

APPENDIX



1 Verizon Way 33W126B
Basking Ridge, NJ 07920
908-210-6982

Tommy Jones
Associate Director, Head of Military Programs
Human Resources, Talent Acquisition
thomas.jones1@verizon.com

January 30th, 2023

Verizon's Mission: As a military friendly company, we are committed to **hiring top talent**, fostering **employee engagement** and providing a **premium customer experience** to the **military community**.

History: Verizon has a long history with the Military. This dates back to pre Verizon days with Bell systems hiring WWI Signal Soldiers and continuing that relationship through post 9/11 hiring.

Our awards and recognitions: Verizon has been ranked the #1 **Military Friendly Company** 3 times. Ranked in the Top 3 over the past 5 years. Ranked #1 **Best For Vets** twice. We've received almost every ESGR award multiple times except the Military Spouse Patriot Award. In addition we are a 2 Time recipient of the **Vets Index 5 Star Employer** and 2 Time Recipient of the US DOL **GOLD HireVets Medallion Award**.

1. Hire & Retain Top Talent:

- 1) Over 8,200 Veterans and 1,000 Military Spouses Employed at Verizon.
 - 500+ Veterans employed in NJ
 - 180+ Military Spouses employed in NJ
- 2) Dedicated Military Recruitment team: 8 people, all former military Combat Veterans
- 3) HRBP & Hiring Manager training (Managerial Training)
- 4) Special hiring programs for Veterans (Apprenticeships, Skillbridge, Fellowships, On the Job Training, Network Events/Information Sessions)
- 5) Pre-Onboarding and providing ERG mentorship and support

2. Employee Engagement:

- 1) New hire welcome email to Veterans and Spouse: Provide resources
- 2) Internal Military Service badges on employee profiles
- 3) Military leave policy (ESGR) and Military Spouse Portability Process
- 4) Donate NFL, NBA tickets to current V-Team Veterans and their families

- 5) Intersectionality across ERG's celebrating all heritage months in order to create an inclusive environment which promotes & supports our diverse military employees
 - a) Black History/Hispanic/ Asian/ LGBTQ+ Veteran Month Panels
 - b) Women Warriors of Verizon
 - c) Month of the Military Child
 - d) Mental Health Awareness Month
 - e) VA Benefits and Personal Finance
 - f) **Military Appreciation Month Celebration (pillar month):** Armed Forces Day, Military Spouse Day, Showcase Verizon Guard and Reserve members, Memorial Day (Display 22 Fallen Comrade tables across Verizon footprint)
 - g) **Veterans Month Celebration (pillar month):** NYC Veterans Day Parade Marchers and Float, Showcase Verizon Veterans, send coins and gifts to all Veterans annually globally
- 6) **Military Apparel provide by DSVOB:** Portion of proceeds donated to other Military Non-profits: Fourblock, Burnpits 360, Mission 22 and other organizations who need funding

3. Provide premium service to our Military Customers:

- 1) Discounts Retail, Fios, Business
 - a) Retail Store employee badges to showcase service or military spouse affiliation
 - b) Call Center Operations: Jump line preference for those utilizing military discount, representative trained to thank those for their service.
 - c) Employees authorized to wear military apparel during pillar months (May/November)
- 2) Over 100 Million investments to Supplier Diversity annually
- 3) Peer Company Mentorship on all phases of Military Readiness
 - a) Hiring, Retention, Engagement, Customer, Community Best Practices

4. Support our Military Community:

- 1) **Volunteering:** Over 70k Hours of Volunteering since 2020
 - a) VA Hospitals Visits
 - b) Remodeled Veteran Homeless shelter DC (Sheck House)
 - c) Carry the Load walks (Litter Pickup)
 - d) Letters to troops deployed and military hospitals
 - e) Peer Counselors
 - f) Care packages, Coat drives
 - g) Veteran Cemeteries: Headstone cleaning, Landscaping, Flag placement
 - h) Wreath laying Vietnam/Women's Memorial DC during pillar months (May/November)

2) Partnership support:

- a) Warriors to Work Mentorship
- b) Letter Writing and Rehabilitation support, peer to peer
- c) Awareness walks

3) Gold Star Mothers partnership:

- a) Support local events
- b) Gold Star Gamers Nationality: Donated 14 Playstations to Gold Star children
- c) Gold Star Mothers of NJ: 2 Playstations donated to local families in need

4) Pro Bono / Public Advocacy

- a) **Veterans Discharge Upgrade** - Starting in 2020, we began a program that assists Veterans in seeking an upgrade of their discharge. We partner with Pillsbury, Legal Services of Northern Virginia and George Mason University. We work closely with the Veteran, review the Veterans service and medical records, gather additional information, obtain a mental health evaluation and draft a brief to support the request to upgrade the discharge characterization, seeking to help the Veteran get all of the benefits to which they would be entitled with a discharge upgrade.
- b) **Afghanistan Refugees** - In 2021, we began to work with our external military and Veteran partners to provide immigration legal assistance to Afghan refugees who served alongside the US Military, and thereby put their and their families lives in danger if they were to remain in Afghanistan.
- c) **Veterans Treatment Courts** - We advocate for expansion of the number of, and increased access to, Veteran treatment courts to assist those Veterans who have been caught up in the criminal justice system. Those courts help to treat the entire individual, many of whom are dealing with the invisible wound of war and military service.
- d) **Veteran Support Packages** - We have a longstanding history of providing care and support packages for Veterans associated with our pro bono programs. Recently, we organized an event to write cards to these Veterans and supply them with basic necessities, including food, clothing and entertainment items.