO INCLUDES SERVING THE FEDERAL GOVERNMENT IN AUSTRALIA, MAKING OUR LARGEST

CYBERSECURITY TEAM OUTSIDE OF THE U.S. WE ALSO SERVE FOUR OF THE FIVE MAJOR BANKS ON THE CONTINENT.

IF THAT ISN'T MUSIC TO YOUR EARS...

HERE'S ANOTHER REASON TO TURN UP THE VOLUME.

NOW...

I COULD BORROW OUR FRIEND MATT'S MEN AT WORK ALBUM -- HOW ABOUT MUSIC FROM ANOTHER FANTASTIC BAND.

HERE'S MUSIC FROM INDY POP BAND GLADE.

>> MY NAME IS CHRISTINA.

WE ARE POP TREEA -- TRIO FROM SYDNEY, AUSTRALIA.



>> WE ALL MET IN HIGH SCHOOL -- I PLAYED A SCHOOL SHOWCASE AND WE WERE THERE.

THEY HAD DANCING AND THEY KIND OF DECIDED TO CONTINUE PRODUCTION AFTER THEY GRADUATED.

WHEN I GRADUATED, THEY ASKED ME TO FORM GLADE.

IT'S A LOT MORE FUN TO MAKE MUSIC FOR YOURSELF AND MAKE MUSIC FOR OTHER PEOPLE.

>> WE BUILT A BIT OF AN ONLINE FOLLOWING AND STARTED DOING LIVE SHOWS.

MOSTLY IN THE SIDNEY AREA AND THEN...

IT JUST GREW FROM THERE.



>> THIS IS ABOUT AUSTRALIA.

IT'S NOT LIKE WE ALL RIDE KANGAROOS TO SCHOOL AND RIDE SHARKS AT THE BEACH.

ALL THAT KIND OF STUFF.

SOMETHING THAT AUSTRALIA IS WELL-KNOWN FOR IS THE QUALITY OF CAFE, THE QUALITY OF FOOD AND COFFEE.

IT'S LIKE A MASSIVE COFFEE CULTURE IN AUSTRALIA.

>> THERE ARE SO MANY GREAT PLACES IN SYDNEY, SO MANY RESTAURANTS, SO MANY FUN PLACES TO VISIT.

THIS PLACE CALLED BUTTER IS A FRIED CHICKEN RESTAURANT IN SIDNEY.

THE WHOLE CONCEPT IS FRIED CHICKEN.

YOU CAN GET QUALITY FRIED CHICKEN AND LOOK AT SOME QUALITY SHOES, THAT'S A PRETTY COOL PLACE.

>> PUT A CITY IN YOUR FAVORITE SONG.

>> I CAN HEAR ALL OF OUR MUSIC ON ANY STREAMING PLATFORM.

>> SPOTIFY, YOUTUBE, APPLE MUSIC.

WE HAVE A COUPLE THINGS COMING OUT AT THE END OF THE YEAR.

KEEP YOUR EYES OPEN FOR THAT.

IT IS THE ABSOLUTE HONOR TO REPRESENT AUSTRALIA FOR VERIZON STAYCATION.

I WOULD JUST SAY...

WE'VE DONE OUR COUNTRY PROUD.

I HOPE THAT WE'RE ABLE TO SHARE THAT AUSTRALIA IS A BEAUTIFUL PLACE.

THANK YOU, VERIZON, FOR CHOOSING US TO REPRESENT AUSTRALIA.

♪♪