

VERIZON
UP TO SPEED LIVE
March 14, 2022 12:00 PM ET

>>DIANA ALVEAR: HI, EVERYBODY.

THANK YOU FOR STARTING YOUR WEEK OFF WITH US.

I AM DIANA ALVEAR.

WELCOME TO UP TO SPEED LIVE, AND WE'RE GOING TO START OFF WITH A LITTLE BIT OF GRATITUDE TODAY.

WE WANT TO THANK ALL V-TEAMERS FOR THE HARD WORK THAT YOU'VE BEEN DOING THROUGHOUT THE PANDEMIC, BUT ESPECIALLY THOSE OF YOU WHO HAVE BEEN COMING IN TO WORKDAY IN AND DAY OUT.

WE ARE TALKING A RETAIL TEAMS, OUR FIELD TECHS AND ALL OF YOU WHO HAVE NOT NECESSARILY BEEN WORKING FROM HOME.

WE COULD NOT HAVE THRIVED WITHOUT YOU.

OKAY?

BUT NOW, WITH MORE V-TEAMERS COMING IN TO OUR CORPORATE WORK SPACES, WE'VE GOT SAM HAMMOCK AND CRAIG SILLIMAN HERE TODAY TO ANSWER YOUR TOP QUESTIONS ON WORK FORWARD AND WE'RE GOING TO TALK ABOUT HOW WE'RE GETTING READY TO ACTIVATE OUR HYBRID PLANS IN THE U.S. AND VERY IMPORTANTLY, IF YOU HAVE QUESTIONS, FEEL FREE TO ASK THEM ON TWITTER.

WE'RE GOING TO DO OUR BEST TO ANSWER THEM DURING THIS EPISODE.

ALL RIGHT.

SO LET'S SUMMARIZE THE RECENT CHANGES TO OUR COVID-19 MASK POLICY.

EARLIER THIS MONTH, WE UPDATED VERIZON'S U.S. MASK POLICY TO ALIGN WITH THE CDC'S LATEST RECOMMENDATIONS.

NOW, THIS SIGNIFICANTLY REDUCES INSTANCES WHERE MASKS ARE REQUIRED IN OUR WORKPLACES WHILE OFFERING YOU THE PERSONAL OPTION TO WEAR A MASK AT WORK IF YOU CHOOSE TO DO SO.

BUT LET'S RECAP.

THE CDC HAS DESIGNATED EACH U.S. COUNTY AS HAVING A LOW, MEDIUM OR HIGH

COVID-19 COMMUNITY LEVEL, AND THIS IS ALL BASED ON THE NUMBER OF METRICS ABOUT HOSPITALIZATIONS AND HOSPITAL CAPACITY AND CASE NUMBERS.

SO LET'S BREAK IT DOWN.

HIGH COMMUNITY LEVEL, IF YOU ARE WORKING INDOORS AT A VERIZON WORK SITE IN A COUNTY THAT THE CDC DESIGNATES AS, QUOTE, HIGH COMMUNITY LEVEL, OR IN AN AREA WHERE MASKS ARE REQUIRED BY LOCAL LAW, YOU MUST WEAR A MASK, REGARDLESS OF VACCINATION STATUS.

NOW, LET'S LOOK AT THE NEXT LEVEL.

MEDIUM OR LOW COMMUNITY LEVEL.

IN A COUNTY THAT THE CDC DESIGNATES AS LOW OR MEDIUM COMMUNITY LEVEL, MASKS WILL BE OPTIONAL UNLESS REQUIRED BY LAW, AND EMPLOYEES CAN CHOOSE TO WEAR OR NOT -- WHETHER OR NOT TO WEAR A MASK.

NOW, WHEN YOU CERTIFY THROUGH THE RETURN TO OFFICE TOOL AND YOU CONFIRM YOUR WORK LOCATION FOR THE DAY, IT'S GOING TO LET YOU KNOW WHETHER OR NOT A MASK IS REQUIRED AT YOUR LOCATION.

NOW, THAT IS WHY EVERY EMPLOYEE MUST CERTIFY THROUGH THIS RTO TOOL WHENEVER YOU WORK OUTSIDE YOUR HOME SO THAT YOU GET THE MOST UPDATED INFORMATION ON MASK REQUIREMENTS FOR YOUR PARTICULAR WORK LOCATION.

AND I WANT TO REINFORCE THAT IN AREAS WHERE MASKS ARE OPTIONAL, IT IS OKAY IF YOU CHOOSE TO CONTINUE TO WEAR A MASK.

IT'S ALL ABOUT MUTUAL RESPECT.

RIGHT?

OKAY.

SO NOW THAT THINGS HAVE CHANGED, WE'RE GOING TO CATCH UP WITH KELLEY KURTZMAN.

SHE'S OUR SENIOR VICE PRESIDENT OF CONSUMER FIELD SALES, TO HEAR WHAT V-TEAMERS IN OUR STORES SHOULD EXPECT WITH THIS LATEST UPDATE.

>> HEY, V-TEAMERS, IT'S KELLEY

KURTZMAN HERE AT THE VERIZON

STORE IN CLIFTON, WITH AN UPDATE ON SOME RECENT WORK-FORWARD

CHANGES I WANTED TO MAKE SURE YOU'RE ALL AWARE OF.
THE FIRST UPDATE IS REGARDING OUR RETURN-TO-OFFICE TOOL.
WE WILL CONTINUE TO USE THE TOOL
DAILY, BUT I'M HAPPY TO SHARE SOME USEFUL ENHANCEMENTS.
THE TOOL WILL NOW DISPLAY
IMPORTANT INFORMATION REGARDING
WHETHER OR NOT A FACE COVERING
IS REQUIRED WHILE IN OUR RETAIL LOCATIONS.
AS YOU KNOW, WE ALWAYS WORK TO PUT OUR CUSTOMERS FIRST.
SO IF A CUSTOMER REQUESTS THAT YOU WEAR A MASK, PLEASE DO SO.
AND IF YOU WOULD PREFER TO WEAR
A MASK, BY ALL MEANS, CONTINUE TO WEAR ONE.
AND WE'D LOVE FOR YOU TO PLEASE USE THE VERIZON-PROVIDED ONE.
THESE DESIGNATIONS CAN AND
LIKELY WILL CHANGE SO WE DON'T
EXPECT YOU TO MONITOR THIS DAILY.
THAT'S WHY IT'S SO IMPORTANT TO USE THE RTO TOOL.
IT'S GOING TO TELL YOU IF YOU
NEED A MASK, AND IT'S WHETHER
IT'S REQUIRED AT YOUR LOCATION OR IF IT'S OPTIONAL.
SO WHEN IN DOUBT, SCAN THE QR
CODE AT THE WORK SITE TO SEE THE CURRENT MASK REQUIREMENTS.
I WANT TO TAKE A MOMENT AND
ACKNOWLEDGE THE WORK YOU'VE PUT
IN EVERY DAY HELPING CUSTOMERS
STAY CONNECTED AT A TIME WHEN IT'S NEVER BEEN MORE IMPORTANT.
WE SEE IT AND WE APPRECIATE YOU.
LET'S ALL STAY SAFE.

>>DIANA ALVEAR: THANK YOU, KELLY, SO MUCH.

ALWAYS SO GOOD TO SEE YOUR SMILING FACE.

AND I PERSONALLY AM EXCITED TO SEE MORE SMILING V-TEAMERS IN OUR STORES.

AND ON THAT NOTE, SPEAKING OF SMILES, LET'S BRING IN SAM HAMMOCK AND CRAIG SILLIMAN INTO THE CONVERSATION.

HELLO!

WE'RE GOING TO BE ANSWERING QUESTIONS THAT WE HAVE RECEIVED FROM EMPLOYEES THROUGH OUR ASK HR AND OUR WORK FORWARD CHANNEL.

SO WELCOME TO BOTH OF YOU.

SO NICE TO HAVE YOU HERE!

>> THANKS FOR HAVING US.

>> YEAH.

OKAY.

SO SAM, I'M GOING TO START WITH YOU.

OBVIOUSLY IT WAS SO GREAT TO SEE SO MANY V-TEAMERS IN OUR OFFICES LAST WEEK.

I WASN'T EVEN THERE FOR A COUPLE OF THOSE DAYS, AND I FELT LIKE I WAS THERE BECAUSE I WAS LOOKING AT ALL THE PICTURES.

SO LET'S TALK ABOUT WHAT THE LATEST IS AS HYBRID EMPLOYEES OF THE U.S. BEGIN TO DUST OFF THEIR OFFICE ROUTINES AND PACK THEIR BAGS AND TEST OUT THOSE HYBRID PLANS.

>> YEAH.

IT WAS SO AMAZING TO SEE SO MANY SMILING FACES, AND PEOPLE LAST WEEK.

AND SO AS PEOPLE HAVE BEEN REALLY TAKING TO HEART, TESTING OUT THOSE SCHEDULES IN MARCH, PRACTICING COMMUTES, PRACTICING PACKING A BAG, REMEMBERING CHARGERS, I HEARD, IS GOING TO BE A STRUGGLE, SO WE'LL PUT THAT ON OUR LIST.

BUT JUST PEOPLE COMING TOGETHER.

I EVEN HAD SOMEONE SAY TO ME, I WEIRDLY WAS EXCITED TO WAIT IN LINE FOR MY LUNCH, BECAUSE THEY GOT TO HAVE THOSE ORGANIC MOMENTS AND TALK TO EACH OTHER.

AND SO WE'RE ALL LEARNING.

WE'RE MAKING THOSE ADJUSTMENTS.

WE ARE FINDING THOSE MOMENTS THAT MATTER FOR EACH OF US.

AND WE'LL COME TOGETHER AND WE WILL HAVE THOSE MOMENTS AGAIN, SO SUPER EXCITING.

AND I'LL JUST REMIND EVERYBODY AGAIN ABOUT WHAT THAT TIME LINE LOOKS LIKE.

SO MARCH, WE HAVE BEEN GOING AHEAD, WE'RE DUSTING OFF THOSE SCHEDULES AND GETTING A PRACTICE AT EVERYTHING, BUT WE'RE ALSO LEARNING WITH OUR OTHER TEAMS.

NONE OF US SUCCEED ALONE AND SO KNOWING WHO WE'RE GOING TO BE WORKING WITH AND COLLABORATING WITH AND DOING THAT TOGETHER, THAT'S WHAT WE'RE PRACTICING IN MARCH.

STARTING APRIL 4TH, OUR OFFICIAL ACTIVATION OF THOSE PLANS IS GOING LIVE, AND I WOULD JUST CONTINUE TO ECHO, DIANA CALLED OUT A SPECIAL THANKS TO THOSE WHO HAVE BEEN IN THE FIELD, IN THE STORES, EVEN THOSE PEOPLE WOULD HAVE BEEN MEETING WITH OUR CLIENTS, OUR CUSTOMERS, OUR PARTNERS IN PERSON.

HUGE THANK YOU TO ALL OF YOU, BECAUSE YOU HAVE BEEN KEEPING ALL OF THIS GOING AND SHOWING US HOW WE CAN MAKE IT WORK.

>>DIANA ALVEAR: YEAH.

ABSOLUTELY.

I HAD TO LAUGH WHILE YOU WERE TALKING ABOUT NOT FORGETTING THINGS, BECAUSE I'M GOING TO BLAME DAYLIGHT SAVING TIME.

I WAS LIKE, OH, MY GOSH, I DON'T HAVE MY BADGE.

WHAT AM I GOING TO DO?

AND THEN IT TURNED OUT I HAD IT, I'M JUST NOT -- I NEED MORE COFFEE.

SO THANKFULLY WE'VE GOT COFFEE HERE SO THANK YOU SO MUCH FOR OUTLINING THOSE DETAILS FOR US.

AND OBVIOUSLY AS GROUPS CONTINUE TO TEST AND LEARN TO SEE WHAT'S BEST, WE ASKED APARNA KHURJEKAR TO SHARE HOW HER TEAM IS NAVIGATING THE HYBRID MODEL, AND THEY'RE STILL CARING FOR AND CONNECTING WITH CUSTOMERS NO MATTER WHERE THEY ARE.

LET'S HEAR APARNA.

>> HELLO, TEAM.

HELLO FROM BASKING RIDGE.

AS YOU CAN SEE, I'M HERE TODAY, AND TOMORROW I'M GOING TO BE IN ANOTHER CITY.

I'VE STARTED TRAVELING, GETTING OUT THERE FOR THE RIGHT REASONS,

MEETING WITH CUSTOMERS, AND

MEETING WITH ALL THE EMPLOYEES, AND SO ARE MY PEERS ACROSS VBG.

FOR THE RIGHT REASONS, WE

STARTED TO GET OUT THERE,

BECAUSE THANKS TO ALL THE INITIATIVES THAT OUR FIELD FORCE

IS TAKING, WE'VE ALREADY STARTED LEARNING WHAT IT MEANS TO BE

LIVING AND MAKING THE MOST OF

THE HYBRID WORLD AS AMERICA OPENS UP. WHAT HAVE WE LEARNED THUS FAR?

WELL, A TON. NUMBER ONE, PEOPLE BUY FROM

PEOPLE, SO OFTENTIMES YOU NEED

TO BE IN FRONT OF THAT CUSTOMER, TRYING TO SELL.

I HAVE AN EXAMPLE JUST FROM LAST

WEEK, WHERE CHRIS VARGAS WAS ABLE TO CLOSE A VERY, VERY

STICKY PROSPECT WHO WASN'T

BUDGING UNTIL WE WENT FACE-TO-FACE AND ON THE SPOT

CLOSED THE DEAL.

LOTS OF EXAMPLES OF THAT.
BUT ALSO MORE IMPORTANTLY, WHEN
YOU'RE SITTING IN FRONT OF THAT
CUSTOMER, SAY IN OKLAHOMA, AND
YOU NEED TO DIAL A FRIEND, YOU
NEED TO GET THAT SPECIALIST ON SECURITY, WELL, YOU KNOW WHAT?
ONE CLICK OF A BUTTON, BLUE
JEANS IS THERE FOR YOU, AND YOU
CAN CLOSE THAT DEAL RIGHT THERE
WITH THAT SPECIALIST SITTING WITH YOU. ISN'T THAT AWESOME?
THE OTHER THING WE'RE LEARNING
IS HOW TO DEAL WITH THOSE
AWKWARD MOMENTS WHEN YOU WALK IN TO THAT CUSTOMER'S OFFICE.
YOU DON'T KNOW WHETHER YOU'RE
SHAKING HANDS OR HUGGING, OR IS THAT JUST A WAY.
WELL, ALWAYS FOLLOW AND TAKE THE
CUE FROM THAT CUSTOMER, AND SAFETY FIRST, ALWAYS.
WHAT'S ALSO EXCITING ME IS JUST
FOLKS, ALL OUR TEAMMATES STARTING TO COME BACK IN TO WORK.
I'VE BEEN LUCKY TO BE PARTS OF
BLITZES WHERE WE MEET UP EVERY WEDNESDAY.
WE CALL OUR CUSTOMERS.
WE SET THOSE APPOINTMENTS.
WE LEARN FROM EACH OTHER, AND THAT'S ESPECIALLY IMPORTANT
BECAUSE WE HAVE SO MANY NEW
EMPLOYEES AND NEW TEAMMATES WHO
NEED TO LEARN FROM US AND WE'RE LEARNING SO MUCH FROM THEM.
NOW, ALL THAT I TALKED ABOUT WAS FOR OUR TEAMMATES IN THE U.S.
AS THE WORLD OPENS UP, THE TEAMMATES OUTSIDE OF THE U.S.
WILL OBVIOUSLY BE LEARNING MORE

ABOUT WHAT THE POLICIES ARE, WHAT IT IS THAT WE ARE GOING TO BE DOING THERE, SO LOOK OUT FOR THAT.

AND IN THE MEANTIME, I WILL SEE EACH ONE OF YOU OUT THERE IN THE FIELD.

SO EXCITED ABOUT IT.

>>DIANA ALVEAR: THANK YOU SO MUCH, APARNA.

AND SAFE TRAVELS TO YOU AND YOUR TEAMS AND THE REST OF YOU THAT ARE STARTING TO TRAVEL.

SO OF COURSE IT'S GREAT TO SEE TEAMS MAKE THE MOST OF WORK FORWARD AND LEAN INTO THAT FLEXIBILITY THAT IT OFFERS.

AND I'M GOING TO INVITE INTO THE CONVERSATION CRAIG.

AND WE JUST HAD A REALLY FUNNY AWKWARD MOMENT THAT MAY START TO HAPPEN TO YOU.

I WAS LIKE, CRAIG, I REALLY WANTED TO HUG YOU, BUT I WANTED TO ASK.

HE'S LIKE GIVE ME A HUG, SO IF HE FIGURED WE'D HUG LIVE ON THE SHOW.

IT IS SO GOOD TO SEE YOU!

>> IT'S NOT THE SAME AS TRYING TO HUG MY SCREEN.

>> AND I'VE LEARNED TO ASK.

I'M WITH YOU.

I'M LIKE, COME ON IN, AND I'M LIKE, WAIT, LET'S MAKE SURE EVERYBODY FEELS OKAY.

SO NOW THAT WE'VE GOTTEN THE AWESOME STUFF OUT OF THE WAY, LET'S TALK A LITTLE BIT ABOUT OUR REAL ESTATE UPDATES, BECAUSE A LOT OF QUESTIONS HAVE COME OUT OF THAT.

SO HOW HAS YOUR TEAM PREPARED WORK LOCATIONS TO GET READY FOR V-TEAMERS TO COME BACK?

>> YEAH, AND WE'VE DONE A LOT, DIANA, TO GET READY AS WE ALL COME BACK. FIRST OF ALL, WE WANT TO MAKE SURE THAT EVERYTHING IS SAFE. APARNA JUST SAID THAT.

SO WE HAVE WEEKLY AND DAILY CLEANING PROTOCOLS.

AND YOU'RE GOING TO NOTICE HAND SANITIZER STATIONS AND SANITIZING WIPE STATIONS ALL OVER.

SO IF YOU FEEL LIKE YOU WANT TO DO SOME EXTRA CLEANING, WE HAVE THE TOOLS FOR YOU THERE.

SECONDLY, AS WE COME IN THIS HYBRID ENVIRONMENT, WE'VE SET UP DIFFERENT WORK STATIONS FOR YOU SO YOU'RE GOING TO BRING IN YOUR LAPTOP, FOR THOSE OF YOU WHO HAVE BEEN WORKING IN A HYBRID I MODE.

AND AS SAM SAID, MAKE SURE YOU BRING IN YOUR CHARGER, IF YOU WANT TO HAVE OTHER THINGS LIKE A MOUSE OR OTHER TYPES OF APPENDAGES, BRING THOSE IN WITH YOU AS WELL.

BUT THEN WE WILL HAVE DOCKING STATIONS.

WE HAVE DESKS THAT HAVE DOUBLE MONITORS, WE HAVE SINGLE MONITORS.

IF YOU DON'T WANT ANY SCREEN, YOU JUST WANT TO WORK OFF YOUR LAPTOP, WE HAVE THAT FLEXIBILITY SO YOU CAN WORK THE WAY YOU WANT TO WORK.

THEN THIRDLY, IT'S REALLY IMPORTANT THAT AS YOU COME IN YOU USE THE BOOK-A-SPACE TOOLS.

IT'S REALLY SIMPLE.

IT'S 1-2-3.

YOU USE THE BOOK-A-SPACE TOOL.

SECONDLY, CERTIFY YOUR COVID STATUS ON THE RTO TOOL AND THEN THIRD WHEN YOU GET THERE AT THE DESK, SCAN IN.

WE WANT TO MAKE SURE THAT WE CAN ALL COME IN AND WORK AS EFFICIENTLY AS POSSIBLE AND WE DON'T WANT TO BE ALL WALKING AROUND THE OFFICE LOOKING FOR A SPACE, OR FINDING SOMEONE SITTING AT A SPACE WE BOOKED.

SO MAKE SURE YOU USE THAT REALLY SIMPLE 1-2-3 PROCESS WITH THE BOOK-A-SPACE.

AND THEN FINALLY, IF YOU HAVE ANY QUESTIONS, IN A LOT OF OUR LOCATIONS, WE HAVE IN-PERSON COMMUNITY MANAGERS WHO CAN ANSWER ANY QUESTIONS YOU MAY HAVE.

IF YOU'RE IN SOME OF OUR SMALLER LOCATIONS, WE HAVE VIRTUAL COMMUNITY MANAGERS WHO CAN ANSWER ANY QUESTIONS YOU HAVE.

SO DON'T WORRY IF YOU DON'T REMEMBER EVERYTHING WHEN YOU SHOW IN, EXCEPT THE BOOK-A-SPACE, DON'T FORGET THAT, BUT ONCE YOU GET HERE, WE HAVE LOTS OF PEOPLE WHO CAN HELP YOU ANSWER QUESTIONS.

>> THAT'S GREAT.

ALL RIGHT.

SO LET'S BE HONEST.

IT'S LUNCHTIME HERE ON THE EAST COAST AND AT BASKING RIDGE.

CAN YOU SHARE A LITTLE BIT MORE ABOUT HOW YOUR TEAM IS RAMPING UP SERVICES IN THE LOCATIONS THAT HAVE FOOD HALLS AND ANY UPDATES ON AMENITIES?

>> YEP.

ABSOLUTELY.

IN FACT, I'M GOING TO BE HEADING DOWN TO THE CAFETERIA AS SOON AS WE'RE DONE HERE AND GRABBING SALAD.

AND OVER THE COURSE OF MARCH, WE'RE BRINGING STAFF BACK AND AS WE BRING MORE AND MORE STAFF BACK INTO THE FOOD HALLS, WE'LL BE OPENING UP MORE AND MORE OF THE FOOD STATIONS, SO BY APRIL 4TH WHEN WE'RE ALL COMING IN MORE OFTEN, WE'LL HAVE IN MOST OF THE LOCATIONS, MOST OF THE FOOD OPEN.

SO YOU'LL SEE MORE AND MORE OPTIONS AS THE MONTH GOES ON, AND WE'LL REALLY HAVE A LOT AVAILABLE FOR YOU IN THE BEGINNING OF APRIL.

WE ALSO HAVE MARKETPLACES AND VENDING MACHINES, SO YOU'LL HAVE A LOT OF DIFFERENT FOOD OPTIONS.

AND THEN FINALLY, THIS IS IMPORTANT FOR ME, BECAUSE I KNOW SOME OF YOU MIGHT BE LIKE ME, I'M GOING TO BE TEMPTED TO GO FROM THE SALADS TO THE PIZZA STATION OR THE FOOD TRUCK.

SO OUR FITNESS CENTERS ARE OPENING UP, TOO, AND IT'S GREAT.

I'M SEEING MORE AND MORE PEOPLE THERE.

I RAN INTO OUR FRIEND, ANDY CHOI HERE IN THE BASKING RIDGE FITNESS CENTER LAST WEEK.

YOUR BOSS JIM KEEPS SETTING IMPOSSIBLE TARGETS FOR ME ON THE STATIONARY BIKE IN THE GYM.

IT'S GREAT.

I ENDED MY LAST WEEK ON FRIDAY WITH A WORKOUT DOWN IN THE FITNESS CENTER.

I THINK SAM DID THE SAME, AND IT'S JUST A GREAT THING TO START YOUR DAY, END YOUR DAY OR JUST KIND OF GET YOUR BLOOD GOING IN THE MIDDLE OF THE DAY TO KIND OF GET YOUR MIND PUMPING AND GET READY TO GET BACK TO WORK.

SO A LOT OF THINGS HERE IN THE OFFICE FOR ALL OF US, IT'S JUST MAKING IT A LOT OF FUN TO BE HERE.

>> THAT'S SO GOOD TO HEAR, AND CONGRATULATIONS ON ALL THE WORKOUTS, ANDY.

I HAD NO IDEA.

THAT'S WHY HE'S LOOKING FIT AND STRONG.

OKAY.

SO WHAT DO V-TEAMERS NEED TO KEEP IN MIND WHEN COMING INTO THE OFFICE FROM A TECH PERSPECTIVE.

SO SHOULD I BE BRINGING EVERYTHING?

BECAUSE I BRING CURRENTLY MY LAPTOP, CHARGERS, ALL THAT KIND OF STUFF.

IS THERE ANYTHING IN PLACE OR DO THEY NEED TO BRING IT ALL?

>> AGAIN, WE HAVE DOCKING STATIONS, WE HAVE DESK SPACE FOR YOU, BUT YOU NEED TO BRING IN YOUR LAPTOP, AND THEN IF YOU USE A MOUSE, IF YOU WANT TO USE A SUPPLEMENTAL KEYBOARD, BRING THOSE IN.

MAKE SURE YOU PACK YOUR CHARGERS, AS SAM SAID.

DON'T FORGET THOSE.

YOU BRING IN ALL THOSE OTHER AMENITIES, BUT WE HAVE A DOCKING STATION FOR YOU TO USE, AND YOU CAN USE IT WITH SCREENS, WITHOUT SCREENS, BUT DON'T FORGET YOUR MOUSE, YOUR KEYBOARD, YOUR CHARGERS IF YOU WANT TO USE THOSE THINGS.

>> OKAY.

SOUNDS GOOD.

I'LL MAKE A LIST OF THE THINGS I NEED TO BRING IN.

SO A LOT OF US STARTED DURING THE PANDEMIC -- I KNOW I SAID THAT A MILLION TIMES, BUT IT'S TRUE, WHEN YOU START VIRTUALLY AND THEN YOU BEGIN TO COME INTO THE OFFICE, THERE'S A LOT TO THINK ABOUT, A LOT TO PACK, SO PEOPLE HAVE CHANGED LOCATIONS.

SO LET'S TALK ABOUT BADGES.

WHAT DO PEOPLE NEED TO DO TO MAKE SURE THEY CAN ACCESS THEIR LOCATION?

>> SO IF YOU'VE MOVED DURING COVID, IF YOU WERE ALREADY WITH VERIZON BUT YOU MOVED DURING COVID, AND THAT WAS HANDLED BY THE REAL ESTATE TEAM, THEN THE SECURITY TEAM HAS ALREADY MAPPED YOUR BADGE TO THE NEW LOCATION, SO YOU DON'T HAVE TO DO ANYTHING THERE.

BUT IF YOU'RE NEW OR FOR SOME REASON YOU HAVEN'T RECEIVED A BACK, OR YOU LOST YOUR BADGE, IT'S SOMEWHERE AT THE BOTTOM OF THE CLOSET WITH ALL YOUR FORMAL WORK CLOTHES, JUST REACH OUT.

WE HAVE A SECURITY SITE, YOU CAN GO IN, THERE'S ALL THE INFORMATION YOU NEED THERE ABOUT HOW TO APPLY FOR A NEW BADGE AND OUR SECURITY TEAM WILL GET YOU SET UP FOR THAT RIGHT AWAY.

>>DIANA ALVEAR: OKAY.

ANOTHER BIG QUESTION THAT PEOPLE HAVE HAD IS WHERE CAN V-TEAMERS

CHECK OUT WHAT'S OPEN AND AVAILABLE AT THEIR PARTICULAR WORK SPACE OR LOCATION?

>> YEP.

IN ALL OF THESE THINGS, IF YOU GO TO THE WORK FORWARD SITE, WE HAVE A REAL ESTATE MICROSITE THERE THAT TELLS YOU ALL THE AMENITIES, WHAT'S OPEN, AND ALL THE DIFFERENT LOCATIONS.

YOU'LL SEE ALL THE DIFFERENT AMENITIES WE HAVE AND WHAT YOU CAN EXPECT WHEN YOU COME INTO THE OFFICE.

USE THAT WORK FORWARD SITE FOR ALL THE THINGS THAT SAM'S TALKED TO YOU ABOUT, BUT ALSO FOR ALL THE REAL ESTATE AMENITIES, AND THEN FINALLY, DON'T FORGET, IN ALL OF THIS, THE 1-2-3, BOOK-A-SPACE, THE RTO TOOL, AND THEN SCAN IN.

YOU KNOW, WE WERE TALKING ABOUT THE CAFETERIA.

WE ACTUALLY RAN OUT OF FOOD ONE DAY LAST WEEK IN THE CAFETERIA, WHICH ON ONE HAND IS A GOOD THING BECAUSE WHAT IT WAS WAS A LOT MORE PEOPLE CAME INTO THE OFFICE THAN WE WERE EXPECTING SO IT'S GREAT TO SEE THE TAKE-UP.

BUT BECAUSE WE DIDN'T KNOW PEOPLE WERE COMING IN, WE HADN'T RAMPED UP ENOUGH FOOD.

IF WE KNOW YOU'RE COMING IN, THEN WE'LL HAVE ALL THE AMENITIES SCALED TO ACCOMMODATE EVERYONE.

IT'S REALLY IMPORTANT THAT YOU USE THOSE BOOK-A-SPACE TOOLS SO THAT WE CAN MAKE SURE WE HAVE ALL THE FACILITIES SCALED UP, WHETHER IT'S FOOD, THE DESKS, EVERYTHING ELSE TO ACCOMMODATE THE PEOPLE THAT ARE COMING IN THAT DAY.

IF YOU DON'T TELL US YOU'RE COMING IN, THEN WE CAN'T HAVE ALL THOSE THINGS READY FOR YOU.

>> ALL RIGHT.

SOUNDS GOOD.

SO SAM, I'M GOING TO BRING YOU INTO THE CONVERSATION AGAIN.

YOU CAN STAY WHERE YOU'RE AT, BUT AS HYBRID V-TEAMERS ARE GETTING USED TO THEIR NEW ROUTINES, WHAT ARE THE PROTOCOLS AND PROCEDURES THEY NEED TO KEEP IN MIND?

>> YEAH, GREAT QUESTION.

SO AS CRAIG SAID, IT'S REALLY AS EASY AS 1-2-3.

SO USE THAT BOOK-A-SPACE.

GO AHEAD AND RESERVE YOUR SPOT.

USE THE RTO TOOL. SO DO YOUR DAILY CERTIFICATION.

WE HAVE SIMPLIFIED IT FOR YOU. IT IS ONE QUICK QUESTION NOW.

EVEN EASIER.

AND NUMBER THREE IS GO AHEAD AND CHECK IN WITH BOOK-A-SPACE ONCE YOU ARRIVE AT YOUR DESKTOP.

YOU CAN USE YOUR PHONE OR YOUR LAPTOP TO DO THAT.

AND THEN PACK ALL THE GOODIES.

GET USED TO WHAT WE'RE NOW CALLING THE GREAT AWKWARD.

SO CRAIG, LET'S PRACTICE.

I LIKE CRAIG, BUT I DON'T NEED TO HUG HIM.

SO, YOU KNOW, WE'LL ALL PRACTICE LIKE THE GREAT AWKWARD AND GETTING USED TO ALL THOSE THINGS.

SO IT'S A REALLY EXCITING TIME.

>>DIANA ALVEAR: IT'S GOING TO GO FROM THE GREAT AWKWARD TO THE GREAT AWESOME WHEN EVERYBODY STARTS TO COLLABORATE A LITTLE BIT MORE AND SEE EACH OTHER AND STUFF.

THAT WILL BE FANTASTIC.

AND I'M REALLY LOOKING FORWARD TO SEEING OUR RETAIL V-TEAMERS' SMILES AGAIN, YOU KNOW, I MEAN, THEY WORKED SO HARD.

OUR FIELD TECHS HAVE WORKED SO HARD.

EVERYBODY'S REALLY -- IT TOOK EVERYBODY TO GET US TO THIS POINT, AND WE

THANK THEM ALL FOR THAT.

SO I HAVE ONE LAST QUESTION, IF YOU'RE COOL WITH IT.

SO SAM, WHEN CAN WE EXPECT THE NEXT POST IT FOR POSITIVITY?

>> OH, OKAY, SO THERE IS A FRESH POST IT OUT THERE TODAY IF YOU WANT TO GO CHECK ON IT AND I WON'T GIVE IT AWAY BUT IT DOES HAVE TO DO WITH OPTIMISM, SO TALKING ABOUT POSITIVITY, AND SO YOU CAN GO AHEAD AND CHECK THAT OUT.

I PUT IT ON INSTAGRAM.

THERE ALSO IS A VIDEO FROM YESTERDAY THAT I POSTED WITH MY SON TAKING ADVANTAGE OF WHAT I REALLY HOPE IS THE LAST SNOWFALL.

I'M REALLY READY FOR SPRING.

AND SO IT WAS A BIT OF A BLOOPER.

SO THAT'S OUT THERE AS WELL.

>>DIANA ALVEAR: YEAH, I TOLD SAM THAT WHEN I WATCHED HER VIDEO, I ALMOST WOKE UP MY NAPPING KID BECAUSE I WAS LAUGHING SO HARD.

SO SHE'S A GREAT FOLLOW ON IG.

SHE IS.

SHE'S A GREAT WORKING MOM FOLLOW.

OKAY.

SO THAT IS ALL WE HAVE TODAY.

AND AS SAM AND CRAIG SHARED, OBVIOUSLY WE'RE ALL LEARNING, WE'RE ADJUSTING IN REAL TIME.

WE HAVE TO FIGURE OUT THE FLOW THAT WORKS FOR US, BUT WE'RE GOING TO DO IT.

WE'RE GOING TO CONTINUE TO FIND NEW WAYS TO IMPROVE AND GROW TOGETHER.

SO IF YOU HAVE ANY QUESTIONS OR THOUGHTS ON WORK FORWARD, OF COURSE REACH OUT TO ASK WORK_FORWARD@VERIZON.COM AND YOU CAN SHARE YOUR INSIGHTS AND WE'LL DO OUR BEST TO ANSWER YOUR QUESTIONS.

AND AGAIN AS YOU HEARD, THE DYNAMIC DUO, REMEMBER THE THREE STEPS BEFORE YOU COME INTO THE OFFICE.

OKAY?

YOU WANT TO RESERVE THAT WORK SPACE THROUGH DO BOOK-A-SPACE, YOU WANT TO CERTIFY THROUGH THAT RTO TOOL, WHICH HAS BEEN SIMPLIFIED, YAY, AND THREE, CHECK IN WITH SPACE WHEN YOU ARRIVE, GET THOSE NECESSITIES IN YOUR BAG NOW, THE LAPTOPS, THE KEYBOARD, THE MOUSE, WHATEVER YOU NEED, EVEN IF YOU WANT TO TAKE A FRAMED PICTURE OF YOUR KIDS OR SPOUSE.

I'M PLANNING TO DO THAT AND THEY'LL JUST BE WITH ME WHEREVER I GO.

SO WE'RE SO EXCITED TO SEE.

WE KNOW YOU ARE EXCITED ABOUT SEEING YOUR COLLEAGUES AS WELL, SO WE'RE GOING TO LEAVE YOU WITH SOME PHOTOS OF HAPPY V-TEAMERS REUNITING WITH FRIENDS AT WORK.

IT'S BEEN TONS OF AWE MOMENTS.

AND OF COURSE WE WANT TO SEE YOUR PICS, SO YOU CAN SHARE THEM WITH US AT GOOD@VERIZON.COM.

SO CRAIG AND SAM, THANK YOU SO MUCH FOR BEING WITH US.

YOU MADE ME SMILE.

IT'S LIKE THIS GREAT VIBE IN THE AIR.

IT'S GOOD ENERGY.

I'M DIANA ALVEAR.

STAY SAFE, AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.