

**VERIZON
UP TO SPEED LIVE**

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>> RAQUEL WILSON: Hey V Team thanks for tuning in today.

I hope you enjoyed watching the Super Bowl on Sunday.

Listen, Kansas City may have won the game but Verizon was the big winner of the night.

Everybody was talking about our ad with the Queen herself.

By the way, Billboard and Rolling Stone named our ad the No. 1 Super Bowl ad of 2024.

Now, she can break the internet but can't break the Verizon Network which on Game Day saw a jaw-dropping amount of data use in and around Allegiant Stadium, 52.34 terabytes to be exact.

Wow.

We'll share more of our scores from the big game in just a moment.

But before we do, we have someone who wants the V Team to show up to work just as excited as Isiah Pacheco was after the game when he used our network to make his first celebratory call for those who didn't see it we'll link the video in today's story now let's welcome Sam Hammock who is joining us today to share a couple of HR updates.

>> SAM HAMMOCK: Hey, thanks, how amazing was that phone call.

You could feel his excitement to be able to make the call.

>> RAQUEL WILSON: He couldn't even contain himself he was literally hopping and jumping around.

>> SAM HAMMOCK: I don't know who Sandy was on the other end but I can imagine she was just as excited to get the call.

>> RAQUEL WILSON: I hope so.

Speaking of the game did you watch it.

>> SAM HAMMOCK: I did.

It was a little slow at first but you know, I was there for Usher and it turned out I was there for Alicia so everyone worked out just great.

>> RAQUEL WILSON: We were there for Alicia, and will.i.am.

>> SAM HAMMOCK: They slayed.

>> RAQUEL WILSON: It was great we could talk about this all day but I know we're here for HR so let's get into the updates you have, 2024 priorities, what's top of mind right now.

>> SAM HAMMOCK: I feel like so much is happening.

It's kind of this amazing time.

So I would be remiss not to give a massive shoutout to all of the HR Team.

True thank you and gratitude over the past couple of years but specifically last year and this year.

Like we've been doing such hard work.

Really leaning into the feedback that we have gotten through so many different channels from all of our V Teamers about how to make this an even better place to live and work and do amazing, amazing stuff.

So we're not done.

We're not done.

Lots more to go.

But true thank you to the team, and that also means thank you to the V Team because for all the work that we were doing, we've had amazing employees who give us the right feedback.

Continue to cheer on the place to work.

The place to be.

And how to get great stuff done.

So let's dive in to what have we been working really hard on.

I thought we would start with the why.

So what is HR's North Star, what are we guiding to and what guides all of us.

So everything that we do ladders up to elevating the V Team experience so that we all thrive at work and in life.

And so you can see a lot of all the work that we do goes around this.

And that North Star is really focused around four main pillars.

So Pillar No. 1 is we all think about what do we start with, for us we're starting with how do you build a superior digital employee experience so we launched V Team Central.

We have HR Answers but those are just the beginning.

Instead we want to make it so it's easy to do your job it's easy to find the information that you want and that does start with a digital experience just like we would do for our customers, so a little foreshadowing there.

>> RAQUEL WILSON: I like that.

>> SAM HAMMOCK: But now we're also focusing on how do you leverage that full power we want to have all of this to create an end-to-end connected and personalized employee experience so we'll embrace opportunities like AI but also other digital tools as we have been to make it easier.

I mentioned like getting access to information and resources.

We have so much stuff out there for our employees.

But sometimes it can't be that easy to navigate all of those and you don't need it until you need it so we have to make it easy to find.

>> RAQUEL WILSON: That's awesome.

>> SAM HAMMOCK: So Pillar 2 is all about strengthening Journey Forward.

We talked a lot about this Journey Forward which is encompassing all the things for you to truly navigate and own your own career so this is all the resources available to help you do that right here at Verizon so we're going to continue to expand on those things.

We'll evolve the super charge Talent GPS where you can go look that up those things what skills do you need as you think about crafting your desired and ambitious career ahead but lots of other things are in here so again based on feedback we have updated the 5 point rating scale for this year to give even more differentiation for you as an employee but also for our leaders.

Which will really deepen that focus on feedback and coaching that we're looking to create.

And we also got even more tools out there.

Right?

So how do you elevate skills?

How do we think about leadership development?

We just launched a new program called Raise the Bar for all of our People Leaders.

That's going to take course over the next 10 months.

So really good information.

To continue to invest.

Because leadership matters.

So then we have Pillar 3, deepening inclusion.

And this includes all the work that we do across DE&I and our CSR organization and we want every employee to feel like they belong at Verizon up to be able to share your whole self and that means we have to weave into the fabric of all of our programs this notion of inclusion, of belonging.

It needs to feel like it's completely embedded in what we do and how we think about that.

So it doesn't just happen it's all of our responsibility and quite frankly it's a privilege to be able to do this and customer an opportunity to impact impacts in our communities, inside of our Verizon offices, and with our customers.

>> RAQUEL WILSON: Yes.

>> SAM HAMMOCK: So it's going to continue to be integrated in everything you do.

But wrapping up those four pillars is the last one.

And this is called activating Your Best You we have done an amazing job as we think about our obligation and quite frankly our responsibility when we think about caring for the emotional, the physical, the financial well-being of our V Team and we have a lot of amazing things.

But as we have kind of been mentioning in here, sometimes it's not easy to find.

>> RAQUEL WILSON: Right.

>> SAM HAMMOCK: All of those resources so we're going to put all of that under Your Best You.

It's going to have a little bit of an umbrella but it will bring everything together so you know how to manage and get help on your well-being because we believe if you can live well, you can work well and we have a real obligation to make sure that that's set up for success, as well.

So how are we helping people live well?

So think about as like a continuum of resources.

We value the whole person.

And we want you to truly feel that you are supported across the board and we're always looking for ways to expand and include new programs and benefits.

So a couple of new things that we did here.

>> RAQUEL WILSON: Yeah.

>> SAM HAMMOCK: So last year we launched Virgin Pulse and that was in the U.S.

It's coming very soon in a couple of months to our international, as well.

I'm on there.

It is amazing tool.

If you have not downloaded the app yet.

>> RAQUEL WILSON: I have not.

>> SAM HAMMOCK: Definitely download the app it's engaging.

>> RAQUEL WILSON: You can see the teammates that are on that.

>> SAM HAMMOCK: I'm in a really friendly step competition with quite a few V Teamers and I'm not winning so I have to up my game on that but there's more stuff on that we also have announced something called Secure Your Future this is in the U.S. but it actually helps you pay down your student loans so you have the ability to make student loan repayments into a long-term savings and we match your 6% into your contribution match.

Which is really cool.

And then we also are continuing to evolve some of our existing benefits like we gave deeper discounts on Gympass memberships and so much more in those places.

>> RAQUEL WILSON: Love Gympass shoutout to my Lifetime exclusive pass that I get every time I go in there.

>> SAM HAMMOCK: It's more than just gyms which is cool you can use it to pay the membership on some health apps as well it's a really cool benefit.

>> RAQUEL WILSON: It's awesome.

So I love anything that you mentioned.

Any other sneak peeks you can give us.

>> SAM HAMMOCK: There's always more sneak peeks.

So on March 1st we're also going to be launching something called Spring Health.

This is a new U.S. partner for mental well-being and employee assistance.

I tell you, I am super excited about this one.

I got in on a pilot.

So I was able to get in there and test it.

The HR Team is also kind of testing this right now.

It's really amazing.

It's your ability to actually get a coach or to get a therapist.

And we all know like as we think about mental healthcare sometimes it's really hard to find the person that you want that you connect with.

And just availability in general.

So it's amazing.

Personalized resources.

Digital self-guided, self-care.

And here is the cool part as we roll this out you'll get six free counseling sessions and six free coaching sessions so think about career coaching.

That's also included here.

>> RAQUEL WILSON: Oh, wow.

>> SAM HAMMOCK: And you can pick your own provider.

So really cool stuff.

All powered on a digital platform.

That you can really tailor to you.

So keep an eye out for Your Best You.

We're going to have a monthly newsletter for all the well-being happenings and resources that are going on and download the Inside Verizon app because you can get your well-being tips and everything is connected.

>> RAQUEL WILSON: Awesome.

Well it sounds like there's a lot happening in 2024 HR-wise.

You know what I love most, though, is that the V Team experience, though, is at the center.

Everything is very intentional in thinking about how can the employee experience things outside of work and have that funnel back into our well-being at work, as well, which is awesome.

>> SAM HAMMOCK: Yes, spot on.

And you know, I've talked about it a lot.

But I do think that you can't have a brand that your customers love if your employees don't love it first.

>> RAQUEL WILSON: Yes.

>> SAM HAMMOCK: And so there's a deep, deep connection between the customer experience and the employee experience.

And it starts with us.

And so those four pillars, there's a reason that the employee experience is at the heart of that experience.

And so we're going to continue to do all those things.

Making the experience better.

Because we can always get better.

And that's where the feedback really helps us.

>> RAQUEL WILSON: Yeah, well, speaking of feedback, I know there were a couple of changes to VZPulse, anything you want to expand on that?

>> SAM HAMMOCK: Yeah, sure so we announced that we're going to be updating the way that we do Pulse.

So we really have been doing every single quarter and three of the quarters it was a quick check-in but when we got feedback from people they were saying, I need more time to do the action planning.

And I'm a big believer, the real meat of it comes from the action planners.

So connection planning and all the work we do as a team and as leaders talk to their team and be transparent about what we saw on the surveys so we are changing it up.

So it's two of those quick check-ins which were three to five questions we weren't getting as much meat out of those so instead we'll be replacing those we're going to keep the big full pulse that happens in May that will still happen and we'll have a check-in at the end of the year but in the offquarters we're

going to deeply focus on our action planning.

Really get into what did we hear in the survey, what were the comments we heard, how are our teams talking about it and allow us to personalize it for our own teams so that's going to be a little bit of the update but again with feedback from our team on how to really focus on the right things.

It's allowing us to kind of evolve our processes.

>> RAQUEL WILSON: That's awesome.

And I know it's also awesome that you all evolved this based off of feedback so thank you and the team for that evolution.

Which is great.

>> SAM HAMMOCK: Yeah; yeah.

And you know I think we can also use the time for some teams because this is not about not having surveys or not caring as much.

>> RAQUEL WILSON: Right.

>> SAM HAMMOCK: In fact, the opposite so this also allows us to do things as a smaller team which I think makes more of an impact as we all have a little bit of our nuances and things that we need to work on that are unique to our own cultures.

>> RAQUEL WILSON: Absolutely well Sam before we close out any other hot topics you want to share.

>> SAM HAMMOCK: Well, maybe just one because you know my list is long here, Raquel.

But super excited about WOW Connect so last year we ran a pilot of WOW Connect and it was a little bit of evolution from our previous WOWs which this comes off of but it was so successful and there was such a demand for it that we are so excited to be bringing it back even better.

So as I mentioned, this is an evolution because we had the legacy program but there were a couple of things that were coming out we were finding one in feedback and in execution.

More people wanted in.

So how did we really expand it and get the great benefit of this program and the investment out?

And so you know we wanted things like workshops, live conversations, the Power Crews, peer-to-peer support.

So in March we're launching the brand-new season of WOW Connect and we'll continue to partner with our WAVE ERG so huge shoutout to WAVE they have been such great partners in thinking through this and how we'll be doing WOW Connect and really helping the needs of all of our V Teamers.

So tomorrow WAVE members are going to receive an email.

You can go ahead, you can opt in for this next season of WOW Connect.

And you're going to be notified because enrollment will open on March 5th.

But space is limited.

So if you want to participate, anybody that's a member of WAVE can go ahead and do that.

So if you're not a member of WAVE, definitely go out, sign up for that ERG.

Magnificent stuff happens.

But also you will be able to opt in for a chance at WOW Connect.

>> RAQUEL WILSON: That's awesome.

>> SAM HAMMOCK: Yeah.

And we're also just wrapping up yearend process so coming out soon, it's wrapping up officially on February 21st so thank you to all of our leaders and V Teamers for setting aside that dedicated time to discuss your team members' 2022 (sic) performance and their goals for 2024.

So thank you for that amazing work for all the tremendous performance and progress.

And my last plug, do not forget to update your career profile.

So get out and into V Team Central.

You can find these links -- in V Team Central find these links in Talent GPS and Journey Forward but it's important you update that profile and we understand and use that data for what are the jobs you want how do we help you craft the career and curate the career and build the skills that you need going forward so tons of great stuff out there.

>> RAQUEL WILSON: All right.

Well you heard it here, V Team, update your career profile.

Set your goals and get ready.

We can't wait to see what's to come thanks to the HR Team.

Awesome update, Sam.

Thanks for joining us.

>> SAM HAMMOCK: Thank you.

>> RAQUEL WILSON: Yes, all right, team, let's recap Verizon's big week in Las Vegas.

Friday we were live in Vegas with Jess who was joined by members of our local Test Force and retail teams along with Hans, Leslie, Kyle and Joe who shared how we were showing up big in Vegas.

Plus we had an exciting LinkedIn Live where Hans, Joe and Kyle spoke with Eli

Manning, the new Head Coach of the Los Angeles charges Jim Harbaugh and more.

It was a packed week we did good in the community by partnering with Goodr mobile grocery shop to deliver groceries to those in need and surprising deserving small businesses like Brauds Funnel Cake Cafe with the Small Business Digital Ready grant we hosted exciting events at our Verizon live -- Verizon Live take over with the Jimmy Kimmel Comedy Club with the celebrity guests from fan favorite Netflix and HBO Max shows and of course our network powered fans across Las Vegas with a reliable connection for the moments that matter in fact we have the numbers to prove just how many people relied on our network as I said before on Game Day Verizon fans used 52.34 terabytes of data in and around the stadium that's the equivalent of playing HD video continuously for 3.3 years.

Data usage by Verizon customers was up 9.4% over the 47.8 terabytes used at Super Bowl LVII in 2023.

And 70% of customers were using 5G Ultra Wideband and that's up from 63% last year.

These stats are awesome.

And a big shoutout to the Test Force for all of their hard work prepping Las Vegas and Allegiant Stadium now speaking of the Test Force we caught up with Test Force engineer Brad Frank who gave us a tour of Las Vegas and all the lasting improvements the team made to the city.

If you want to watch Brad's full tour, check the link in today's story where we have a great article with all the details.

Now I know I mentioned our ad at the top of the show but seriously if you didn't check it out make sure you're following @Verizon to see the Queen attempt to break our network plus we had two Spanish language ads running on Univision one for our Total By Verizon and the other with J Balvin who also put our network to the test by sharing his number with fans across the globe we're happy to report that our network withstood the test but J Balvin might need a new number soon.

Now, team before we go we do want to give you an idea in case you're still searching for a wonderful gift for your Valentine.

Everyone goes for chocolates and flowers so how about you knock this holiday out of the park and surprise your special someone with the new iPhone 15 Pro with titanium on us you can score this awesome deal with any iPhone trade-in any model any condition guaranteed with a new line on Unlimited Ultimate.

All right, well that brings us to the end of this show, make sure you head over to

our Super Bowl landing page to relive all the exciting happenings from the Big Game in Vegas.

Until next time, you're Up to Speed.

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