

**Verizon  
Up To Speed Live  
October 5, 2020  
12:00 PM ET**

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[Music].

>> Stop me if you've heard this one before we are living through unprecedented.

>> Unprecedented.

>> Unprecedented.

>> Unprecedented.

>> Unprecedented.

>> I'm not sure how many times I've used the word unprecedented but it's a really good word.

>> So much of what we do now is virtual.

Meetings, happy hours, graduations, even weddings.

Now it's time for a virtual anniversary.

Won't you join me?

20 years ago on June 30th Verizon was born.

It was an era of payphones.

Dialup internet and not so smart wireless phones.

We have made so much history since then it's worth a look back at some of what went into who we are today.

[Music].

>> There was our crisis response to September 11th, 2001.

>> I have seen people from everywhere down here working together pulling together and we're going to get this thing up and running.

>> A character defining effort with V Teamers working around the clock to get things back up in a little more than a week.

There was this iconic campaign begun in 2002.

>> Can you hear me now can you hear me now can you hear me now good.

>> Some of you are so young may not know this guy actually worked for us first. There was the birth of our Verizon credo in 2004.

>> Who is this company that we call Verizon.

>> Our historic pioneering of mass scale fiberoptics to the home with FiOS.

Our recovery response to Hurricane Katrina.

>> We're out here to help the people we're out here giving them the opportunity to call their friends and family.

>> Running to a crisis is something that will continue to define us year after year after year.

>> Our acquisition of MCI which expanded our Verizon Business Group's global scale.

We now reach more than 150 countries and almost all the Fortune 500 partner with us.

There's our more recent acquisitions of AOL and Yahoo now in our Media Group.

Not only are these iconic and loved global brands but they also have some of the most forward thinking talent when it comes to digital content, analytics and next gen platforms.

There's our obsession with being a network leader in 4G, FiOS, 5G, One Fiber and MEC.

It's about the superior experiences we deliver for today and the ground breaking ones we're building for tomorrow.

Our profound support of our V Team, day by day we keep creating a more authentic, empowering and inclusive environment.

Becoming the company everyone wants to be a part of.

And our commitment to society such as our Verizon Innovative Learning Schools, our sustainability leadership and the heartfelt work we do to make the world a better place.

Anniversaries are a reminder of how far we've come.

They are also a celebration of the power of sticking together.

It's about the past we share, the future we're building, and all our efforts to keep the world moving forward.

So Happy Anniversary, V Teamers.

[Music].

>> Here is to our next 20.

[Music].

>> A lot has happened in our 20 year history.

We have moved the world forward so many different ways.

And through it all, there's one thing that's kept us on the same page.

>> Who is this company that we call Verizon?

[Music].

- >> We run to a crisis.
- >> Not away.
- >> We see crisis and change as opportunities.
- >> Not threats.
- >> We know teamwork.
- >> Enables us to serve our customers.
- >> Better and faster.
- >> We believe integrity.
- >> Is at the core of who we are.
- >> We are committed to be part of the solutions.
- >> For some of our world's biggest challenges.
- >> To make the world in which we work.
- >> Better than it was yesterday.
- >> We know our best was good for today.
- >> Tomorrow we'll do better.
- >> These are just some of the lines from our Verizon credo.

And this is who our credo is for.

[Music].

>> My name is Corey I'm a Managing Director in Verizon Business Group I live in Raleigh, North Carolina I've been with Verizon for about ten years. My wife and I recently had our first child, Avery is a nine month old I enjoy spending as much time as I possibly can and doing whatever it is that he wants to do. I joined Verizon to begin my career before that I graduated from East Carolina University go Pirates. Verizon has always been the gold standard in telecom and remained innovated in technology I was inspired to join because of the culture and the people and I have a lot of respect. Verizon evolved from a telecom to more of a technology organization. I've been impressed with the way that we have been trailblazers in technology. I'm constantly motivated by people I work with across the globe. And the focus that we've got for the customer experience and bringing the best of Verizon to them. I started out out of college and I joined Verizon I was working back when operations overnight shift. I was able to complete my Master's. Luckily Verizon supported me in that every den but I was able to complete my Master's

in business administration during my tenure at Verizon.

Yeah, I'm interested in making sure our customers are continued to be cared for I'm very focused on trying to bring the best to Verizon, focused on enhancing my employee's career progression and developing them into what they want to do I'm also very interested in bringing 5G and the Fourth Industrial Revolution to our customer base.

I like to fancy myself as a card trick entertainer so once in a while I pull off card tricks at parties and embarrass my wife but I have fun with it.

I would tell them to think about Verizon as being a technological trailblazer a company that cares deeply for their employee base as well as continues to focus on the customer.

We're doing some really slick things in technology and we always care for our employees first and foremost which is a real inspirational Mission Statement that we've got.

[Music].

>> This quarter was really our first step into the new normal and an opportunity for us to rewrite the rule book.

>> Despite all of the obstacles our GN&T team continued to exceed targets as the traffic patterns in our network shifted our engineers adjusted resources and implemented new solutions to increase capacity.

We continued to innovate 5G, partnering in trials of DSS technology which will enable 4G and 5G on the same band of spectrum and with pivotal repeaters technology which imp FiOS the reach of existing millimeter-wave node we lit up mobile 5G in San Diego. 5G Home in Detroit.

Kept evolving 5G Home network in Houston, Indy and LA and how cool is this, we introduced the 5G virtual lab to help our innovation partners advance their next gen solutions we continued our network winning streak with rave reviews from OepnSignal, RootMetrics and J.D. Power all giving us great reviews for 5G, 4G and FiOS.

Our response teams answered every call to support essential services.

Our field teams kept evolving how we worked to continue to support our customers and due to the pandemic our technology team delivered years worth of digital transformation in the matter of months.

>> During the quarter we continued to evolve our response.

That meant rapid redeployment of a large portion of our Retail Team.

Constantly evolving our customers digitally interacted with us and bringing touchless retail to our stores with a care focus on social distancing and a nationwide curbside pickup pilot.

We launched the new Motorola Edge Plus an exclusive on Verizon the Samsung Galaxy S20 5G and the latest phone SG we also announced the world first the Lenovo Flex 5G that's the first PC built for 5G ultra-wideband we introduced our own and very special Verizon visa card the demand from customers is all right sky high we created new prepaid plans that would reward customers the longer they stayed they offered even -- we offered even more entertainment options on us and gave students our best pricing with the new student discount we celebrated the second anniversary of Visible our all digital carrier and we helped customers avoid over 5 billion robocalls to date making us the leader in the industry.

>> Verizon Business helped our customers in Second Quarter react and rebound as they filtered business continuity disaster recovery plans to really meet their customer requirements.

We provided critical connectivity and devices to enable distance learning, including with the Los Angeles Unified School District and the state of California we stood up virus testing in quarantine centers and provided enhanced connectivity to temporary field hospitals and ships like the USNS Comfort.

We supported over 400 small businesses through our Pay It Forward small business grant program.

And we proudly served more than 80,000 meals to frontline healthcare and EMS workers in New York City and Detroit, which also supported local restaurants.

We continued to expand our portfolio of advanced business solutions, none timelier than the addition of BlueJeans.

We expanded our virtual network services portfolio with Cisco's EMCS for more flexible and agile networking infrastructure.

Launched the integrated video for Verizon Connect enterprise platform, kicked off Return to Business as Unusual, the new monthly Webinar Series for enterprise and released the 13th edition of our Data Breach Investigations Report that sparked critical security conversations with our business customers around the globe.

>> We have continued to meet changing customer behavioral shifts by innovating across advertising subscription and transactions we accelerated our 5G initiatives.

The launch of Verizon Media immersive a new set of AR, VR and mixed reality products to empower the future of 5G in guiding in content.

We partnered with Cooler Screens and Samsung to leverage emerging formats such as digital out of home and connected TV we saw steady state increases in the number of new advertisers and growth on the DSP.

We have won the Readers' Choice Awards for all nominated categories, ESP, SSP, add network video and add network mobile this is the most wins for any nominated company we secured an industry first with Walmart by enabling Yahoo Mail users to make their grocery purchases through their inbox.

No other email provider allows users to do this we launched Yahoo Life a new site

focused on well-being we donated 10 million in add venture to mental health organizations impacted by COVID-19 and 5 million in add venture to help Black owned small businesses.

>> This has been another incredible quarter proving yet again what this V Team is all about.

Once again we were honored as a Top 10 best company for multicultural women we separated Asian Pacific Heritage Month Military Appreciation Month including this V Teamer tribute and Pride Month with Prism was our newly Verizon resource group we joined Amazon and Global Optimism in signing the climate pledge hosted a virtual Commencement series Class of 2020 ready for anything featuring inspirational leaders like our very own Hans Vestberg and former President Bill Clinton and yet when another crisis struck we opened our hearts our minds our resources to support urgent issues around social and racial injustice Forbes named us as the No. 1 brand for employees in society in terms of dealing with the pandemic.

Brand Finance recognized us as having the most telecom brand value in the world. And we celebrated 20 iconic and world changing years of Verizon history.

>> Our second half is even more ambitious than the first half we need to keep our foot on the pedal.

>> Now is the time to double down ideate innovate maximize the opportunities in front of us.

>> The best networks, the best experiences, the best service.

How and where our customers expect it.

>> There are enormous opportunities ahead of us.

Let's go get them.

Forward together.

Go, fight, win.

>> Our purpose and passion are unbeatable.

[Music].

>> I'd like to pay my bill.

>> Happy to help with that your minimum payment due is \$75 how much would you like to pay.

[Music].

>> You probably think about your phone getting stolen but not your phone number. I'm Jesse and I work at Verizon.

If your identity is stolen chances are your phone number will be stolen too now with number lock you can prevent your phone number from being transferred to another carrier without your permission you can easily set it up in the My Verizon app we make

sure that your calls, texts and other important are yours and only yours.  
Your number is safe with us.

[Music].

>> What's a citizen?  
It's believing in something.  
And doing something about it.  
Being responsible.  
And following through on promises.  
We're a company of 135,000 citizens.  
And we have a plan to work toward a greater good.  
A better future to share.  
One that will move us all forward.  
Citizen Verizon.  
Our plan for economic, environmental and social advancement.

>> You just unboxed your new device, you look at the instructions and that's when the fun ends.  
My name is Sam and I work at Verizon.  
Sometimes setting up new tech can be overwhelming that's why there's Tech Coach in the My Verizon app chat live with a Tech Coach to help you with your wireless devices and virtually anything that connects you like smart home accessories or your SmartWatch and this service is included for 30 days after you activate a new device.  
The support you need whenever you need it.

[Music].

>> ANDY CHOI: Perfect video to get your week going hello and welcome to your Monday edition of Up to Speed Live.  
Thank you for joining us that spot you watched is our next Verizon versus Verizon which again underscores how we hold ourselves to a higher standard.  
We test and retest everything.  
We stand ready for whatever 2020 throws our way.  
In today's show our HR leader Christy Pambianchi joins us today with some news about Annual Enrollment.  
It is that time once again V Team to think about your benefits for the upcoming new year.  
Lots of news to share with you there.  
Also in the show Christy will be leading an inspiring conversation with a member of our Verizon Board of Directors.

Now today we are thrilled to have Mel Healey on Up to Speed Live as she shares with Christy some great insights about her role on our Board speaking of that we want to extend a warm welcome to Roxanne Austin just elected to our Board of Directors Ms. Austin is President and CEO of Austin Investment Advisors and she becomes the tenth member of Verizon's Board you can find more information about Ms. Austin on VZ Web and inside Verizon Roxanne Austin welcome to our V Team.

This week also happens to be Customer Service Appreciation Week.

And we would love your help celebrating our amazing Customer Service teammates so let's take to the video now.

We're going to dust off the good mailbox.

Good@Verizon.com is the email you already know that and here is what we need from you if you've got pictures, videos, stories to share, send all the way you're appreciating our Customer Service team we will share them on Up to Speed right here again the email is good add Verizon.com.

With that let's get Up to Speed now with Christy and talk about what is happening in the world of HR and Annual Enrollment happy Monday to you, Christy.

>> CHRISTY PAMBIANCHI: Andy thanks so much it's great to be here happy Monday to all of the V Team that's out there and yes I'm excited to be back kicking off that time of year when we get to enroll in our annual benefits. So first before I jump into some of the details let me just give a big shoutout and a thank you to the team in benefits and the HR team that have been working hard to put this together for everybody all year.

And we really appreciate it.

Because we want to make sure we're keeping our V Team safe and healthy.

So let me hit some of the key dates for those of you watching.

I think we've got some slide information for you here.

So we're heading into a window, October 19th through October 29th.

For all of our United States based management, our West associates and our wireless associates.

In addition to Verizon Media Group.

This is going to be your window to enroll in annual benefits.

And then also October 6th to October 15th for our East associates.

So these key dates are coming up.

If you don't actively enroll, you will still be enrolled in the program, just carrying forward your elections from this year.

But again, we do encourage you to please take the time to enroll.

You're going to get tons of emails from us, lots of reminders.

Information about what you need to do if you want to make any changes for 2021.

And Andy I'm pretty sure the Up to Speed team is working hard to help us on this.



>> ANDY CHOI: That is correct Christy just like last year we'll be sharing the stories about our Verizon benefits including some exciting expanding benefits as well. In fact, tomorrow morning on Up to Speed, we are excited to share the story of one -- one of our V Teamers who credits Verizon's fertility and adoption benefits for helping to guide her through the family building journey so please don't miss that story and folks let's put up the good mailbox lower third if you have a story to share about how Verizon benefits supported you at a critical time please send us a note to the good mailbox that's good@Verizon.com so Christy thank you for laying out the Annual Enrollment plan there as we share some final thoughts on benefits I did want to ask you before we get to Melanie Healey we know that Annual Enrollment is usually a great time to talk about how competitive these benefits are but given what the world has dealt with this year, is the pandemic reshaping the way companies think about these benefits.

>> CHRISTY PAMBIANCHI: Well we think and I think you've heard this from Hans and other leaders from the VLC that have joined Up to Speed over the last number of months the health and safety of our employees is really important and we think that having a competitive compensation package along with a robust health and welfare set of offerings is really important for our V Teamers we work hard and we're one of the leaders in the field to make sure this is something we continue to have for all of our employees.

So please take the time.

There's going to be great information and web-related tools for you to learn more about the benefits that you have available to you.

And now more than ever, especially against the backdrop of a global pandemic is the time to make sure you're taking all of the measures and taking advantage of the benefits that we have available to you.

>> ANDY CHOI: Absolutely.

Great stability and peace of mind and another reason we are so grateful to be a part of the V Team and so grateful to our HR team Christy thank you for laying out the plan for Annual Enrollment and I'm going to send it right back to you as we switch gears we're going to get to know a member of our Verizon Board of Directors, sending it right back to you Christy for the introduction.

>> CHRISTY PAMBIANCHI: Thanks so much Andy and I'm really excited to be here with everybody today to introduce to all of the V Teamers and Up to Speed audience out there one of our Board Members, Melanie Healey as you heard from Andy at the beginning she actually joined Verizon's Board in 2011.

Mel is a C-Suite executive who has over 30 years of experience in operational and global companies such as Procter & Gamble and Johnson & Johnson.

And Mel is actually the first Board Member of Verizon I got to meet last summer when I joined Verizon.

And even in those early meetings her passion for the consumer and the customer really

jumps out at you so I'm excited to bring that into our conversation today.

And as we talk about benefits here today Mel is also a member of our human resource committee and she gets regular reviews of all of the programs we have here at Verizon and gets to give us her insight on the competitiveness of them or the thinking and framework for how we're looking to bring them to light for the V Teamers.

So really excited to have Mel here with us.

One of the things we're hoping to here from Mel during our discussion will be 5G, Verizon's role in that, how she is seeing our evolution of our brand, our interaction with consumers.

But in addition, I also want to chat with Mel about her connection to her Hispanic heritage and what it means to her especially while we're here in Hispanic Heritage Month.

So Mel I want to say thank you for joining us today and being here with me and all of our audience out there on Up to Speed.

Maybe just to kick us off with obviously any introductory remarks you have would love to get a sense of what does it really mean as a Verizon Board Member what perspective do you have on the company?

And how would you describe the business environment we're in in 2020 and any other thoughts you have as a member of our Board.

>> MELANIE HEALEY: Well, thank you, Christy for inviting me.

It's great to be here and be part of this terrific effort that you guys have put together. I know you've had a number of these and I think it's such a great way to communicate with all of your stakeholders and it's been a terrific success so thanks for including me in this.

I guess you know to answer your question around how would I describe the business environment in 2020, one struggles to think about the number of adjectives that you could describe this with.

But I think some that come to mind would be things like tumultuous, crazy, probably one of the most unexpected and unpredictable and most difficult years that I think any leader out there has had to lead through.

And I say that with some of my own experience running businesses in Latin America for most of my career I was in Latin America almost four decades.

So went through the 1994 Mexican evaluation.

Several of these economic turmoils in Brazil when inflation was 1,000% a year, sometimes 80% in a month.

People would have their savings confiscated.

You know, you couldn't leave the country unless you paid a fee to the Government of \$6,000.

I mean, all sorts of craziness, as well.

And -- but honestly, a crisis like this one, I don't think I also had anything like this.

It's just -- it's so hard to predict.

It's been such a turmoil for consumers.

And businesses.

Who have -- businesses have shut down, consumers who have had their lives sort of thrown up into the air, they have had to now become teachers.

They have had to shift their offices to the home.

You know, if you're a dual income family, where do you both work?

Where do you both live?

How do you teach your kids and the dog is barking in the background.

I mean, we all know the drill by now.

It's almost become the new normal.

And I think this is the thing that honestly I think Verizon has done a terrific job of really trying to be agile and adapt to these circumstances.

And what I would say is as a Board Member I've been really very impressed and honestly proud of you and Hans and all the Leadership Team and the V Teamers who have really stepped up during this crisis.

You know your handling of the pandemic has been incredible.

Leaders lead.

In times like this.

And you have all truly role modelled what it takes to lead during a time of crisis.

Being out in front of V Teamers like you are right now.

And customers alike.

Overcommunicating every step of the way during both COVID-19 shutdown.

But also during the racial protests.

Both with short- and long-term solutions around how to deal with all of this.

Concrete solutions.

I think that's so important.

It's not just talk about actual concrete solutions around how you're going to help improve peoples' lives at a time like this.

Helping consumers with giving them flexibility to pay their bills.

Just getting out in front of people with an enormous dose of empathy.

It's been impressive to watch.

It really has.

And I think you've also kept the business going at a very difficult time.

You know with the expansion of 5G.

The launch of 4G LTE home, the purchase of TracFone.

You know, offering again, as I said earlier adjustments to plans where needed to help your customers through all of this.

And you just -- you guys didn't skip a beat.

So what I would say is well done to the team.

You've proven to your Board and your stakeholders that you can do it.  
You can lead through a crisis.

I think it's also clear to say that this isn't behind us.

I think the next 12 months will be likely equally as unpredictable.

And I think continuing to stay on top of this and being as fast and agile and flexible as you've been is -- and out in front of it as leaders is clearly the formula to continuing to execute with excellence during a time like this.

>> CHRISTY PAMBIANCHI: Thank you for those insights, mL, it's really great to hear.

You know, one of the things I think about is we just celebrated our 20th birthday this summer so we have #next20 and when I think about the fact that you joined our Board about the point in time when we were getting ready to have our 10th birthday and how far we have grown since then over our 20 year history, your 11 year history with the Board I would love to hear your insights on the brand, the consumers, the customers how from your view it takes to take a company from birth to the global brand recognition that we have right now and any insights you have for us.

>> MELANIE HEALEY: That's a great question, Christy.

And I think there are so many things about how -- how you guys launched this company 20 years that was enduring over time.

And one of them has been the credo.

You know, I think that's important.

Because that really grounds everyone in why it is you exist as a company.

And the values upon which the company will grow and expand and respect its stakeholders.

But I think also that as you think about when the brand was launched 20 years ago, I think there were three things that really made it excel.

Obviously a terrific team.

And it always starts with the people.

You need great talent to make any company work well.

But also this incredibly reliable network that Verizon has always been well known for.

And always will be well known for.

That is the bedrock of who we are.

Verizon as a company.

And of course it's the can you hear me now campaign which was such a success.

It became part of the peoples' vocabulary.

And it still is today.

Very often when something is not -- can you hear me now?

I mean it's still very much a part of peoples' vocabulary.

But you know, the interesting thing about this business is, it's evolved over time.

It's not only about cell phone calls anymore.

And reliability means a lot more now.

And of course with 4G and everything its enabled from a data standpoint but also 5G coming next, you know, the marketing and the purpose of the company has to evolve with that, as well.

And I think Diego Scotti and Ronan and their teams have done just an excellent job with the brand and the consumer and the marketing transformation.

As a result of that shift in purpose from simply reliability to okay what does this network really mean for the future and how can we be a part of that.

And so starting with the revamping of the logo and the little red V sort of check mark. Which many of you wear on your T-shirts today.

I think that's been a great part of the new visual identity of the brand and you have expanded that new visual identity across all of the retail channels.

Both in stores and online.

And focused the layouts on really showcasing both mobile but also wireless home solutions for both consumers and small businesses.

And you brought in this Mix & Match platform which has really helped consumers better pick what's right for them so it's not just one price for everyone.

So I think this merging of both the brand look, tone and feel.

The marketing campaign.

And also this deeper understanding of the consumer and what's right for them, you know, it's been a really terrific journey to watch the company come along on.

And I think you know the campaign in particular, we have seen that campaign, one of the difficulties was how do you bring that campaign to life across both the consumer business and the Business Group, the customers.

And I think Diego and his team have done a terrific job of really creating a unified campaign which serves both groups and in this fast and flexible and agile format that within a week he can produce you know a piece of advertising so that it is in time in a way to be relevant at a time when consumers and customers need it most.

And he's proved that with the COVID-19 crisis and obviously the hurricanes in the south and the fires in the west and just being able to come out there and provide solutions quickly to customers at the time of need.

That's what makes people trust brands.

And that's what builds that authenticity which Verizon is really kind of building and -- has built and continues to build over time.

And then of course you know taking the brand from this single minded focus on reliability to creating the networks that move the world forward.

And I love that purpose.

I think it's a purpose that is going to create so much business growth and opportunity for Verizon.

And I love the journey that Diego and the team are now onto bring that purpose for life

across the stakeholder groups and obviously he's in the midst of that journey now.

So it's been terrific to watch the evolution.

It's a journey that never stops.

Ten years from now we'll see a whole sort of other big set change.

But the important thing is that you've got to continue -- as the market leader you have to continually reinvent yourself.

You've got to be the one creating your future.

You have to be the one leading the way forward.

Never letting competition catch up with you.

If you do, you're just not servicing consumers fast enough and thinking ahead fast enough so just leaping forward all the time.

And always remember that the consumer and the customer have to be at the front and center of that journey.

They are the ultimate boss.

And they are the ones we must never stop serving.

>> CHRISTY PAMBIANCHI: Those are great insights for us, Mel and I really I think there's a lot in there for us to unpack and focus on and I know I get inspired every day to jump out of bed and start working on how do we bring to life the networks that are going to move the world forward so I think it is an awesome mission and Purpose Statement.

And one that's really helping unite and fire up the V Team especially with 5G and all of the changes that that's going to enable in the world.

One of the things I wanted to make sure I got the chance to talk with you about was obviously you've been recognized and you are very humble about it but I have to share with the audience that both Fortune and Forbes have recognized you during your career as one of the most powerful women in business.

Advertising Age also recognized you as one of the most influential women in advertising.

And then just recently Latino leaders magazine recognized you for your accomplishments as a Latina Board Member.

And from our first conversations I recognized and heard from you just this amazing and interesting background, deep connections you have in Chile, Peru, Brazil and Mexico.

And I know that your heritage as a Latina is really an important part of who you are and I would love if you could share with us that connection and what that means to you here in Hispanic Heritage Month.

>> MELANIE HEALEY: Thanks, Christy, I would be happy to.

You know, when you look at me you don't think I'm a Latina.

And I've lived with that my entire life.

But I was born and raised in Brazil.

I'm actually fourth generation Latin American.

My ground mother, great grandmother and mother are all born and raised in Chile. My mother's father, my grandfather is Peruvian and my kids were both born in Mexico. So they are actually fifth generation Latin American and as blond and blue eyed as I am.

So assumption No. 1, there are blond and blue eyed Latinas out there.

(Chuckles).

>> MELANIE HEALEY: And I -- the reason my English doesn't sound like a Latina speaking English is because my father was -- is English.

He was born in England.

We actually grew up speaking English at home.

And grew up bilingual.

So I went to Brazilian schools.

And also an American high school when I was in Brazil.

But basically grew up bilingual.

Actually and then of course trilingual, too, because ended up living in Mexico for three years and Venezuela for three years, as well.

So yeah, I mean, I lived 37 years between all three countries, Brazil, Mexico and Venezuela in Latin America.

And speak Portuguese and Spanish and English.

And yeah, I love Latin food.

You know, rice and beans and empanadas in Brazil we call them paspas I love dancing to salsa and zumba those are my two favorites and one of the things I miss most about COVID is not being able to go out and dance salsa at some of the places here in Cincinnati.

But yeah it's been a big part of who I am.

And it's a wonderful culture.

We cherish our families in a big way.

That's very important to us.

We share the American Dream, just like any other American does.

And you know we're a happy group for the most part.

But it's interesting, as well, I would say the other thing I would say about Latins is we are as diverse as Americans from New York are to Americans from the Midwest or Americans from California.

But just in the same way there's a lot that unites us.

And I think that in all of these situations, it's so important to focus on the things that unite us.

And when we do, you know, that's when we move the world forward.

>> CHRISTY PAMBIANCHI: That's awesome, Mel.

I probably have time for one more question so one recent report that just came out that

was very fascinating just in the last ten days from the Latino Donor Collaborative highlighted that Latinos present about 18.3% of the population but they are responsible for 78% of the growth in the U.S. labor force.

And also some statistics around a very high percent of the GDP that the Latino community contributes so I would love any insights that you have as we think about ourselves as one of the largest employers in the United States, one of the largest companies with a huge consumer base, any insights for us?

>> MELANIE HEALEY: Yeah, sure.

I mean, look, this is the fastest growing group of consumers in the U.S.

You know, as U.S. Latinas in the country we're ranked among the 10th largest GDPs ahead of Brazil, my home.

And the third largest growth only behind China and India.

So I mean this is a group to take seriously.

And they are an important source of growth for all companies.

And the companies that manage to get a disproportionate share of the Latino market will be securing a stronger future going forth there is no doubt.

So every organization needs to be ready and prepared to service this growth.

And that means hiring, retaining and promoting talent that can quickly assimilate and understand what it means to service this customer.

It also means that we have to get -- we have to understand -- take the time to understand this consumer.

Understand them intimately.

Understand you know what are the issues that they are facing and how can we help unlock growth with that consumer.

Now, I will say that I think Verizon has been doing a terrific job on the diversity front.

You know, Christy, that this is an active topic on our Compensation Committee.

We talk about it a lot.

We just issued the Verizon diversity report.

And I think that's a terrific start.

But we have laid out our numbers.

And now we know where we stand.

And where we can -- where we need to improve and where we need to take the company to the next level.

So it's great transparency.

And I commend you for doing that.

And you know I think what I would say is there's no silver formula here on how to really accelerate racial equality, minority, representation at all levels and this culture of inclusion and belonging that we all yearn for.



But there are best practices out there.  
Many of which I think Verizon has visibly embraced.  
I think the first one is, yes, you need a diverse Board.  
And you need a diverse Leadership Team.  
The second one is you need leaders to lead.  
And I think Hans has done an outstanding job throughout these past months, in particular, leading through this racial crisis that we've been having, especially with African Americans.  
And promoting the kinds of conversations that make people feel like they are being heard and that he cares.  
And he does care.  
And every leader should follow that example.  
Third is taking the time to build a culture of inclusion and belonging.  
And I say belonging because that is such an important part of inclusion.  
A culture where everyone feels part of the team.  
Where everyone feels included.  
And where everyone is performing and enabled to perform at their peak.  
And then fourth, managing career development.  
And personal development.  
And growth.  
And retention.  
Across all stages of career development from entry level all the way up through to C-Suite.  
And again, very often we'll focus at the beginning of that career stage, not as much in the middle.  
And then at the end.  
And I think we need to really do a good job of doing it all the way through.  
So those are just four sort of best practices.  
There are many more.  
We can't do everything at once.  
We always have to pick and focus.  
But the key is clearly we want to retain strong talent with Latinos, with African Americans, with Asians, with women, we want all -- everyone represented.  
Everyone performing at their peak.  
    >> CHRISTY PAMBIANCHI: Mel, these were just wonderful remarks.  
Great inspirations.  
And insights for us.  
And I can't thank you enough for being here with us today.  
As one of our Board Members with a lot that you contribute to helping guide us to where we are and I know a lot more to come so with that I'll throw it back to Andy and our

anchor of Up to Speed thank you, Andy.

>> ANDY CHOI: Christy, thank you for leading this discussion and Mel in this very short conversation, we garnered so much knowledge.

We thank you so much for your time.

And you mentioned that sense of belonging.

I can tell you the connection we have to our Board and your leadership and your wisdom, we truly feel like we belong and so thank you for that Mel and I can tell you right now, the hearts that popped up.

I'm watching the comments and the hearts come up on Twitter and when you talked about your Latin American experience, so much love out there I can tell you if I'm ever in the queens city when this is all over we're going to do some Cincinnati salsa dancing Mel thank you if folks want to connect with you outside of Up to Speed where can they find you.

>> MELANIE HEALEY: LinkedIn.

>> ANDY CHOI: Thank you Mel and Christy absolutely Christy some final thoughts before we wrap things up.

>> CHRISTY PAMBIANCHI: V Team we've got a lot coming up here in October so look out for your Annual Enrollment don't miss out on the great benefits we work hard to make available to you and stay safe.

>> ANDY CHOI: Excellent thank you, ladies, both.

And thank you to our viewers for watching and until next time, you're Up to Speed. We'll see you soon.