

Verizon
Up to Speed Live
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>> ANDY: THANKS FOR JOINING US FOR A VERY SPECIAL UP TO SPEED LIVE ON THIS MONDAY, APRIL 26TH.

ROSES ARE RED, APRIL IS GRAY, BUT IN A FEW DAYS, IT'S GOING TO BE MAY.

BEFORE WE GET TO THAT, CHRISTY'S BACK ALL RIGHT!

WE'VE COVERED BOTH BOY BANDS, NO MORE BOY BAND REFERENCES, AT LEAST FROM ME, MOVING ON.

WE'RE TALKING ALL THINGS HR WITH OUR HR LEADER, INCLUDING UPDATES ON WORK FORWARD AND VZPULSE+.

MANY OF YOU TOOK THE SURVEY FOR OUR EARNINGS RESULTS WEBCAST, WHICH ENTERED YOU INTO OUR GIVE-A-WAY CONTEST.

WE'LL BE ANNOUNCING THOSE WINNERS LATER IN THE WEB CAST.

STICK AROUND FOR THAT.

WE'VE GOT GOOD STUFF TO GIVE AWAY, INCLUDING A COUPLE IPHONE 12 PRO 5G DEVICES AND MUCH MORE.

BEFORE WE GET TO THAT, THAT'S LET'S SELLO TO OUR HR HUFFLEPUFF, MISS CHRISTY.

>> CHRISTY: SO EXCITED TO BE TALKING TO V TEAMERS ON WORK FORWARD AND ALL THE STUFF WE HAVE TO TALK ABOUT TODAY.

>> ANDY: I LIKE THAT WE'RE TWINNING.

I LOVE THE WORK FORWARD T-SHIRTS ARE IN FULL EFFECT HERE AND HOPEFULLY 3,000 MORE OF MY WORK FORWARD FRIENDS ARE WEARING THE SHIRTS PROUD.

FIRST, AS YOU MENTIONED, WE'VE GOT A MONTH MARKED BY RENEWAL WITH SPRING, OF COURSE, WE'VE GOT THOSE FEELINGS AND IT'S GREAT TO BE BACK.

LET'S TALK, REAL QUICK, BEFORE WE GET TO WORK FORWARD, I WANT TO QUICKLY CALL OUT A MOVING MOM MOMENT FOR YOU, CHRISTY, THAT HAPPENED LAST WEEK.

LET'S LOOK AT SOME VIDEO WHEN CHRISTY'S SON HARRY INTERVIEWED YOU AS PART OF OUR TAKE YOUR CHILD TO WORK DAY LINE-UP LAST WEEK.

HARRY HELPED US DELIVER THE GLA GALLUP TROPHY SURPRISE, LAST TIME CHRISTY WAS ON UP TO SPEED, OF COURSE.

THIS TIME, HE INTERVIEWED YOU ABOUT HR, VERIZON, 5G, ALL THE BIG TOPICS AND I MUST SAY, HARRY IS A PRETTY SKILLED INTERVIEWER.

I'M GOING TO LOBBY TO SEE IF HARRY CAN COHOST WITH US ON UP TO SPEED.

WHAT WAS IT LIKE BEING INTERVIEWED BY YOUR SON, CHRISTY?>>
CHRISTY: IT WAS SUCH AN AWESOME, PROUD MOM MOMENT.

WE TAKE FOR GRANTED THAT WE'RE BUSY WORKING ALL THE TIME AND IT'S A BIG PART OF OUR LIVES.

EVERY NOW AND THEN, OUR KIDS LEARN MORE ABOUT IT.

TO HAVE HARRY INTERVIEWING ME AND HAVING THAT SHARED OUT INTO THE PROGRAM WAS REALLY, SUPER SPECIAL FOR ME.

AND JUST ANOTHER EXAMPLE OF HOW, THROUGH COVID, YOU KNOW, WE FOUND NEW WAYS TO CONNECT AND BRING PEOPLE INTO OUR LIVES AND TO ME, THAT'S JUST SO ENRICHING.

SO... IT WAS A PROUD MOM MOMENT.

>> ANDY: I LOVED TOO, IN THE DOUBLE BOX, WHEN YOU'RE SEEING YOU AND HARRY LIKE, THE PRIDE FROM BOTH OF YOU AS YOU'RE SPEAKING.

THE PRIDE BEAMING FROM YOU AS HARRY'S ASKING YOU THE QUESTIONS AND THE PRIDE FROM HARRY, OF COURSE, INTERVIEWING YOU THAT.

WAS REALLY COOL TO SEE AND SOMETHING I THINK ALL OF OUR FAMILIES SHOULD, SHOULD STRIVE TO FIND THAT CONNECTION WITH OUR FAMILY MEMBERS AND HOPEFULLY, WE'RE ALL KIND OF FEELING THAT PRIDE WHEN WE TALK ABOUT VERIZON

AS WE THINK ABOUT LOOKING FORWARD, CHRISTY, IT'S CLEAR THAT WE ARE COMPLETELY RESHAPING HOW AND WHERE WE WORK VERY THIS PAST

YEAR, WHAT LESSONS ARE WE CARRYING FORWARD AS WE PREPARE FOR WHAT'S NEXT?

>> CHRISTY, I THINK ABOUT THE FACT THAT WE STARTED THIS BROADCAST, YOU KNOW, MARCH, A YEAR AGO, TO BE ABLE TO DAILY GIVE PEOPLE UPDATES OF WHAT'S GOING ON WITH THE COVID PANDEMIC AND THE MYRIAD OF SITUATIONS THAT APPROACHED US.

I CAN'T EVEN RECOUNT HOW BROADLY THE AMAZING THINGS WE LEARNED AS A V TEAM AND ALL THE INNOVATIONS THAT OUR V TEAMERS HELPED BRING FORWARD TO KEEP OUR CUSTOMERS CONNECTED, KEEP PEOPLE SAFE.

AS WE'RE THINKING ABOUT WHAT DOES THE FUTURE HOLD?

WE WANT TO TAKE THOSE LEARNINGS AND WORK FORWARD AND HELP THAT CATAPULT US DOWN THE ROAD OF OUR VERIZON 2.0 WAYS OF WORKING ROADMAP THAT WE BUILT BEFORE THE COVID PANDEMIC HAPPENED

SO, I THINK FOR US, WHAT'S REALLY EXTRAORDINARY IS THIS OPPORTUNITY WE HAVE TO REALLY DEFINE WHAT THAT FUTURE OF WORK DAY IS FOR ALL OF US AND THINK ABOUT HOW WE MIGHT TRANSFORM, HOW, WHEN, WHERE WE WORK.

IT ALSO STARTS WITH RETHINKING THE INTERSECTION OF TECHNOLOGY PEOPLE AND POLICE.

AND APPLYING ALL OF THE THINGS WE LEARNED FROM EVERYTHING WE'VE BEEN THROUGH TOGETHER OVER THE LAST YEAR AND USE IT TO HAVE US BE EVEN BETTER AT SERVING OUR CUSTOMERS AND ALL OF THE OTHER STAKEHOLDERS WE HAVE.

EMPLOYEES, SOCIETIES, SHAREHOLDERS

SO, FOR US, THAT'S REALLY WHAT ENCAPSULATES WORK FORWARD AND YOU KNOW, WE'RE GOING TO THINK ABOUT HOW DO WE MANAGE THE TIME WE SPEND IN A WORK LOCATION.

MAYBE AT A CUSTOMER SITE.

MAYBE OUT IN THE FIELD OR AT A REMOTE OFFICE, VERIZON OFFICE, ET CETERA.

THOSE ARE ALL GOING TO BE POSSIBILITIES AND WE'LL BE ABLE TO DO THEM SUPER PRODUCTIVELY.

>> ANDY: FOR ME, BEING PART OF THE PILOT HAS BEEN REALLY EYE-OPENING AND I KNOW WORK FORWARD IS A DIFFERENT EXPERIENCE FOR EVERYONE.

THAT'S KIND OF THE WAY IT'S DESIGNED.

FOR FOLKS KNEW TO THIS OR WANT A REVIEW OF THIS.

IF YOU CAN, GIVE US SOME OF THOSE WORK FORWARD DETAILS.

GIVE US A QUICK RECAP ON WHAT THE FUTURE OF WORK LOOKS LIKE FOR VERIZON.

>> CHRISTY: WE HAVE A SLIDE THAT WILL COME UP AND HERE, I'LL JUST HIGHLIGHT AND SPEAK ABOUT A COUPLE ELEMENTS OF THE PROGRAM.

SO, AS PART OF WORK FORWARD, WE'RE TRYING TO BRING TOGETHER THE BEST ASPECTS OF REMOTE AND ON-SITE WORK SO THAT WE CAN SHAPE A MORE -- MORE ENGAGING EXPERIENCE.

WE DON'T JUST SIT AROUND AND MAKE THIS OURSELVES.

WE GOT A TON OF FEEDBACK FROM LEADERS AND EMPLOYEES ACROSS THE BUSINESSES SO WE CAN ENSURE THE DIVERSITIES OF OUR TEAM.

HERE'S WHAT YOU SEE AND WHAT WE'LL BE PILOTING AND HOPING TO BRING LIVE.

WE'RE GOING TO HAVE THREE MODES OF WORKING, WE'LL HAVE TWO THAT ARE HOME BASED.

THESE ARE TEAMS THAT INTERSECT WITH PEERS AND CUSTOMERS ENTIRELY FROM THEIR HOME OFFICES.

SECOND, WE'RE GOING TO HAVE HYBRID TEAMS THAT SPLIT THEIR TIME FROM WORKING REMOTELY TO WORKING AT A WORK LOCATION.

WHETHER IT'S VERIZON OR CUSTOMER WORK LOCATION

THEN, FINALLY, WE'LL HAVE WORK SITE TEAMS AND THESE ARE TEAMS THAT'LL BE PRIMARILY ON-SITE AT VERIZON OR PARTNER LOCATION.

THEN, LASTLY, WE HAVE ASSOCIATES AND THEIR WORK ARRANGEMENTS ARE SUBJECT TO OUR DISCUSSIONS WITH PARTNERS AND THE UNION.

>> ANDY: FANTASTIC.

WHEN WE TALK ABOUT WHAT IS WORK FORWARD, I KNOW IN A WAY, FOR A LOT OF US, WE NEED TO SORT OF, KIND OF RECALIBRATE THE WAY WE THINK ABOUT WORK.

SO, TALK TO US ABOUT WHAT IT MEANS WHEN IT COMES TO YOU KNOW, TECHNOLOGY AND HOW WE WORK AND HOW WE SORT OF DEVELOP THESE RESOURCES.

WOULD YOU BE ABLE TO DIVE DEEPER INTO WHAT FOLKS CAN EXPECT ON THAT?

>> CHRISTY: THIS IS A GREAT QUESTION.

IT GETS AT THE GUTS OF WHAT WORK FORWARD IS

ON THE LEFT OF THE SLIDE, WE'RE SHARING THREE WORKING MODELS I JUST DESCRIBED.

A LOT OF TIMES PEOPLE END THE CONVERSATION THERE.

WHAT WE'RE DOING, INSTEAD, IS SAYING, BASED ON PEOPLE'S ROLES AND CUSTOMER SUPPORT AND THE WAY WE WANT TO DELIVER OUR PRODUCTS, THERE'LL BE THREE WORKLOADS.

WHAT'S REALLY IMPORTANT, WHAT WILL BE THE ENABLERS TO MAKE THOSE MODES OF WORKING SUCCESSFUL.

SO, THAT'S WHAT YOU SEE ON THE RIGHT-HAND SIDE OF THE PAGE.

WE REALLY CAPTURED SIX DIFFERENT THINGS THAT ARE GOING TO BE KEY TO BRINGING WORK FORWARD.

THOSE ARE THINGS WE'RE TESTING IN THE PILOT.

LET ME TALK MORE ABOUT THIS.

ON THE LEFT IS THE WHERE WE WORK AND IT'S REALLY IMPORTANT TO THINK ABOUT AND REIMAGINE TRANSFORMING THAT.

JUST AS IMPORTANT IS THE HOW.

SO, THIS INCLUDES NEW TOOLS TO ENABLE COLLABORATION ACROSS TEAMS.

NEW TECHNOLOGY AND TRAINING, SO THAT WE CAN STRENGTHEN AND SORT OF LEVEL UP HOW WE WORK.

WE ALSO NEED NEW LEADERSHIP PRACTICES.

TO HELP MANAGE YOUR SUPPORT THROUGH TEAMS AS WELL AS DRIVE EFFICIENCIES IN THESE NEW MODELS.

AND WE ALSO, THIS IS SOMETHING I'M SUPER EXCITED ABOUT, WE BUILT A MICROSITE AND THIS IS GOING TO BE YOUR ONE STOP SHOP FOR ALL THINGS WORK FORWARD.

>> ANDY: AWESOME.

THERE'S SO MUCH TO REALLY THINK ABOUT WHEN IT COMES TO THAT FUTURE OF WORK.

IT'S SOMETHING THAT I'M THINKING ABOUT CONSTANTLY.

I KNOW OUR TEAMMATES ARE AS WELL.

SO, WHEN DOES, WHEN DO YOU ANTICIPATE WORK FORWARD TO OFFICIALLY ROLL OUT FOR EVERYONE?

I DO MISS SEEING ALL OF OUR FAVORITE V TEAMERS IN THE OFFICE AND I KNOW IT'S THE TIERED APPROACH.

TALK TO US ABOUT THE TIMELINE FOR THAT?>> CHRISTY: ANDY, I MISS YOU TOO.

EVEN THAT BOY BAND REFERENCE AT THE BEGINNING, ONE OF THESE DAYS, YOU'RE GOING TAKE THE GUITAR OFF THE WALL AND STRUM A FEW BARS FOR THE BROADCAST OR MAYBE WE'LL SING A SONG TOGETHER.

HERE'S THE THING, WE HAVE A PILOT GOING OUT RIGHT NOW, WITH 50 DIRECTORS AND OVER 3300 V TEAMERS.

THEY'RE HELPING US KICK THE TIRES ON THE MICROSITE.

WE BUILT A SCHEDULER TOOL FOR TEAMS TO FIGURE OUT THEIR OPTIMAL WORKING ARRANGEMENTS.

WE'VE GOT TRAINING FOR LEADERS TO LEAD A DISTRIBUTED TEAM, WHERE COWORKERS WORK AT DIFFERENT SITE LOCATIONS, AS WELL AS REMOTE TEAMS.

SO, REALLY WANT TO FINE TUNE ALL OF OUR LEADER SKILLSETS.

ALSO, WE BUILT TRAINING FOR EMPLOYEES.

SO THEY KNOW WHAT TO EXPECT.

OUR EMPLOYEES ARE V TEAMERS, THEY WANT TO THRIVE AND WE KNOW THAT ONE OF THE WAYS TO MAKE WORK FORWARD REALLY SUCCESSFUL IS HAVE EVERYBODY HAVE THE EXPECTATIONS AND UNDERSTAND.

SO, THEY'RE TESTING ALL THAT CONTENT FOR US.

SO, YOU THINK ABOUT IT, YOU SAY OKAY, WE HAVE LITERALLY TENS OF THOUSANDS OF EMPLOYEES.

AND SO, WE CAN'T JUST FLIP A LIGHT SWITCH AND SAY "OKAY, EVERYBODY JUMP INTO THESE NEW WORK MODELS."

THESE 3300 V TEAMERS ARE HELPING IRON OUT THE KINKS, TELL US WHAT'S REALLY WORKING, WHAT'S GOOD ABOUT THE MATERIAL WE'VE BUILT, ABOUT THE MICROSITE, SO WHEN WE SCALE IT FOR THE REST OF OUR V TEAMERS, WE'VE REALLY GOT A PRODUCT SET THAT WE'RE REALLY

READY FOR PRIMETIME AND THAT WE KNOW IT'S GOING TO HELP THE V TEAM PROPEL ITSELF FORWARD.

>> ANDY: I LOVE BEING A MEMBER OF THAT PILOT, MYSELF.

I'M A PROUD PILOT PARTICIPANT AS YOU CAN SEE WITH THE SHIRT HERE, WITH OUR COMMS AND STUDIO TEAMS.

SHOUT OUT TO TEAM PETE.

SO, WHAT'S THE LATEST NEWS FROM OUR FELLOW PILOT PARTICIPANTS?

I KNOW THAT YOU KNOW, OUR TEAM, WE TALK ABOUT THIS ALL THE TIME.

IS THIS WORKING?

IS THIS WORKING?

HOW CAN WE CHANGE IT UP?

A LOT OF TIMES, THE LAST THING WE TALK ABOUT, WE'LL ADD THAT TO THE SURVEY.

WHAT, WHAT HAVE THE PILOT PARTICIPANTS SHARED WITH YOU SO FAR, CHRISTY?>> CHRISTY: ONE OF THE THINGS WE'RE EXCITED ABOUT, WE'RE GETTING FEEDBACK FROM THE PILOT PARTICIPANTS AND MEASUREMENT ON THE PILOT EVERY OTHER WEEK.

THIS IS OUR FIRST FEEDBACK CYCLE.

EVERY TWO WEEKS, WE'LL BE DOING THIS.

HERE'S WHAT WE HEARD.

80% OF THE PARTICIPANTS TOLD US THEY ARE SATISFIED WITH HOW THEY GOT ONBOARDED INTO THEIR WORK FORWARD PILOT.

AND THESE WILL BE ONBOARDING TOOLS WE USE FOR ALL THE V TEAMERS SINCE WE SCALE THEM INTO WORK FORWARD.

THAT'S GREAT FEEDBACK.

90% OF THE PARTICIPANTS REPORT THEY FEEL THEY'RE VERY PRODUCTIVE IN THE WORK FORWARD SET-UP AND 90% OF THE PARTICIPANTS FEEL COMFORTABLE WITH THEIR CURRENT WAYS OF WORKING.

AND SO, THIS IS GREAT INSIGHT FOR US, LATER THIS WEEK, I'M DOING A Q&A, WITH LISA, LEADING THE WORK FORWARD PILOT AND PROGRAM FOR VERIZON.

AND WE'RE GOING TO HAVE A JAM SESSION WITH THE LEADERS OF THESE TEAMS AND HELP SEE WHAT WE CAN LEARN FROM THEM

AND THE PILOT IS REALLY GOING TO HELP US INFORM HOW DO WE TAKE WHAT WE'RE DOING WITH 3300 PEOPLE AND SCALE IT TO THE TENS OF THOUSANDS OF V TEAMERS THAT ARE GOING TO MOVE INTO THESE NEW WAYS OF WORKING.

I SHOULD ALSO NOTE, DURING THIS PILOT, WE'RE ALSO, IN ADDITION TO THE MICROSITE AND THOSE ENABLERS, ONE OF THE OTHER ENABLERS IS THE REAL ESTATE LOCATIONS AND SOME OF THE TOOLS AND TECHNOLOGY THAT'LL BE IN THE PHYSICAL ASSET OF THE BUILDING.

>> ANDY: IT'S BEEN GREAT TO DELIVER THE FEEDBACK AND KNOW THAT YOU AND LISA, THE ENTIRE HR TEAM ARE LOOKING AT THAT TO SORT OF FINE TUNE ALL OF THIS.

BEFORE WE JUMP INTO OUR NEXT TOPIC, WHICH IS VZPULSE+, I WANT TO MAKE SURE WE LAY OUT THE CALENDAR HERE.

OBVIOUSLY THIS'LL BE A TIERED ROLLOUT OF WORK FORWARD.

ANY NEWS TO SHARE IN TERMS OF THE CALENDAR, ITSELF AND HOW WE'LL BE OPERATING INTO THE SUMMER AS WELL?

>> CHRISTY: WE WANT TO REMAIN IN OUR CURRENT WAY OF OPERATING THROUGH THE END OF JUNE AND WE'RE USING THIS QUARTER TO DO THESE PILOTS FOR WORK FORWARD.

AND SO, FOR THOSE OF YOU THAT HAVE OPTIONAL ROTATING SCHEDULES, ON WEEK A, B, C OR D, YOU'D CONTINUE TO OPERATE IN THAT CONSTRUCT.

FOR OUR ON-SITE TEAMS OR WORKING REMOTE CALL CENTER TEAMS, THEY REMAIN ON THEIR CURRENT PROTOCOLS.

THE OTHER THING IS, WE'RE CONDUCTING THESE FEEDBACK SURVEYS SO WE CAN USE ALL THAT FEEDBACK TO INFORM WHAT WE WANT TO DO POST JUNE 30TH AND HOW DO WE CONSIDER SCALING THIS?

ONE OF THE CONCEPTS WE HAVE, IS EACH OF THESE 50 TEAMS IN THE PILOT, AGAIN, THEY REPRESENT EVERY BUSINESS TEAM THAT WE HAVE, FROM ALL OF THE REGIONS IN THE UNITED STATES AND WE HAVE, SORT OF ARRANGEMENT FOR INTERNATIONAL LOCATIONS WHERE WE'RE SETTING THE STAGE FOR WORK FORWARD PILOTS THERE

WE'RE IMAGINING TEAMS WILL GRADUATE FROM WORK FORWARD AND THAT'S INFORMING HOW VERIZON LEADERS ARE THINKING ABOUT SCALING IT ACROSS THEIR ORGANIZATIONS.

I SHOULD BE BACK LATER IN Q2, ABLE TO SHARE MORE.

ANDY, AS WE GET FURTHER INTO THE PILOT.

>> ANDY: ABSOLUTELY.

THAT'S FANTASTIC.

AS YOU MENTIONED, WORK FORWARD CAME FROM EMPLOYEES EXPRESSING AN INTEREST, A DESIRE FOR FLEXIBILITY AS WE COME OUT OF THIS PANDEMIC, MORE AND MORE.

VZPULSE+, OF COURSE, IS COMING UP.

AND THE PULSE SURVEY HAS ALWAYS BEEN A BIG PART OF MAKING SURE THAT, THAT THE V TEAMERS, THEIR VOICES ARE HEARD.

SO, HOW CAN V TEAMERS PREPARE TO SHARE THEIR THOUGHTS ON HOW WE GO FROM THAT GREAT TO FANTASTIC MODE AS A COMPANY?>> ONE OF THE THINGS I THINK IS SO EXCITING ABOUT WORK FORWARD, WE HAD A VISION AND ONE OF THE CORE ELEMENTS OF VERIZON 2.0 WAS REALLY CHANGING AND ADVANCING AND UPDATING WAYS OF WORKING AND WE LEARNED SO MUCH FROM THE V TEAMERS DURING OUR COVID RESPONSE.

AND YOU ALL HAVE BEEN SO INCREDIBLY INNOVATIVE.

THAT IS GOING TO ALLOW US TO ACCELERATE OUR ACHIEVEMENT OF THAT VERIZON 2.0 VISION OF WAYS OF WORKING.

OUR AGILE, COLLABORATIVE, CROSS-LOCATION, YOU KNOW, AND TEAMS, ALL THE THINGS FROM LEADERSHIP EDGE THAT ALL OF US, YOU KNOW, INTERNALIZE

SO, THAT'S A BIG PIECE OF WHAT WE'RE GOING TRY TO DO.

THROUGHOUT ALL OF OUR PULSE SURVEYS, WE GOT A LOT OF FEEDBACK FROM THE V TEAMERS.

IN SECOND QUARTER, WE DID THREE SURVEYS.

IN 2020, WE DID SIX PULSE SURVEYS.

SO FAR THIS YEAR, WE'VE DONE ONE HEADING INTO OUR SECOND.

ALL THAT FEEDBACK YOU GIVE US IS INFLUENCING AND INPUTTING THINGS WE'RE WORKING ON.

AND ANOTHER EXAMPLE, IN ADDITION TO THE WORK FORWARD, YOU GAVE US A LOT OF FEEDBACK ABOUT WHAT WAS WORKING FOR YOU, WHAT YOU LIKED ABOUT THE NEW WAYS OF WORKING, WHAT YOU WERE LEARNING AT VERIZON 2.0.

HOW THAT GOT ACCELERATED WITH OUR COVID RESPONSE.

WE'LL LOOK TO CODIFY THOSE THINGS

ANOTHER THING WE KNEW LOUD AND CLEAR FROM FEEDBACK WAS WANTING TO HAVE MORE INSIGHT ON HOW TO GROW AND DEVELOP AND BUILD YOUR CAREERS AT VERIZON.

LATER THIS QUARTER, WE'LL BE LAUNCHING SOMETHING CALLED TALENT GPS AND GIVING THE V TEAMERS KIND OF A FRAMEWORK FOR WHAT ARE TEN JOB FRAM -- FAMILY GROUPS AND WE'RE GOING TO BUILD OUT MORE CONTENT AND CAPABILITY IN THAT TO BUILD OUT THEIR CAREER PLAN IN A WAY THAT'S TRANSPARENT AND SOMETHING THAT TIES TO OUR NORTH STAR BEING ONE OF THE BEST EMPLOYERS IN THE WORLD AND OUR V TEAMERS SAYING, WE LOVETT COMPANY, WHAT ELSE CAN I DO HERE?

THESE ARE JUST A FEW EXAMPLES OF WHY WE TAKE THE PULSE SURVEY.

WE DON'T JUST DO IT SO WE'RE AGGREGATING DATA.

THE VLC, WE REALLY WANT TO HEAR FROM YOU.

IT'S OUR COMPANY AND WE ALL HAVE THE OPPORTUNITY TO SHAPE OUR WORK ENVIRONMENT SO WE CAN BE OUR BEST AND WE CAN PROVIDE THE BEST CUSTOMER SUPPORT, SERVICE AND PRODUCTS THAT WE CAN EVEN IMAGINE TOGETHER.

>> AWESOME.

IT'S ALMOST LIKE IN REALTIME, THAT YOU FILL OUT THE PULSE SURVEY AND IMMEDIATELY, LEADERS WILL START TO REACT AND SEE HOW WE CAN CONTINUE IMPROVING

SO, WITH THAT IN MIND, I KNOW THE GRAPHIC CAME UP.

THERE WAS A LITTLE BIT OF A PREVIEW THERE, SORT OF, WHEN TO EXPECT THE PULSE SURVEY.

WHAT ARE THE LATEST DETAILS FOR THIS NEXT ROUND OF VZPULSE PLUS?>> VZPULSE+, OUR SUPER CHARGED SURVEY.

THIS'LL HAVE MORE QUESTIONS THAN THE OTHER PULSE SURVEYS.

THIS IS WHERE WE'RE ABLE TO BENCHMARK OUR EMPLOYEE ENGAGEMENT AGAINST AN INDUSTRY, BEST IN CLASS, GALLUP POOL OF HUNDREDS OF COMPANIES, 40 YEARS OF DATA, LITERALLY MILLIONS OF DATA POINTS.

IT'S SPECIFICALLY GOING AT MEASURING EMPLOYEE ENGAGEMENT.

THERE'S A 12 QUESTION INSTRUMENT EMBEDDED INSIDE THE PULSE SURVEY, PLUS A FEW OTHERS.

DO YOU KNOW HOW YOUR ROLE CONNECTS TO THE PURPOSE?

DO YOU HAVE THE TOOLS YOU NEED TO THRIVE IN YOUR JOB AND MORE.

THESE THINGS HELP US UNDERSTAND WHERE WE'RE EXCEEDING AND WHERE WE HAVE AN OPPORTUNITY TO LEAVE A MORE-ENGAGED WORKFORCE.

WE KNOW HIGHLY ENGAGED WORKFORCES, HIGHLY ENGAGED EMPLOYEE TEAMS HAVE BETTER CUSTOMER ENGAGEMENT.

HAVE BETTER BUSINESS RESULTS.

AND SO, THIS IS WHY IT'S SO IMPORTANT TO US.

AND SO, WE ARE REALLY EXCITED.

MAY 3RD TO MAY 17TH.

WE'LL BE CONSTANTLY REMINDING EVERYBODY AND PROMOTING IT.

YOU'VE HEARD A LOT OF TIMES FROM HANS, WE WANT AS HIGH A PARTICIPATION RATE AS POSSIBLE.

WE WANT TO HEAR FROM EVERYBODY.

YOUR VOICE MATTERS, YOUR INPUT TO US MATTERS.

WE READ ALL OF THOSE WRITING COMMENTS.

WE WORK HARD ON THE INFORMATION THAT WE LEARN FROM THE PULSE + SURVEY AND WE SHARE IT OUT WITH YOU RIGHT AWAY FIRST.

SO, WHEN WE HAVE IT, YOU'LL SEE HANS AND I ON A WEBCAST REPORTING OUT THOSE RESULTS IN EARLY JUNE.

>> ANDY: EXCELLENT, YES, WE LOVE, THAT'S WHAT THIS SHOW IS ALL ABOUT.

IT'S ABOUT ENGAGING WITH OUR EMPLOYEES.

WE LOVE WHEN WE CAN MAKE THIS A CONVERSATION, A TWO-WAY STREET.

VZPULSE PLUS IS PART OF THAT.

MAKING SURE YOUR VOICE MATTERS.

IT'S OPEN FROM MAY 3RD TO MAY 17TH AND WE NEED EVERY V TEAMER TO PARTICIPATE SO WE CAN BUILD THAT FUTURE.

HOPEFULLY WE'LL GET AS CLOSE, IF NOT TO 100% PARTICIPATION HERE, THIS TIME AROUND

SO, LAST WEEK AT THE FIRST QUARTER WEBCAST THERE, WERE A FEW QUESTIONS ABOUT VACCINES, HOW THAT MAY OR MAY NOT IMPACT OUR RETURN TO OFFICE.

SO, CHRISTY, WHAT SHOULD V TEAMERS KNOW ABOUT THE VACCINE FOR COVID-19 IN RELATION TO THOSE RETURN TO OFFICE PLANS?

>> CHRISTY: THANKS FOR THAT QUESTION.

AGAIN, TODAY, IT WAS GREAT TO BE ABLE TO TALK ABOUT IT ON OUR WEBCAST.

I KNOW THIS IS TOP OF MIND FOR SO MANY V TEAMERS AROUND THE WORLD.

FIRST, I JUST WANT TO SAY, I'M GETTING MY FIRST VACCINE TODAY.

AT 5:00.

SO, I'M FINALLY ELIGIBLE.

I MADE IT THROUGH THE SYSTEM.

AND REALLY LOOKING FORWARD TO THAT.

AND, MY FAMILY AND I WILL BE FORTUNATE ENOUGH TO BE VACCINATED BY THE END OF MAY WITH OUR SECOND DOSES

SO, AGAIN, I WANT TO MAKE SURE YOU KNOW, FROM ALL OF, ALL OF US HERE AT VERIZON, WE WANT TO ENCOURAGE ALL THE V TEAMERS TO GET VACCINATED.

WE'VE ALSO PLAYED AN ACTIVE ROLE OUTSIDE THE COMPANY WITH AD COUNCIL, HELPING TO PROMOTE VACCINES, IT'S CRITICAL TO THE WORLD'S HEALTH AND FOR US, AS A SOCIETY TO OVERCOME THE PERILS THAT THE PANDEMIC HAS INTRODUCED IN THE WORLD.

I ALSO WANT TO HIGHLIGHT, WE'RE A LEADING EMPLOYER IN THAT WE'RE PROVIDING EMPLOYEES, THEY CAN REQUEST UP TO FOUR HOURS OFF FOR A VACCINE APPOINTMENT.

THIS IS JUST ANOTHER THING WE'RE DOING TO SUPPORT AND ENCOURAGE OUR V TEAMERS BEING ABLE TO TAKE THE TIME TO TAKE CARE OF THEMSELVES.

WE OFTEN TALK ABOUT, PUT THAT OXYGEN MASK ON FOR YOURSELF, FIRST.

THIS IS REALLY IMPORTANT.

ALSO, IN TERMS OF RETURNING TO THE OFFICE, THE CDC, CENTER FOR DISEASE CONTROL IN THE UNITED STATES HAS NOT CHANGED THEIR GUIDELINES YET.

AND SO, WE FOLLOW THE CENTER FOR DISEASE CONTROL'S RECOMMENDED PRACTICES FOR THE WORKPLACE AND SO, UNTIL THEY UPDATE THOSE, OUR SAME GUIDELINES APPLY WITH WEARING MASKS.

WE WANT TO REMAIN SOCIALLY DISTANT FROM ONE ANOTHER.

WE WANT TO RECOMMEND HAND SANITIZER, FREQUENT HANDWASHING AND ALL THE OTHER GUIDELINES WE'VE HAD THE WHOLE TIME THROUGH COVID.

WE HAVE A RETURN TO OFFICE TOOL THAT THE V TEAMERS ARE USING EVERY DAY.

WE'RE TURNING THE CORNER IN A LOT OF PLACES IN THE UNITED STATES.

IT'S ESTIMATED NOW THAT 27% OF THE POPULATION IS FULLY VACCINATED AND WE'RE APPROACHING 300 MILLION INDIVIDUAL DOSES OF VACCINES HAVING BEEN ADMINISTERED.

THIS IS VERY EXCITING.

IT'S NOT ANYWHERE NEAR ENOUGH LEVELS WHERE ALL THE PROTOCOLS AROUND REGIMENT AND COVID SAFETY CAN BE REMOVED.

ALSO IMPORTANT TO KEEP IN MIND, THERE ARE OTHER PLACES IN THE WORLD EXPERIENCING UNCONTROLLED OUTBREAKS.

THE SITUATION IN INDIA, THEY'RE EXPERIENCING OVER 300,000 CASES A DAY AND THEY'RE HAVING SEVERE HOSPITAL SHORTAGES, THEY'RE REDIRECTING INDUSTRIAL USES OF OXYGEN TO GO INTO THE MEDICAL SYSTEM AND MORE.

WE'RE SUPPORTING OUR V TEAMERS THERE, EVERY WAY WE CAN.

AND LOOKING TO, OBVIOUSLY, FOLLOW AND SUPPORT WHATEVER ACTIONS THE GOVERNMENT'S TAKE TO PROVIDE ASSISTANCE THERE.

THERE'S OTHER EXAMPLES OF THAT

I THINK IT'S -- WHILE WE'RE TURNING THE CORNER, WE CAN SEE LIGHT AT THE END OF THE TUNNEL AND WE'VE GOT ALL THIS EXCITING WORK GOING ON ON WORK FORWARD.

WE HAVE TO PACE OURSELVES WITH THE RATE AT WHICH THE GOVERNMENT SAYS IT'S SAFE TO DO SO.

>> ANDY: IT'S THAT BALANCE THAT HAS KEPT US MOVING FORWARD, YOU KNOW, WITH CAUTIOUS OPTIMISM, OF COURSE AND IT'LL CONTINUE TO MOVE FORWARD THAT WAY AND OF COURSE, OUR THOUGHTS ARE WITH FOLKS AROUND THE WORLD WHO ARE STILL DEALING WITH THOSE CONCERNS AND THOSE ISSUES.

AND HOPEFULLY, CHRISTY, AS YOU MENTIONED, WE CONTINUE TO MOVE FORWARD IN WAYS THAT REMAIN SAFE AND OF COURSE, WE THINK ABOUT HOW WE CONTINUE MOVING FORWARD AT THE OFFICE AS WELL.

SO, CHRISTY, WE'LL CHECK BACK IN WITH YOU FOR FINAL THOUGHTS.

I THOUGHT THIS WOULD BE A GOOD TIME FOR US TO TALK ABOUT SOME WINNERS FROM OUR EARNINGS RESULTS WEBCAST HERE.

SO, LET'S SEE, WE'RE GOING TO START, WE MENTIONED THERE'S AN IPHONE 12 PRO 5G DEVICE THAT'LL BE AWARDING FOLKS.

IF YOU TOOK THE EARNINGS SURVEY, YOU WERE ENTERED TO WIN THESE PRIZES, SO, GET READY, FOLKS, IF YOU TOOK THE SURVEY, YOU'LL HEAR WHETHER OR NOT YOU WON.

WITH THAT IN MIND, I MENTIONED THE IPHONE 12 PRO 5G.

THE WINNERS ARE... WE HAVE TIMOTHY MCDONALD FROM THE FINANCE TEAM AND STEPHANIE DERROOTER FROM GN&P.

THANK YOU FOR TAKING OUR SURVEY AFTER EARNINGS

OUR NEXT ROUND OF PRIZES, WE HAVE VERIZON 2.0 STORE \$50 GIFTCARD WINNERS.

WE HAVE FIVE WINNERS HERE.

YOU CAN TAKE THAT GIFTCARD AND SHOP FOR YOUR FAVORITE VERIZON SWAG THERE.

AND THE WINNERS ARE FOR OUR VERIZON 2.0 STORE \$50 GIFTCARD, WE HAVE STEVE ALAMUA, CINDY CLARION, ROBERT CRIESIER FROM CONSUMER AND ADRIANA LANGE FROM HR.

CONGRATULATIONS TO OUR GIFTCARD WINNERS.

WE HAVE A FEW MORE DEVICES TO GIVE-A-WAY HERE.

SAMSUNG GALAXY S25GUW, THE WINNERS FOR THAT PRIZE ARE... FEEL LIKE I SHOULD HAVE GOTTEN A LITTLE DRUM SET HERE.

MICHAEL HAVEN FROM GN&T.

AND TERRENCE MCINERNY FROM THE CONSUMER TEAM.

CONGRATULATIONS TO MICHAEL AND TERRENCE

FINALLY, WE GAVE AWAY THOSE GOLD BELLY GIFTCARDS DURING OUR OSCARS EPISODE LAST WEEK, WE'RE GOING TO GIVE MORE CARDS OUT HERE.

THIS IS \$50 GIFTCARD FOR GOLD BELLY.

THESE ARE EGIFTCARDS.

OF COURSE, YOU CAN, YOU CAN ORDER FROM RESTAURANTS AROUND YOUR TOWN AND ENJOY A NICE MEAL WITH YOU AND YOUR FAMILY, WITH THOSE GIFTCARDS

THE FIVE WINNERS OF THIS AND THE WINNERS ARE... GRACE MEDINA, LAUREN BOLINI, RANDY ZIMLER AND RICH SODAN FROM THE CONSUMER TEAM AS WELL.

WINNERS, THANK YOU VERY MUCH.

LOTS WE GAVE AWAY.

IT WAS A FANTASTIC EARNINGS WEBCAST.

WE WANT TO CONGRATULATE ALL OF OUR WINNERS HERE.

THANK YOU FOR TAKING THE EARNINGS SURVEY ON BEHALF OF OUR UP TO SPEED TEAM.

WE WANT TO THANK YOU FOR TUNING IN.

STAY CONNECTED WITH OUR LEADERS, ESPECIALLY DURING THOSE VERY IMPORTANT QUARTERLY EARNINGS WEBCASTS.

MORE TO COME, OF COURSE

BEFORE WE GO, AN UPCOMING EVENT WE WANT TO CALL YOUR ATTENTION TO BEFORE WE CLOSE OUT TODAY'S SHOW.

OVER THE LAST YEAR, THOUSANDS OF YOU HAVE PARTICIPATED IN COURAGEOUS CONVERSATIONS WITH OUR ERGS OR WITH YOUR RESPECTIVE WORK TEAMS.

V TEAMERS, INCLUDING OUR LEADERS, OPENED UP AND SHARED SOME VERY PERSONAL PERSPECTIVES ABOUT RACIAL BIAS, SOCIAL INJUSTICE, THEY SHARED THEIR OWN PERSONAL STORIES, WHICH IS INCREDIBLY HARD TO DO.

BEGINNING TOMORROW, APRIL 27TH, OUR DE&I TEAM, DIVERSITY, EQUITY, AND INCLUSION WELCOMES YOU TO CONTINUE THE CONVERSATION, OPEN TO ALL EMPLOYEES.

EACH MONTH, WE'LL HAVE A DESIGNATED SUBJECT WITH APRIL'S TOPIC KICKING OFF WITH FAMILY CONVERSATIONS AND DIVERSITY, EQUITY, AND INCLUSION.

ALL THE DETAILS ON HOW TO REGISTER WILL BE INCLUDED IN TODAY'S WEB STORY.

YOU KNOW, IF THERE'S A THEME IN ALL OF THIS, WHEN IT COMES TO CONVERSATIONS ABOUT DE&I, THE PULSE SURVEY, WORK FORWARD, I THINK IT'S ABOUT MAKING SURE THAT WE, WE STAY HONEST AND AUTHENTIC.

NOT ONLY WITH OURSELVES AND EACH OTHER, BUT WITH OUR COLLEAGUES AS WELL.

AND SO, CHRISTY, AS WE SEND IT OVER TO YOU FOR FINAL THOUGHTS, WE JUST WANT TO THANK YOU FOR PROVIDING THAT OUTLET AND PROVIDING THE OPPORTUNITY FOR ALL OF US, AS YOU SAY ALL THE TIME, TO BRING OUR WHOLE SELVES TO WORK.

CHRISTY, IT'S BEEN GREAT TO BE WITH YOU.

YOUR FINAL THOUGHTS TODAY ON THIS MONDAY?

>> CHRISTY: SO, FIRST, REALLY WONDERFUL, CONGRATULATIONS TO ALL THE WINNERS.

THANKS FOR WATCHING THE EARNINGS AND TAKING OUR SURVEY AGAIN.

IT'S ANOTHER EXAMPLE OF SOMETHING OUR LEADERS TAKE SERIOUSLY.

WE IMPROVE THE BROADCAST ON THAT.

I'M EXCITED TO BE BACK THROUGHOUT THE QUARTER TO HIGHLIGHT WHAT WE'RE LEARNING.

THESE WORK FORWARD PILOTS GAIN STEAM.

THIS IS, WE'RE JUST STARTING WEEK FOUR AND WE'LL HAVE A LOT MORE GREAT LEARNINGS TO COME.

I CAN'T WAIT TO HEAR WHAT YOU TELL US IN THE PULSE + SURVEY.

I'M REALLY INSPIRED AND LOOKING FORWARD TO WHAT WE'LL HEAR AND LEARN.

I HEARD A QUOTE LAST WEEK AND I WANTED TO JUST SHARE IT.

IT SAYS NO ONE USES -- IT SUMS THE WHOLE THING UP.

NO ONE CAN DO EVERYTHING, BUT EVERYONE CAN DO SOMETHING.

AND SO, THAT'S THE POWER OF THE V TEAM.

GIVE US YOUR FEEDBACK.

EVERYONE CAN DO SOMETHING AND TOGETHER, WE CAN DO SOMETHING AMAZING.

>> ANDY: I LOVE THAT.

IT GOES BACK TO THAT PURPOSE OF OURS.

FORWARD TOGETHER.

WHAT A FANTASTIC WAY TO END THE SHOW.

CHRISTY THANK YOU SO MUCH.

FOR YOUR LEADERSHIP AND ALL YOU DO AND A BIG SHOUTOUT TO OUR HR TEAM AS WELL.

WE'VE BEEN LOVING THE SIGN-OFFS FROM OUR V TEAMERS FROM ALL OVER THE WORLD.

AS WE SAY GOOD-BYE ON THIS MONDAY AND WISH YOU A GREAT REST OF THE WEEK, WE HAVE A VERY SPECIAL, UNTIL NEXT TIME SIGNOFF FROM ONE OF OUR V TEAMERS IN ITALY.

ELENA, TAKE IT AWAY.

>> HI, THIS IS ELENA VERGINE FROM FERRARA, ITALY, HEADQUARTERS OF VZ RUN WHICH HAS RECENTLY BEEN REBRANDED AS VERIZON CONNECT. I'M STANDING OF FRONT OF CASTELLO ESTENSE, ONE OF THE MOST-FAMOUS MEDIEVAL CASTLES IN ITALY. FERRARA IS ALSO KNOWN AS THE CITY OF THE BICYCLE, BECAUSE EVERYONE LOVES THEM HERE. UNTIL NEXT TIME, YOU'RE UP TO SPEED.