

VERIZON
UP TO SPEED LIVE
November 15, 2021 12:00 PM ET

>>> DIANA: HI, EVERYONE, WELCOME TO UP TO SPEED ON THIS MONDAY. I'M DIANA ALVEAR, WE ARE KICKING OFF YOUR WORKWEEK WITH SOME BIG NEWS, INCLUDING A FUN NEW PODCAST THAT'S GOING TO INSPIRE YOU TO MAKE AN IMPACT ON YOUR COMMUNITY AND YOUR WORLD. ALL RIGHT.

IF YOU SAW TODAY'S ECARD, YOU SAW WE SHOWED THREE PHOTOS AND ASKED IF YOU COULD FIGURE OUT WHAT WE'D BE TALKING ABOUT. HERE'S A HINT.

THE IMAGE OF THE BRIDGE REFERS TO THE CIVIL RIGHTS ADVOCATE RUBY BRIDGES.

WE'LL BE MENTIONING HER LATER IN THE EPISODE.

BUT WE'RE GOING TO START BY ACKNOWLEDGING THE BIG ANNOUNCEMENT THIS MORNING THAT SAM HAMMOCK HAS BEEN APPOINTED TO EXECUTIVE VICE PRESIDENT AND CHIEF HUMAN RESOURCES OFFICER AT VERIZON EFFECTIVE DECEMBER 1ST.

HANS SAID IT BEST, SAM HAMMOCK IS A PROVEN HR LEADER WITH THE EXPERIENCE AND VISION TO LEAD US IN A TRANSFORMATIVE TIME FOR OUR INDUSTRY.

YOU CAN'T BUILD THE FUTURE WITH YESTERDAY'S SKILLS, AND SAM WILL MAKE SURE WE ARE READY WITH THE BEST TALENT TO CAPITALIZE ON OUR NEXT STAGE OF GROWTH.

SO LET'S GIVE YOU SOME FUN FACTS ABOUT SAM.

SHE'S BEEN SENIOR VICE PRESIDENT OF GLOBAL TALENT HERE FOR NEARLY A YEAR.

BEFORE THAT SHE SPENT 14 YEARS AT AMERICAN EXPRESS, MOST RECENTLY AS THE HEAD OF TALENT AND LEARNING.

ON A PERSONAL NOTE, I CAN TELL YOU THAT SAM IS PASSIONATE, POSITIVE, AND JUST AN ABSOLUTE FITNESS WARRIOR.

WE'RE PELOTON BUDDIES AND SHE'S GOT A DRIVE LIKE NO ONE ELSE.

I MEAN, SHE WORKS OUT EVERY SINGLE DAY.

SO I'M VERY EXCITED AND HAPPY FOR MY FRIEND SAM TODAY.

WE HAVE MORE GOOD NEWS.

YOU'RE GOING TO WANT TO LISTEN TO THIS NEW PODCAST CALLED ON THE PORCH WITH ROSE STUCKEY KIRK.

IT IS ROSE HAVING CONVERSATIONS WITH LEADING FIGURES AND ACTIVISTS WHO ARE ACTIVELY WORKING TO CREATE A BETTER WORLD.

AND HER FIRST GUEST IS NONE OTHER THAN RUBY BRIDGES.

THE LITTLE GIRL WHO INTEGRATED WILLIAM FRANTZ ELEMENTARY SCHOOL IN LOUISIANA IN 1960.

WE HAVE ALL SEEN THE ICONIC PHOTOGRAPHS AND NORMAN ROCKWELL PAINTING OF LITTLE RUBY.

WHILE MS. BRIDGES HAS LIVED A LIFE OF ACTIVISM SINCE THEN AND

HER CONVERSATION WITH ROSE IS A MUST LISTEN.
WE'RE GOING TO HEAR SO MUCH MORE FROM ROSE AT THE END OF THE SHOW.

SPEAKING OF MAKING A POSITIVE IMPACT, THIS WEEK IS A GOOD WEEK FOR ALL OF US TO LEARN MORE ABOUT THE TRANSGENDER COMMUNITY, TO HEAR THEIR STORIES AND CONTINUE TO ADVOCATE FOR TRANSGENDER AND NONBINARY EQUALITY.

THE WEEK CULMINATES ON THE TRANSGENDER DAY OF REMEMBRANCE ON NOVEMBER 20TH WHERE WE HONOR ALL OF THOSE WHOSE LIVES WERE LOST TO ANTI-TRANSGENDER VIOLENCE THIS YEAR.

FRIDAY, NOVEMBER 19TH, PRISM AND WAVE ARE GOING TO BE HOSTING A PANEL WHERE THE HUMAN RIGHTS CAMPAIGN AND OUR VERY OWN V TEAMERS ARE GOING TO BE HAVING AN HONEST AND COURAGEOUS CONVERSATION AROUND THE CHALLENGES THE COMMUNITY FACES TODAY IN SOCIETY AND HOW ALLIES LIKE US CAN SHOW UP AND SUPPORT THEM.

AND YOU CAN LOOK FOR THAT BLUEJEANS LINK IN TODAY'S STORY.

THAT'S GOING TO DO IT FOR US TODAY.

I TOLD YOU WE HAD SOME BIG NEWS.

THANK YOU SO MUCH FOR SPENDING A LITTLE BIT OF YOUR MONDAY WITH ME.

I'M DIANA ALVEAR AND WE'RE GOING TO LEAVE YOU WITH MY CONVERSATION WITH ROSE ON OUR NEW PODCAST, ALL THINGS CITIZEN VERIZON AND MAJOR MILESTONES FOR VERIZON'S EFFORTS.

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

>> ROSE, IT'S SO GOOD TO HAVE YOU WITH US.

LET ME TELL YOU, AFTER THE LAST TUMULTUOUS TWO YEARS, I THINK IT'S VERY SAFE TO SAY THAT WE NEED CITIZEN VERIZON MORE THAN EVER.

I'M DELIGHTED TO SIT DOWN WITH YOU AND TALK ABOUT ALL THE MILESTONES THAT CITIZEN VERIZON HAS ACCOMPLISHED AND HOW VERIZON IS TRULY MOVING THE WORLD FORWARD.

>> YOU'RE SO RIGHT.

WE DEFINITELY NEED CITIZEN VERIZON.

HERE'S WHAT'S INTERESTING.

WE STARTED OUR JOURNEY IN A VERY FORMALIZED WAY IN 2019, RIGHT BEFORE THE PANDEMIC.

WE LOOKED AT ALL THE HUGE ISSUES AND THOUGHT A LOT ABOUT WHAT VERIZON CAN DO WITH ITS TECHNOLOGY AND RESOURCES TO ADDRESS THOSE.

AND THEN WE CREATED THE FRAMEWORK.

AND THAT FRAMEWORK HAS DIGITAL INCLUSION, CLIMATE PROTECTION, HUMAN PROSPERITIES AND SOCIAL IMPACT INNOVATION AT ITS CORE.

2020 HIT AND THE GOOD NEWS IS, WE WERE ALREADY ADDRESSING ALL THESE MAJOR ISSUES THAT WERE MANIFESTED INSIDE OF THE PANDEMIC AND AMPLIFIED.

ISSUES OF DIGITAL EQUITY, AND ACCESS TO TECHNOLOGY.

ISSUES OF CLIMATE JUSTICE AND CLIMATE PROTECTION AND HOW DO WE MANAGE OUR FOOTPRINT?

HOW DO WE MAKE PEOPLE PROSPEROUS IN THIS ECONOMY AND GIVE THEM THE RIGHT SKILLS FOR, YOU KNOW, FUTURE JOBS IN TECHNOLOGY? SO UPSKILLING AND RESKILLING.

AND THEN HOW DO WE DRIVE ALL OF THIS INTO THE BUSINESS AND INTO YOU'RE PRODUCT DEVELOPMENT WITH SOCIAL IMPACT INNOVATION?

SO THE GOOD NEWS, DIANE, WE WERE ADDRESSING EVERYTHING. BUT I WILL TELL YOU, THESE LAST TWO YEARS IT HAS BEEN ON STEROIDS AND WE HAVE BEEN HYPERFOCUSED ON DELIVERING GOOD RESULTS AROUND OUR STRATEGY AND OUR PLATFORM.

AND THEN, YOU KNOW, A REMINDER IS OUR STRATEGY THAT CITIZEN VERIZON IS OUR PLAN FOR ECONOMIC, ENVIRONMENTAL, AND SOCIAL ADVANCEMENT.

THAT'S HOW WE'RE GOING TO MOVE THE WORLD FORWARD.

>> YOU KNOW, WHEN I STARTED IN APRIL OF 2020, I WAS BLOWN AWAY AT HOW MANY VOLUNTEER HOURS WERE EARNED BY V TEAMERS AS A WHOLE. I MEAN, CONSIDERING THE CONDITIONS WE WERE UNDER AND ALL THE STRESS AND ALL THE UNCERTAINTY, IT'S ALMOST LIKE V TEAMERS WERE EVEN MORE RESOLVED TO TRY TO MAKE A DIFFERENCE WITH THE TIME THAT THEY DID HAVE.

TELL ME A LITTLE BIT ABOUT VOLUNTEERISM UNDER CITIZEN VERIZON.

>> YOU KNOW, IT'S INTERESTING.

SO WHEN YOU THINK ABOUT CITIZEN VERIZON AND THOSE BIG TARGETS THAT WE SET, YOU KNOW, THERE ARE LITERALLY FOUR BIG TARGETS THAT WE MADE PUBLIC FACING.

10 MILLION YOUTH PREPARED FOR THE DIGITAL ECONOMY.

1 MILLION SMALL BUSINESSES ABLE TO BE, YOU KNOW, DIGITIZED AND COMPETE.

MAKING SURE THAT WE WERE CLIMATE -- CARBON NEUTRAL BY 2035.

ENSURING THAT WE UPSKILLED HALF A MILLION PEOPLE.

SO WE HAVE THOSE TARGETS.

AND THAT MEANT VERY SPECIFIC WORK OF MY TEAM AND THE BUSINESS UNITS.

THE BIG CONVERSATION WAS, WELL HOW DO WE ENABLE OUR EMPLOYEES TO ENGAGE IN THAT?

WHAT'S THE RIGHT WAY FOR EVERYBODY TO COME IN?

AND THAT'S WHEN WE SET THAT TARGET OF 2.5 MILLION VOLUNTEER HOURS BY 2025.

AND I'LL BE HONEST WITH YOU, THE PANDEMIC SORT OF CHALLENGED US WITH WHAT DO WE DO WITH THAT?

EMPLOYEES ARE AT HOME, THEY CAN'T GO IN PUBLIC SPACES, AND MY TEAM WAS BRILLIANT IN FIGURING OUT HOW TO PIVOT TO VIRTUAL.

AND OH, MY GOODNESS, WHAT AN IMPACT WE HAVE HAD ON THE BUSINESS.

WE ARE, YOU KNOW, ACTUALLY 76% OF EVERY EMPLOYEE IN VERIZON.

SO THINK ABOUT OUR GLOBAL 130 SOMETHING THOUSAND EMPLOYEE BASE,

76% OF THEM HAVE PARTICIPATED IN SOME TYPE OF VOLUNTEERISM. WE ARE ROUGHLY, I THINK, 36%, 37% TO THAT GOAL OF 2.5 MILLION. AND WE'VE ALREADY BLOWN THROUGH OUR GOAL FOR THIS YEAR. SO I THINK WHAT IT TELLS YOU IS THAT EMPLOYEES WANT TO MAKE A DIFFERENCE.

AND THEY WANT TO CONNECT THEMSELVES TO OUR CITIZEN VERIZON PLATFORM AND ENGAGE AND HAVE A HUGE IMPACT.

AND I JUST LOVE THE WAY THAT IT'S EMBEDDED INTO EVERY SINGLE THING THAT WE DO.

OUR ALL-HANDS MEETINGS, OUR SENIOR LEADERS MEETINGS.

IT'S A PART OF OUR DNA.

AND THAT REALLY IS A GREAT SORT OF FOUNDATION FOR BUILDING ALL OF THE GREAT RESULTS THAT WE HAVE IN CITIZEN VERIZON ACROSS OUR PLATFORM.

>> OH, I WOULD AGREE WITH THAT, BECAUSE THERE'S THAT SENSE OF PRIDE THAT COMES WITH BEING A V TEAMER THAT IT'S NOT JUST ABOUT DOING OUR JOB, BUT YOU'RE ALSO MAKING APRIL IMPACT ON THE WORLD.

I LOVE THAT CITIZEN VERIZON ALLOWS US TO DO THAT.

OKAY, WOW, ALL ACCOMPLISHMENTS THAT WE COULD SIT HERE AND TALK ABOUT IT FOREVER.

SPEAKING ABOUT TALKING FOREVER, I AM LOVING THE FACT THAT YOU HAVE A NEW PODCAST COMING OUT.

LISTEN TO THE TITLE, ON THE PORCH WITH ROSE STUCKEY KIRK.

I MEAN, THAT'S SO CUTE, THAT'S SO, LIKE, DOWN HOME.

I WANT TO GET SOME ICED TEA AND HAPPENING OUT WITH YOU AND KICK WITH YOU.

>> THANK YOU.

>> TELL US EVERYTHING, LIKE WHERE DID THIS COME FROM WHY A PODCAST AND WHAT ARE YOU GOING TO TALK ABOUT?

>> YEAH.

SO LISTEN, THINK ABOUT CITIZEN VERIZON AND YOU KNOW, WE COULD GO ON AND ON ABOUT RESULTS.

WE COULD TALK ABOUT WHAT WE'RE SEEING IN THE SPACE OF DIGITAL INCLUSION AND 80% PLUS LEVEL OF TEACHER ENGAGEMENT AND CHANGING THE CLASSROOM AND HOW THEY'RE ACTUALLY CHANGING THE WAY THAT STUDENTS ARE LEARNING.

THERE'S GREAT STATISTICAL RESULTS IN THAT.

GREAT STATISTICAL RESULTS IN OUR SMALL BUSINESS PROGRAM.

GREAT RESULTS IN OUR UPSKILLING PROGRAM AND WE'RE GOING TO GET THOSE PUBLISHED OUT TO EVERYONE BECAUSE THEY'RE SO IMPRESSIVE.

BUT A PART OF WHAT WE TALK A LOT ABOUT IS HOW DO WE ENGAGE SOCIETY AND REALLY THINKING DEEPLY ABOUT ALL THESE BIG ISSUES THE WAY THAT WE DO?

AND THERE'S LOTS OF CONVERSATIONS ABOUT IT, AND OUR WORK DEMONSTRATES WE CARE.

WE WERE LOOKING FOR ANOTHER WAY IN TO HAVE THAT CONVERSATION

AND CONNECT OURSELVES.

SO LISTEN, IT'S NO SURPRISE TO ANYONE IN VERIZON THAT I AM A CHILD OF THE SOUTH.

I LOVE TELLING EVERYONE THAT I GREW UP IN ARKANSAS.

AND I GREW UP IN A SPACE WHERE ALL THE BIG CONVERSATIONS WERE HAPPENING ON THE PORCH.

THAT MY PARENTS WERE SITTING THERE SOLVING GREAT PROBLEMS.

I REMEMBER MY GREAT GRANDPARENTS SITTING THERE SOLVING GREAT PROBLEMS.

I MEAN, THAT'S WHAT YOU DID AT THE END OF A DAY WAS YOU TOOK YOUR ICED TEA, LIKE YOU SAID, AND YOU SAT ON THE PORCH AND YOU SOLVED A PROBLEM.

SO I HAD THIS GREAT IDEA OF, THEN WHY DON'T WE TAKE OUR CONVERSATIONS, THESE BIG SOCIETAL ISSUES, ON TO THE PORCH.

IT WOULD BE ANOTHER WAY FOR US TO ACTUALLY ENGAGE PEOPLE AND BEING AWARE OF WHAT WE DO, BUT ENGAGING IN CONVERSATION.

SO IT'S A LITTLE BIT OF A TRICK SHOT AS TO HOW WE HAVE THOSE BIG CONVERSATIONS AND CONNECT IT BACK TO VERIZON.

BUT THAT'S WHAT I LOVE ABOUT IT.

MY FIRST CONVERSATION IS WITH RUBY BRIDGES WHO WAS ONE OF THE FIRST INDIVIDUALS WHO INTEGRATE A SCHOOL IN OUR NATION.

MOST PEOPLE THINK OF HER AS THE LITTLE GIRL IN THE PICTURE SURROUNDED BY THE NATIONAL GUARD GOING TO SCHOOL, THAT NORMAN ROCKWELL PICTURE.

SHE'S A REAL HUMAN BEING AND SHE LIVES IN NEW ORLEANS.

AND WE HAD THIS FABULOUS CONVERSATION ABOUT EDUCATION AND WHAT'S NEEDED AND WHAT SHE WAS TRYING TO DO, WHICH WAS GET A QUALITY EDUCATION.

THAT'S WHAT WE'RE TRYING TO DO WITH VERIZON INNOVATIVE LEARNING IS GIVE KIDS THROUGH OUR TECHNOLOGY A QUALITY EDUCATION.

BUT THE CONVERSATION ISN'T SO MUCH ABOUT VERIZON, IT'S JUST ABOUT THAT SPACE OF QUALITY EDUCATION.

IT WAS FASCINATING AND WONDERFUL AND I'M SO GLAD SHE WAS MY FIRST GUEST.

AND WE TALKED ABOUT THE PORCH.

AND WE TALKED ABOUT GREAT CONVERSATIONS THAT HAPPEN ON THE PORCH AROUND THIS ISSUE.

SO I THINK LISTENERS ARE GOING TO ENJOY IT, AND I HOPE EVERY SINGLE V TEAMER LISTENS IN AND SHARES IT BECAUSE WE'RE GOING TO DO MORE OF THEM.

BECAUSE I WANT EVERYONE TO BE ON THE PORCH WITH ROSE STUCKEY KIRK.

>> WELL, CONGRATULATIONS WITH THE LAUNCH.

I AM DEFINITELY GOING TO BE DOWNLOADING EVERY SINGLE EPISODE BECAUSE I WANT TO HEAR ALL THESE AMAZING CONVERSATIONS.

I MEAN, RUBY BRIDGES, THAT IS INCREDIBLE.

I'D LOVE TO KNOW A LITTLE BIT MORE ABOUT THE FUTURE PLANS FOR THIS.
WHO ARE YOU TARGETING AS AN AUDIENCE?
WHO DO YOU THINK NEEDS TO HEAR THIS PODCAST?
>> IT'S SO FUNNY IN TERMS OF I THINK YOU HIT THE NAIL ON THE HEAD IN
TERMS OF WHAT I WANT TO ACCOMPLISH.
WE DON'T HAVE CONVERSATIONS ANYMORE.
WE TALK AT EACH OTHER AND EVERYONE'S IN THEIR LITTLE BUBBLE, THEIR
LITTLE BOX, THEIR LITTLE VIEW.
THEY'RE COMING SOCIAL MEDIA FOR EVERYONE TO SAY, YES TO THIS VIEW
THEY HAVE.
AND WE LOST THIS SENSE OF THERE'S AN ABILITY TO HOLD TWO THOUGHTS,
OPPOSING THOUGHTS, IN YOUR BRAIN AT THE SAME TIME.
AND BE OKAY WITH THAT.
AND THAT'S REALLY WHAT I WANT THIS PODCAST TO BE ABOUT.
IS EDUCATING PEOPLE IN A WAY THAT THEY CAN THINK ABOUT THESE BIG
SOCIETAL ISSUES THAT VERIZON IS ADDRESSING, BUT ALSO HOLD TWO
THOUGHTS IN THEIR BRAIN AT THE SAME TIME.
AND GET ENOUGH INFORMATION TO BE ABLE TO UNDERSTAND A POSITIVE
ROLE THEY CAN PLAY IN SOLVING THESE SOCIETAL ISSUES.
BECAUSE I WANT EVERYONE MOVING THE WORLD FORWARD.
SO WHO IS MY AUDIENCE?
IT'S PRETTY DIVERSE.
IT'S THOUGHT LEADERS OUT THERE IN THE SPACES.
IT'S GENERAL CONSUMERS WHO SORT OF KNOW VERIZON OR MAY NOT NOW
VERIZON, OUR PROSPECTS.
IT'S BUSINESS CUSTOMERS, BECAUSE I'M GOING TO GET INTO ISSUES OF
ECONOMICS IN OUR SOCIETY AND WHAT ARE THE STRUCTURAL ISSUES THAT
GET IN THE WAY OF ECONOMIC ADVANCEMENT?
I WANT TO TALK ABOUT THAT THROUGH A VERY FINANCIAL FACT-BASED WAY
BUT MAKE IT RELEVANT TO EVERYONE.
SO, YOU KNOW, I'M NOT GOING TO SUGGEST THAT IT'S ONE GROUP OF
INDIVIDUALS.
IT'S A BROAD SORT OF GROUP, SWATH OF SOCIETY, TO REALLY LISTEN TO
INTELLIGENT, THOUGHTFUL CONVERSATIONS THAT ALLOW US TO THINK
DEEPER ANDSOMETIMES CHANGE OUR VIEW, SOMETIMES AFFIRM OUR VIEW,
AGAIN, ALLOW TO US HOLD TWO OPPOSING VIEWPOINTS IN OUR BRAINS AT
THE SAME TIME AND BE VERY COMFORTABLE WITH THAT.
THAT'S HOW WE MOVE THE WORLD FORWARD.
>> WELL, ROSE, I AM SUPER EXCITED ABOUT THIS AS YOU HAVE ALREADY
EXTENDED AN INVITATION TO ME, I CAN'T WAIT TO HEAR THE REST OF YOUR
PODCASTS ALL OF YOUR GUESTS AND ALL OF THE GOOD TOPICS THAT
YOU'RE GOING TO BE DIVING INTO.
I THINK THIS WILL BE GOOD FOR ALL OF US TO THINK DEEPLY ABOUT THE
IMPORTANT ISSUES OF OUR TIME.
YOU ARE THE WOMAN TO DO IT.

SO YOU HEARD IT HEAR FIRST, Y'ALL, THIS IS HER FIRST PODCAST ON THE PORCH WITH ROSE STUCKEY KIRK.

I CANNOT WAIT TO DOWNLOAD IT.

I TAKE MY WALKS AND THEN I, YOU KNOW, FEED MY BRAIN.

AND YOU CAN FIND THAT PODCAST ON ALL OF THE MAJOR STREAMING PLATFORMS, INCLUDING APPLE PODCAST, GOOGLE PODCAST, IHEART RADIO, SPOTIFY, AND MORE.

ROSE, THANK YOU SO MUCH.

>> YOU'RE WELCOME.

AND MAY ASK THAT AS EMPLOYEES LISTEN, SHOOT ME AN EMAIL.

I WOULD LOVE TO KNOW WHAT YOU THINK.

I AM TOUGH, SO YOU CAN TELL ME WHAT YOU WANT ME TO WORK ON AND YOU CAN TELL ME WHAT YOU LOVE.

BECAUSE THAT'S GOING TO MAKE IT BETTER AS WE GO.

SO THANK YOU FOR THIS OPPORTUNITY TO TALK ABOUT CITIZEN VERIZON, OUR PLAN FOR SOCIAL, ECONOMIC AND ENVIRONMENTAL ADVANCEMENT. AND ON THE PORCH WITH ROSE STUCKEY KIRK.

I'VE SO ENJOYED IT.

THANK YOU.