



# Our Corporate Social Responsibility

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# **CITIZEN VERIZON: VERIZON'S RESPONSIBLE BUSINESS PLAN**

# Verizon is committed to moving the world forward for all.

## What is Citizen Verizon?

Citizen Verizon is Verizon's company-wide responsible business plan that deepens its historic commitment to social responsibility:

- Planned before the pandemic, it is integrated throughout Verizon's overall business strategy

With Citizen Verizon, Verizon is leveraging its technology, innovation and people to make the world a better place:

- We're on a mission to help solve some of the biggest challenges that impact underrepresented populations

**As part of Citizen Verizon, Verizon plans to exceed \$3 billion in its investment during 2020-2025 to continue helping vulnerable communities and in helping to close the digital divide.**

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# Citizen Verizon

**We are committed to moving the world forward for all.**

We leverage our technology, innovation and people to make the world a better place.

Together, through our focus areas of Digital Inclusion, Climate Protection, and Human Prosperity, we're on a mission to help solve some of the biggest challenges facing the world today.



# CITIZEN VERIZON: OVERVIEW

Citizen Verizon consists of **three main pillars:**

1. Digital Inclusion
2. Climate Protection
3. Human Prosperity

# Citizen Verizon: Focus Areas and High-Level Goals

## Digital Inclusion

Address barriers to digital inclusion and enable connectivity for those who need it most

## Goals

- By 2030, provide 10M youth with digital skills training and support 1M small businesses with tech resources and tools
- Exceed \$3 billion in its investment during 2020-2025 to continue helping vulnerable communities and helping to close the digital divide.

## Climate Protection

Reduce impact of our direct operations and innovate to minimize climate impact on communities

## (General) Goals

- Continue leveraging our technology innovations to help reduce climate impacts in communities
- Become net zero in carbon emissions in our operations by 2035

## Human Prosperity

Create opportunity for individuals and communities to thrive and responsibly grow our business

## (General) Goals

- Support 500K individuals with tech training by 2030
- Achieve 2.5M employee hours committed to volunteerism

# Overview of Digital Inclusion

## Verizon is addressing four key areas of digital inclusion:

1. **Access:** Access to connectivity with sufficient speeds
2. **Affordability:** Affordable devices and connectivity that offer quality service without significant restrictions
3. **Application:** Using connectivity to transform lives through meaningful services and the skills to use them
4. **Advocacy:** Urging policy makers to create new and long-lasting solutions to address the digital divide

## Digital Inclusion Commitments:



Digital Inclusion is focused on addressing barriers and enabling connectivity to those who need it most. Key goals include:

**10M**

Youths provided with digital skills training by 2030.

- Verizon Innovative Learning
- Verizon Innovative Learning HQ

**1M**

Small businesses provided with resources to help them thrive in the digital economy by 2030.

- Verizon Small Business Digital Ready Program



# Overview of Climate Protection

**Verizon is committed to achieving net zero emissions in our operations by 2035. We're taking concrete steps to reduce our emissions and invest in renewable energy.**

**We are leveraging our technology and engaging innovators to address the impacts of climate change on at-risk populations to help them to be safer, healthier and more prosperous as the climate changes.**



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# Climate Protection



**We are committed to reducing the impact of our direct operations and innovating to minimize climate impact on communities, including achieving**

## **Net Zero**

**emissions in our operations by 2035 through:**

- **Sustainability programs**
- **Green bonds**
- **Renewable energy**

# Overview of Human Prosperity

**Verizon is committed to helping to  
build a stronger future by:**

- Reskilling and upskilling populations to prepare them for jobs in the future economy;
- Ensuring inclusivity for both our employees and suppliers; and
- Promoting prosperity through employee volunteerism

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# Human Prosperity



**Verizon is committed to creating opportunities for individuals and communities to thrive and has pledged to prepare**

# 500K

**individuals for jobs of the future by 2030 through:**

- **Verizon Skill Forward program**
- **Verizon Thrive Apprenticeships**

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# EMPLOYEE RESOURCE GROUPS

**Employee Resource Groups (ERGs) are our de facto ambassadors of diversity, equity and inclusion.**



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# Employee Resource Groups

To create and sustain a diverse and inclusive culture, it's essential that we engage and empower our employees so they can fulfill their greatest potential. Our global employee resource groups (ERGs) and their members serve as ambassadors of diversity and inclusion.

ERGs help the V Team to value and leverage our differences – and similarities. By collaborating through ERGs, members bring their whole and authentic selves to their work and contribute their unique perspectives. Knowing their voices are heard and their work is valued, they find a strong sense of belonging, helping to drive Verizon's competitive advantage.

We want every member of the V Team to bring their best selves and feel included at work every day. So, in addition to engaging thousands of V Teamers through our ERGs, we strengthened our best practices for a diverse and inclusive culture by expanding the reach of our unconscious bias training. Live workshops and virtual training were implemented, covering all levels of the organization in 2018. As we continue to learn about and discuss the impact of unconscious bias, we will explore opportunities to ensure our policies, practices and systems evolve to reflect that learning.

# Verizon's ERGs



**Verizon ADVANCE -**  
Advocates for Disability,  
Accessibility,  
Neurodiversity, and  
Caregiver Empowerment



**Verizon PRISM -** Lead  
with Pride (LGBTQ+)



**Verizon BOLD -** Black  
Originators Leaders  
and Doers



**SOMOS Verizon -** The Voice  
of the Latinx Community



**Verizon NAV -** Native  
Americans of Verizon



**Verizon UNITED -**  
Progress Through  
Unity



**Verizon PACE -** Pan Asian Corporate  
Excellence



**Verizon VALOR -** Veterans  
and Advocates Leading the  
Organization Responsibly



**Verizon PACT -** Parents And  
Caregivers Together



**Verizon WAVE -** Womxn's  
Association of Verizon  
Employees



## Career

Providing dynamic programming for employee professional development

- Professional Development
- Mentoring
- Leadership Panels
- Lunch & Learns
- External Speakers



## Community

Fostering economic inclusion, community engagement and positive change

- Community Outreach
- Community Leaders
- Scholarships
- Non-Profits
- Responsible Company



## Customer

Providing a forum for employees to collaborate to help the company deliver great customer experiences in all market segments

- Internal Focus Groups
- Translation Support
- Supplier Diversity
- Multicultural Marketing
- Insights About Our Consumers



## Culture

- Enhance cultural understanding
- Model Inclusive culture
- Strengthen ERG Governance
- Enhance Heritage/History Months
- Dispel Myths & Stereotypes
- Boost Pride and Morale



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# EMPLOYEE VOLUNTEERISM

# Verizon Employees: Making a Positive Impact on Society



**Verizon employees are volunteering their time in many ways to make a positive impact in the world:**

- As of the end of 2021, Verizon employees have volunteered over 1M hours towards a goal of 2.5M by 2025.
- Their efforts address social issues that are aligned with the focus areas of Citizen Verizon:
  - Digital Inclusion
  - Human Prosperity
  - Climate Protection

# Verizon Community Engagement in **Colorado**

**OneColorado**

**Juneteenth**

**MT Carmel Veterans Service  
Center**

**Girls Athletic  
Leadership School  
(GALS)**

**Denver Park Trust**

**Capitol Hill United  
Neighbors**

**Denver Scholarship  
Foundation**

**Servicios De La Raza**

**Conservation Colorado**

**CSU Science and  
Engineering Fair**

**Anti-Defamation League**

**Homefront  
Military Network**

**Special Olympics Colorado**

**Denver Pridefest**



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# Ideas to incorporate **DE&I** into your business...

- Create a safe place to have these conversations
- Adopt a local non-profit or charity
- Contribute proceeds to a community-based organization
- Organize a volunteer event
- Listen to employee ideas

**Thank you**

