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March 30, 2021

**VIA E-MAIL**

Ms. Rachel Peterson, Executive Director  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102-3298

RE: **Verizon Wireless 2020 General Order 156 Compliance Filing  
Annual Report and Annual Plan**

Dear Ms. Peterson:

Pursuant to General Order 156, Verizon Wireless hereby submits its 2020 Annual Report and Annual Plan. The Annual Report also includes the Annual Revenue Report which contains the aggregate number of Women, Minority, and Disabled Veteran Business Enterprise (WBE, MBE and DVBE, respectively) suppliers that provide products or services to Verizon Wireless, based on revenue information obtained from the WMDVBE clearinghouse.

This report is available to others upon request. This Report and Annual Plan is submitted on behalf of the following entities d/b/a Verizon Wireless in California:

Alltel Corporation (U-3025-C)  
AirTouch Cellular Inc. (U-3011-C)  
California RSA. No. 4 Limited Partnership (U-3038-C)  
Cellco Partnership (U-3001-C)  
Fresno MSA Limited Partnership (U-3005-C)  
GTE Mobilnet of California Limited Partnership (U-3002-C)  
Los Angeles SMSA Limited Partnership (U-3003-C)  
Modoc RSA Limited Partnership (U-3032-C)  
Pinnacles Cellular, Inc. (U-3028-C)  
Redding MSA Limited Partnership (U-3091-C)  
Sacramento-Valley Limited Partnership (U-3004-C)  
Visible Services LLC (U-4516-C)

Should you have any questions, please do not hesitate to contact me.

Respectfully submitted,

Jesús G. Román  
Vice President, Government Affairs

Enclosure



**WOMEN, MINORITY, AND DISABLED VETERAN  
BUSINESS ENTERPRISE  
ANNUAL REPORT AND ANNUAL PLAN**

**CPUC**

**January – December 2020**

**WOMEN, MINORITY, AND DISABLED VETERAN BUSINESS ENTERPRISE  
ANNUAL REPORT AND ANNUAL PLAN**

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**INTRODUCTION**

In accordance with the requirements of the California Public Utilities Commission, (CPUC) General Order 156, Verizon Wireless hereby electronically submits the attached Annual Report and Annual Plan that covers women, minority, disabled veteran, lesbian, gay, bisexual, and transgender-owned business enterprise (“WMDVLGBTBE” or “diverse suppliers”) activities from January 1, 2020 – December 31, 2020.

**OVERVIEW**

In 2020, Verizon Wireless spent 25.64% of its procurement dollars with diverse suppliers.

Verizon continues to be committed to maintaining a robust supplier diversity program, particularly as the events of the past year have highlighted the importance of diversity throughout society, including in corporate America. Verizon values diversity and inclusion in our supply chain, and our diverse supply chain helps us to deliver the technology that matters to our customers in a multicultural world. Diverse suppliers deliver broad perspectives and experiences and through their innovation, can offer us high quality products and services as well as cost effective solutions.

Verizon operates a tailored set of supplier diversity and inclusion initiatives that include strategic collaborations with employees across our business.

In the following sections of this report, Verizon Wireless discusses each topic in Sections 9.1.1 through 10.1.6.

**GO 156, §9.1.1: A description of WMDVLGBTBE program activities engaged in during the previous calendar year. Internal program activities.****INTERNAL PROGRAM ACTIVITIES**

Our supplier diversity framework is based on strong leadership at the top. Our board is one of the most diverse boards in corporate America, 5 of 9 Board members are women or people of color, making Verizon one of the most diverse corporate boards of the Fortune 100 companies. They're invested in the success of our supplier diversity program, and are responsible for approving our enterprise supplier diversity target annually.

We have a shared responsibility model where supplier diversity is an integral part of Verizon's strategy to drive innovation with designed collaborations to create opportunities for diverse businesses. Verizon's C-Suite executives are assigned supplier diversity targets annually. Supplier diversity results and trending analytics are reviewed regularly with Verizon's C-Suite executives, senior leaders, supplier diversity champions and strategic sourcing personnel.

The supplier diversity team works closely with supplier diversity champions across the business to help drive diversity spend across the enterprise. These supplier diversity champions advocate for diverse suppliers by educating employees on the benefits of doing business with diverse suppliers, provide diverse suppliers with information on business requirements and help drive the inclusion of diverse businesses in strategic sourcing initiatives.

Verizon's strategic sourcing and procurement model enables diverse businesses to compete for business opportunities. We build benches of diverse suppliers in key procurement areas to ensure readiness for business opportunities.

Verizon co-hosted a Premier Supplier Academy (PSA) session with the U.S. Black Chambers of Commerce. The Chambers' "President's Circle" suppliers were invited. Verizon's key business decision makers participated from procurement areas that included IT professional services, real estate design and construction, network maintenance infrastructure/power and marketing and branding.

PSA sessions facilitate learning opportunities in key procurement areas for diverse suppliers to better understand Verizon's business requirements while expanding business opportunities and enhancing relationships. Key Verizon business decision makers typically participate in these sessions.

In 2020, while there were COVID-19 related restrictions on meeting in person, Verizon created opportunities for diverse suppliers to learn about how to bid for and obtain business with Verizon. For example, Verizon hosted a virtual capacity building session, through our Supplier Diversity EDGE mentorship program. Participants had an opportunity to learn from and engage with Verizon subject matter experts who provided information and advice on how to best position their companies for growth, and to successfully compete in strategic sourcing initiatives on a global scale. Topics covered included:

- Understanding Verizon's Sourcing/Supply Chain Process
- Developing an Effective Product Solutions Strategy
- Effective Customer Engagement Solution Development

The mentees virtually attended their graduation ceremony in June 2020.

The Supplier Diversity EDGE (Educate, Develop, Grow and Enrich) is a mentorship program designed to provide diverse business owners with an opportunity to learn from our senior leaders in the areas of business operations improvement, leadership capabilities and Verizon's business model. Mentees are comprised of CEOs and/or presidents and are existing suppliers to Verizon.

We operate a strong multi-tier supplier diversity spend program that encourages partnership and collaboration between our prime and diverse suppliers. We include supplier diversity language in our contracts that require prime suppliers to commit to a percentage of spend with diverse suppliers and achieve improvement in spend year-over-year. Our prime suppliers are encouraged to honor their commitment to supplier diversity by: including qualified diverse suppliers as subcontractors/second tier suppliers in Verizon procurements; ensuring those suppliers are certified through a Verizon authorized third-party diverse certification agency; mentoring diverse suppliers; partnering with Verizon to host educational workshops and opportunity seminars for diverse suppliers; and submitting quarterly reports via our supplier portal that documents their spending with diverse suppliers.

**GO 156, §9.1.1: A description of WMDVLGBTBE program activities engaged in during the previous calendar year. External program activities.**

### **EXTERNAL PROGRAM ACTIVITIES**

In 2020, our key community partners included the US Black Chambers of Commerce, the National Minority Supplier Development Council, the Women's Business Enterprise National Council, the NGLCC/National LGBT Chamber of Commerce, the US Hispanic Chamber of Commerce, the National Veterans Business Development Council, and Disability: IN.

Verizon believes it has an ongoing corporate social responsibility to make a difference where it can. Volunteerism, pledges, match making sessions and accelerator support are examples of some of the external work we're doing to have a positive impact and drive for economic parity for diverse businesses. Verizon has taken various actions over the past year to promote diverse businesses, its customers, and the community in general, including the following:

- Verizon's "Business for All" platform provided small and diverse businesses access to resources to keep their operations running through the issuance of \$10,000 grants. <https://www.lisc.org/our-stories/story/verizon-and-lisc-fire-25-million-small-business-covid-19-recovery-fund>
- In partnership with a woman-owned business, Verizon provided masks, gowns and gloves for Verizon employees during the pandemic.
- Verizon voluntarily waived late payment fees, not terminating services for inability to pay through June in 2020. Verizon also implemented a disconnect suspension for its customers pursuant to Resolution M-4848, which is currently set to expire in July 2021.
- Verizon participated in the Wireless Infrastructure Association's virtual matchmaking sessions.
- Verizon attended Disability: IN's virtual annual conference and participated in matchmaking sessions.
- Verizon's Head of Supplier Diversity, Sandy Nielsen, participated in a panel discussion regarding the benefits and value of diverse certification at the National Association of Women Business Owners virtual annual conference.
- Verizon Media Group provided an in-kind donation for advertising on Verizon media platforms to the NMSDC and the US Black Chambers of Commerce.
- Verizon provided funding to 13 US Black Chambers to support black businesses locally and for an app that supports black businesses for future growth.

- Supplier Diversity Manager, Tiffany Williams moderated a panel discussion for the NGLCC's Communities of Color Initiative Town Hall Program entitled "White Privilege in the LGBTQ+ Community."
- Verizon attended the United States Hispanic Chamber of Commerce virtual annual conference and participated in matchmaking sessions.
- Verizon is also an executive board member of the NMSDC. We attended NMSDC's virtual conference, participated in match making sessions and sponsored their "In this Together" revitalization program to advance opportunities for black businesses and their Emerging Young Talent program to mentor the next generation of minority entrepreneurs.
- Verizon pledged funding to support black woman-owned businesses through WBENC's "We Thrive" an executive program to support WBE's through the crises of today and prepare WBE' into the future.
- Verizon sponsored the Unity Week virtual sessions presented by WBENC and NGLCC with participation from eight national community organizations: Disability: IN, NaVoba, NMSDC, US Black Chambers, USHCC, USPACC, WEConnect and WIPP. Unity Week included daily content, educational webinars, inspirational stories and important conversations.
- Verizon participated in a best/next practice session with Joan Kerr, Director of Supplier Diversity and Supplier Development, at PG&E.
- Verizon included two Black owned underwriters for the 2<sup>nd</sup> \$1B green bond offering. The proceeds will be used primarily for long-term renewable energy purchase agreements.
- Verizon is partnering with Generation USA to train 500,000 workers for jobs of the future over the next decade.
- Verizon is a charter member of the Billion Dollar Roundtable (BDR), a coalition of 28 companies that spend more than \$1 billion each year with diverse suppliers.
- Verizon provides valuable information to diverse businesses through our supplier diversity website at the following URL: [www.verizon.com/about/our-company/supplier-diversity](http://www.verizon.com/about/our-company/supplier-diversity) This information includes requirements for diverse suppliers, information regarding our tier 2 program, our standards, answers to frequently asked questions, supplier diversity awards and recognitions, as well as links to our social media channels.

Verizon has historically taken a stance on public issues that negatively impact business and society. Our focus on the supply chain and community has been to help businesses thrive and strive for economic parity as well. Verizon will continue to participate in outreach activities, hosting webinars, and panel discussions that advocate, promote, and educate businesses to help drive capacity building and diverse supplier utilization.



## **Awards & Recognition – Technology**

### **Highest in Overall Network Performance: RootMetrics®**

According to RootMetrics® 2H 2020 U.S. State of the Mobile Union Report, for the 15<sup>th</sup> consecutive testing period dating back to 2013, Verizon won the overall network performance award in 2020, and was unbeaten in all seven award categories, including overall network performance, speed, reliability, data, call, text, and network accessibility. This was the first RootMetrics report to include Verizon's 5G Nationwide (launched in October 2020). The report noted that Verizon delivered the fastest aggregate median download speed across the US and provided “an unmatched combination of fast speeds plus exceptional reliability, with an expanding 5G network.”

### **Highest in Wireless Network Quality Performance: J.D. Power**

For 13 years in a row, Verizon Wireless has won the J.D. Power Wireless Network Quality Study. In doing so, Verizon has broken its own record, winning this recognition for the 26<sup>th</sup> consecutive testing period – more than any other provider.

### **Opensignal US 5G User Experience Report**

In a report issued in June 2020, Verizon won in the categories of fastest 5G download speeds and the best download speed experience nationwide.

### **IDC MarketScape Recognized Verizon as a Leader in the Worldwide Managed SD WAN 2020 Vendor Assessment Report**

International Data Corporation (IDC), the premier global provider of market intelligence, recognized Verizon as a leader in the IDC MarketScape: Worldwide Managed SD WAN 2020 Vendor Assessment report. Software-defined wide area networking (SD WAN) is a way for companies to create secure network connections utilizing a wide variety of underlying network technologies - commercial internet, wireless, private IP, etc. The IDC MarketScape noted Verizon's demonstrated commercial success with a well-rounded portfolio and that Verizon is at the forefront in innovation related to virtualized network architectures.

## **External Communication**

Verizon provides valuable information for diverse businesses through our supplier diversity website at the following URL: <http://www.verizon.com/supplierdiversity>

This information includes requirements for diverse suppliers, information regarding our tier 2 program, our standards, answers to some of the frequently asked questions, our supplier diversity blog, as well as links to our social media channels.

**GO 156 §9.1.2: A summary of WMDVLGBTBE purchases and/or contracts, with breakdowns by ethnicity, product and service categories, compared with total utility contract dollars, awarded to outside vendors in those categories**

WMDVLGBTBE Annual Results by Ethnicity:<sup>1</sup>

			[Year] of Report			
			Direct	Sub	Total \$	%
1	Minority Male	Asian Pacific American	\$213,426,332	\$42,004,920	\$255,431,252	8.81%
2		African American	\$80,686,152	\$48,073,354	\$128,759,506	4.44%
3		Hispanic American	\$77,834,855	\$63,725,299	\$141,560,154	4.88%
4		Native American		\$1,658,047	\$1,658,047	0.06%
5		Total Minority Male	\$371,947,340	\$155,461,620	\$527,408,959	18.18%
6	Minority Female	Asian Pacific American	\$38,536,460	\$38,393,780	\$76,930,240	2.65%
7		African American	\$129,330	\$625,724	\$755,054	0.03%
8		Hispanic American	\$33,428,133	\$17,952,378	\$51,380,511	1.77%
9		Native American	\$5,213	\$99,636	\$104,849	0.00%
10		Total Minority Female	\$72,099,136	\$57,071,518	\$129,170,654	4.45%
11	Total Minority Business Enterprise (MBE)		\$444,046,476	\$212,533,138	\$656,579,614	22.63%
12	Women Business Enterprise (WBE)		\$57,661,735	\$23,507,863	\$81,169,598	2.80%
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)		\$801,241	\$0	\$801,241	0.03%
14	Disabled Veteran Business Enterprise (DVBE)		\$3,639,761	\$1,655,331	\$5,295,092	0.18%
15	Other 8(a)*		\$0	\$0	\$0	0.00%
16	TOTAL WMDVLGBTBE		\$506,149,213	\$237,696,332	\$743,845,545	25.64%
17	Net Procurement**		\$2,900,824,779			

NOTE: \* FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDE NON-WMDVLGBTBE  
 \*\* NET PROCUREMENT INCLUDES PURCHASE ORDER, NON-PURCHASE ORDER, AND CREDIT CARD DOLLARS  
 Direct - DIRECT PROCUREMENT  
 Sub - SUBCONTRACTOR PROCUREMENT  
 % - PERCENTAGE OF NET PROCUREMENT

<sup>1</sup>The Purchase Base and diverse supplier spending dollar amounts shown in the table are derived from a national system and are not limited to Verizon Wireless spending for business activity in California and are inclusive of amounts spent with all diverse suppliers certified with the Clearinghouse regardless of location.

WMDVLGBTBE Direct Procurement by Product and Service Categories:

Verizon		2020				G.O. #156 Sec. 9.1.2			
WMDVLGBTBE Direct Procurement by Product and Service Categories									
			Products		Services		Total		
			\$	%	\$	%	\$	%	
1	Minority Male	Asian Pacific American	Direct	\$39,506,567	1.36%	\$173,919,766	6.00%	\$213,426,332	7.36%
2		African American	Direct	\$78,020,909	2.69%	\$2,665,243	0.09%	\$80,686,152	2.78%
3		Hispanic American	Direct	\$67,206,995	2.32%	\$10,627,860	0.37%	\$77,834,855	2.68%
4		Native American	Direct		0.00%		0.00%	\$0	0.00%
5		Total Minority Male	Direct	\$184,734,470	6.37%	\$187,212,869	6.45%	\$371,947,340	12.82%
6	Minority Female	Asian Pacific American	Direct	\$34,481,918	1.19%	\$4,054,542	0.14%	\$38,536,460	1.33%
7		African American	Direct		0.00%	\$129,330	0.00%	\$129,330	0.00%
8		Hispanic American	Direct	\$19,707,063	0.68%	\$13,721,071	0.47%	\$33,428,133	1.15%
9		Native American	Direct	\$5,213	0.00%		0.00%	\$5,213	0.00%
10		Total Minority Female	Direct	\$54,194,193	1.87%	\$17,904,943	0.62%	\$72,099,136	2.49%
11	Total Minority Business Enterprise (MBE)	Direct	\$238,928,663	8.24%	\$205,117,813	7.07%	\$444,046,476	15.31%	
12	Women Business Enterprise (WBE)	Direct	\$44,210,674	1.52%	\$13,451,061	0.46%	\$57,661,735	1.99%	
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Direct	\$0	0.00%	\$801,241	0.03%	\$801,241	0.03%	
14	Disabled Veteran Business Enterprise (DVBE)	Direct	\$297,515	0.01%	\$3,342,246	0.12%	\$3,639,761	0.13%	
15	Other 8(a)*	Direct	\$0	0.00%	\$0	0.00%	\$0	0.00%	
16	<b>TOTAL WMDVLGBTBE</b>	Direct	<b>\$283,436,852</b>	<b>9.77%</b>	<b>\$222,712,360</b>	<b>7.68%</b>	<b>\$506,149,213</b>	<b>17.45%</b>	
17	Total Product Procurement						\$1,032,643,414		
18	Total Service Procurement						\$1,868,181,364		
19	Net Procurement**						\$2,900,824,779		
20	Total Number of WMDVLGBTBEs that Received Direct Spend							66	

NOTE: \* FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDES NON-WMDVLGBTBE  
 \*\* NET PROCUREMENT INCLUDES PURCHASE ORDER, NON-PURCHASE ORDER, AND CREDIT CARD DOLLARS  
 Direct - DIRECT PROCUREMENT  
 Sub - SUBCONTRACTOR PROCUREMENT  
 % - PERCENTAGE OF NET PROCUREMENT

### WMDVLGBTBE Subcontractor Procurement by Product and Service Categories:

			Products		Services		Total		
			\$	%	\$	%	\$	%	
1	Minority Male	Asian Pacific American	Sub	\$19,271,036	0.66%	\$22,733,884	0.78%	\$42,004,920	1.45%
2		African American	Sub	\$39,596,610	1.37%	\$8,476,744	0.29%	\$48,073,354	1.66%
3		Hispanic American	Sub	\$63,206,410	2.18%	\$518,889	0.02%	\$63,725,299	2.20%
4		Native American	Sub	\$1,658,047	0.06%	\$0	0.00%	\$1,658,047	0.06%
5		Total Minority Male	Sub	\$123,732,103	4.27%	\$31,729,517	1.09%	\$155,461,620	5.36%
6	Minority Female	Asian Pacific American	Sub	\$10,222,938	0.35%	\$28,170,842	0.97%	\$38,393,780	1.32%
7		African American	Sub	\$0	0.00%	\$625,724	0.02%	\$625,724	0.02%
8		Hispanic American	Sub	\$17,951,885	0.62%	\$493	0.00%	\$17,952,378	0.62%
9		Native American	Sub	\$99,636	0.00%	\$0	0.00%	\$99,636	0.00%
10		Total Minority Female	Sub	\$28,274,459	0.97%	\$28,797,059	0.99%	\$57,071,518	1.97%
11	Total Minority Business Enterprise (MBE)	Sub	\$152,006,562	5.24%	\$60,526,576	2.09%	\$212,533,138	7.33%	
12	Women Business Enterprise (WBE)	Sub	\$19,228,563	0.66%	\$4,279,300	0.15%	\$23,507,863	0.81%	
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Sub	\$0	0.00%	\$0	0.00%	\$0	0.00%	
14	Disabled Veteran Business Enterprise (DVBE)	Sub	\$843,166	0.03%	\$812,165	0.03%	\$1,655,331	0.06%	
15	Other 8(a)*	Sub	\$0	0.00%	\$0	0.00%	\$0	0.00%	
16	<b>TOTAL WMDVLGBTBE</b>	<b>Sub</b>	<b>\$172,078,291</b>	<b>5.93%</b>	<b>\$65,618,041</b>	<b>2.26%</b>	<b>\$237,696,332</b>	<b>8.19%</b>	
17	Total Product Procurement			\$1,032,643,414					
18	Total Service Procurement			\$1,868,181,364					
19	Net Procurement**			\$2,900,824,779					

NOTE: \* FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDES NON-WMDVLGBTBE  
 \*\* NET PROCUREMENT INCLUDES PURCHASE ORDER, NON-PURCHASE ORDER, AND CREDIT CARD DOLLARS  
 Direct - DIRECT PROCUREMENT  
 Sub - SUBCONTRACTOR PROCUREMENT  
 % - PERCENTAGE OF NET PROCUREMENT

WMDVLGBTBE Procurement by Standard Industrial Categories:

Table represents only Direct Spend

NOTE: \*ITEMS WITH MULTIPLE MINORITY OWNERSHIP STATUS  
 \*\*ITEMS CLASSIFIED AS 8(a)(1) OF SMALL BUSINESS ADMINISTRATION INCLUDE NON-WMDVLGBTBE  
 \*\*\*NET PROCUREMENT INCLUDES PURCHASE ORDER, NON-PURCHASE ORDER, AND CREDIT CARD DOLLARS  
 TOTAL DOLLARS - TOTAL PROCEDURE NET DOLLAR AMOUNT IN THE SPECIFIC SIC CATEGORY  
 % - PERCENTAGE OF TOTAL DOLLARS  
 \*\*\*\*SIC Codes with no Direct Spend (1, 8, 13, 14, 20, 22, 24, 26, 28, 29, 31, 32, 33, 35, 36, 37, 38, 41, 42, 44, 46, 47, 48, 52, 53, 54, 55, 56, 58, 60, 61, 62, 63, 64, 67, 70, 72, 75, 78, 79, 80, 81, 82, 83, 84, 86, 91, 96, 97, 99)

SIC Code	SIC Category	Asian Pacific American		African American		Hispanic American		Native American		Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	LGBTBIQ+ Business Enterprise (LGBTBIQ+)	Disabled Veterans Business Enterprise (DVBSE)	Other 8(a)	Total WMDVLGBTBE	Total Dollars
		Male	Female	Male	Female	Male	Female	Male	Female							
7	Agricultural Services	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
15	Construction - General Contractors & Operative Builders	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
16	Heavy Construction, Except Building Construction - Special Trade Contractors	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
17	Construction - Special Trade Contractors	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
27	Printing, Publishing and Allied Industries	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
28	Rubber and Miscellaneous Plastic Products	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
34	Fabricated Metal Products	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
36	Measuring, Photographic, Medical, & Optical Goods, & Clocks	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
48	Communications	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
50	Wholesale Trade - Durable Goods	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
51	Wholesale Trade - Non-durable Goods	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
57	Home Furniture, Furnishings and Equipment Stores	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
65	Real Estate	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
72	Business Services	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
78	Miscellaneous Repair Services	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
87	Engineering, Accounting, Research, and Management Services	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
89	Services, Not Elsewhere Classified	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
189	Other***	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	TOTAL	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$

Number of WMDVLGBTBE Suppliers and Revenue Reported to the Clearinghouse:

Data on Number of Suppliers												
# WMDVLGBTBEs	Revenue Reported to CHS						Utility-Specific 2020 Summary					
	MBE	WBE	LGBTBE	DVBE	Other 8(a)*	Grand Total	MBE	WBE	LGBTBE	DVBE	Other 8(a)*	Grand Total
Under \$1 million	4	3	0	1	0	8	19	14	1	2	0	36
Under \$5 million	5	3	0	1	0	9	7	7	0	1	0	15
Under \$10 million	5	6	0	1	0	12	1	3	0	0	0	4
Above \$10 million	22	14	1	0	0	37	9	2	0	0	0	11
<b>TOTAL</b>	<b>36</b>	<b>26</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>66</b>	<b>36</b>	<b>26</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>66</b>

Revenue and Payment Data												
WMDVLGBTBE \$M	Revenue Reported to CHS						Utility-Specific 2020 Summary					
	MBE	WBE	LGBTBE	DVBE	Other 8(a)*	Grand Total	MBE	WBE	LGBTBE	DVBE	Other 8(a)*	Grand Total
Under \$1 million	\$ 2.1	\$ 1.2	\$ -	\$ 0.1	\$ -	\$ 3.4	\$ 6.9	\$ 3.0	\$ 0.8	\$ 0.3	\$ -	\$ 11.1
Under \$5 million	\$ 12.3	\$ 10.2	\$ -	\$ 1.2	\$ -	\$ 23.6	\$ 10.9	\$ 24.3	\$ -	\$ 3.3	\$ -	\$ 38.5
Under \$10 million	\$ 38.7	\$ 40.3	\$ -	\$ 7.4	\$ -	\$ 86.4	\$ 7.7	\$ 19.7	\$ -	\$ -	\$ -	\$ 27.4
Above \$10 million	\$ 15,173.2	\$ 2,163.1	\$ 13.0	\$ -	\$ -	\$ 17,349.3	\$ 406.2	\$ 22.9	\$ -	\$ -	\$ -	\$ 429.1
<b>TOTAL</b>	<b>\$ 15,226.3</b>	<b>\$ 2,214.8</b>	<b>\$ 13.0</b>	<b>\$ 8.7</b>	<b>\$ -</b>	<b>\$ 17,462.7</b>	<b>\$ 431.7</b>	<b>\$ 69.9</b>	<b>\$ 0.8</b>	<b>\$ 3.6</b>	<b>\$ -</b>	<b>\$ 506.1</b>

NOTE: \* FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDES NON-WMDVLGBTBE  
 CHS: SUPPLIER CLEARINGHOUSE

Description of Number of WMDVLGBTBE Suppliers with California Majority Workforce:

Verizon Wireless does not track this information.

**GO 156 §9.1.3: An itemization of WMDVLGBTBE program expenses.**

<b>Expense Category</b>	<b>2020 Actuals</b>
Wages*	\$20,500
Other Employee Expense	\$0
CPUC Clearinghouse	\$50,921
Program Expense	N/A
Technical Assistance	N/A
Total	\$71,421

The table above represents program expenses from Verizon's external affairs, regulatory, legal, supplier diversity organizations, as well as additional support.

\*Note: the wages entry reflects the supplier diversity department wages only. The Regulatory department wages are not reflected above.



**GO 156, § 9.1.4: A description of progress in meeting or exceeding set goals and an explanation of any circumstances that may have caused the utility to fall short of its goals**

In 2020, Verizon Wireless spent 25.64% of its procurement dollars with women, minority, disabled veteran, lesbian, gay, bisexual, and transgender-owned business enterprises (WMDVLGBTBEs).

Minority Business Enterprises (MBE)

MBE purchases accounted for \$656.6 million of total purchases in 2020. This resulted in a 22.63% MBE spend, surpassing the 2020 goal of 15.00%.

Women Business Enterprises (WBE)

WBE purchases accounted for \$81.2 million of total purchases in 2020. This resulted in a 2.80% WBE spend. However, the overall spend with minority women combined with WBEs is 7.25%, which surpasses the 2020 goal of 5.00%.

Disabled Veteran Business Enterprises (DVBE)

DVBE purchases accounted for \$5.3 million of total purchases in 2020. This resulted in a 0.18% DVBE spend, falling short of the 2020 goal of 1.50%.

Overall spend decreased with DVBEs year-over-year. Verizon will continue to focus on increasing opportunities with DVBEs in 2021.

Lesbian, Gay, Bisexual, and Transgender Business Enterprises (LGBTBE)

LGBTBE purchases accounted for \$801.2 thousand of total purchases in 2020. This resulted in a 0.03% LGBTBE spend, surpassing the 2020 goal of 0.02%.

WMDVLGBTBE Results and Goals:

Category	2020 Results	2020 Goals
Minority Men	18.18%	0.00%
Minority Women	4.45%	0.00%
Minority Business Enterprise (MBE)	22.63%	15.00%
Women Business Enterprise (WBE)	2.80%	5.00%
Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	0.03%	0.02%
Disabled Veteran Business (DVBE)	0.18%	1.50%
<b>TOTAL WMDVLGBTBE</b>	<b>25.64%</b>	<b>21.52%</b>

% - PERCENTAGE OF NET PROCUREMENT

**GO 156, § 9.1.5: A summary of prime contractor utilization of WMDVBE subcontractors.**

In 2020, Verizon Wireless continued with a multi-tier focus, identifying direct and subcontracting opportunities to increase spend across numerous categories. This focus included partnering with the business and our strategic sourcing organization, as well as working with our prime suppliers, to ensure they engaged with diverse suppliers in their procurement processes.

Prime suppliers submitted second tier spend with WMDVBE suppliers in the following categories:

	Minority Male	Minority Female	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	Other 8(a)*	TOTAL WMDVLGBTBE
<b>Direct \$</b>	\$371,947,340	\$72,099,136	\$444,046,476	\$57,661,735	\$801,241	\$3,639,761	\$0	\$506,149,213
<b>Subcontracting \$</b>	\$155,461,620	\$57,071,518	\$212,533,138	\$23,507,863		\$1,655,331	\$0	\$237,696,332
<b>Total \$</b>	<b>\$527,408,959</b>	<b>\$129,170,654</b>	<b>\$656,579,614</b>	<b>\$81,169,598</b>	<b>\$801,241</b>	<b>\$5,295,092</b>	<b>\$0</b>	<b>\$743,845,544</b>

<b>Direct %</b>	12.82%	2.49%	15.31%	1.99%	0.03%	0.13%	0.00%	17.45%
<b>Subcontracting %</b>	5.36%	1.97%	7.33%	0.81%	0.00%	0.06%	0.00%	8.19%
<b>Total %</b>	<b>18.18%</b>	<b>4.45%</b>	<b>22.63%</b>	<b>2.80%</b>	<b>0.03%</b>	<b>0.18%</b>	<b>0.00%</b>	<b>25.64%</b>

<b>Net Procurement**</b>	<b>\$2,900,824,779</b>
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NOTE: \*FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDES NON-WMDVLGBTBE  
 \*\*NET PROCUREMENT INCLUDES PURCHASE ORDER, NON-PURCHASE ORDER, AND CREDIT CARD DOLLARS  
 % - PERCENTAGE OF NET PROCUREMENT  
 Direct - DIRECT PROCUREMENT  
 Sub - SUBCONTRACTOR PROCUREMENT

**GO 156, § 9.1.6: A list of WMDVLGBTBE complaints received during the past year, accompanied by a brief description of the nature of each complaint and its resolution or current status.**

Verizon Wireless is proactive in resolving issues that arise as a result of direct or subcontracting relationships. There were no complaints filed with the Clearinghouse in 2020.

**GO 156, § 9.1.7: Summary of purchases/contracts for products/services in excluded categories**

Verizon Wireless did not exclude any product/service category from its purchase base. Only exclusions specifically stated in General Order 156, Section 8 such as payments to other utilities, government fees and taxes and Verizon affiliates are excluded.

**GO 156, § 9.1.8: A description of any efforts made to recruit WMDVLGBTBE suppliers of products or services in procurement categories where WMDVLGBTBE utilization has been low, such as legal and financial services, fuel procurement, and areas that are considered highly technical in nature.**

## **LEGAL SERVICES**

Verizon continued its commitment to the Commission's efforts to increase supplier diversity within the legal profession. Verizon's diversity initiatives include the following:

### **ABA Resolution 113:**

Verizon is committed to increasing diversity in the legal profession. In furtherance of this commitment, Verizon joined the General Counsel Initiative to Implement the American Bar Association's Resolution 113. This Resolution urges all providers of legal services, including corporations and law firms, to expand and create opportunities at all levels of responsibility for diverse attorneys. As part of the Initiative to Implement Resolution 113, we require our U.S. based law firms providing legal services to Verizon or competing for Verizon's business to complete the ABA Model Survey.

### **Law Firm and Supplier Diversity & Inclusion Program:**

Diversity is a key component of selection of outside counsel. Verizon expects our law firms to care about diversity and inclusion in the legal profession and encourages our partner firms to not only staff Verizon matters with diverse attorneys, but to also demonstrate a commitment to the hiring, retention and promotion of diverse attorneys. Verizon requires all of its firms to provide diversity-related information for their timekeepers in our Tymetrix 360 billing system. These fields must be completed to submit timekeeper rates and to bill timekeepers' time on invoices. We have developed an outside counsel diversity & inclusion program that evaluates our law firms and other suppliers and vendors' commitment to diversity and inclusion and encourages them to:

1. Demonstrate a commitment to the hiring, retention and promotion of diverse attorneys and professionals.
2. Demonstrate a regular and sustained increase in the number of diverse attorneys and professionals, including leadership roles at partner level and above.
3. Include diverse attorneys when staffing all of Verizon's matters. Our current goal is that of the total annual fees billed by all firms working on all Verizon matters, at least 25% will be from Diverse attorneys, and

in addition at least 25% will be from Gender Diverse attorneys, and we hope to raise those goals in future years.

4. Provide diversity metrics (including completing a diversity survey and providing data to show, among attorneys overall and in equity partner and leadership roles, the representation of females, and for U.S. attorneys only, the representation of racial/ethnic minorities, LGBTQ individuals, and individuals with disabilities).
5. Advise of participation in the Mansfield Rule or any similar initiative that seeks to increase opportunities for diverse attorneys to obtain senior leadership roles.
6. Provide information regarding the firm's credit allocation system (including data showing the percentage of origination, relationship, and/or responsible attorney credit currently attributed to racial/ethnically diverse attorneys and women).

We evaluate law firm and other supplier/vendor practices and results and work to recognize and reward partner firms' commitment to diversity and inclusion throughout the engagement. We also partner with organizations such as NAMWOLF to hire diverse lawyers and teams directly and consider hiring from minority- or woman-owned law firms through that partnership. NAMWOLF has created a certification program for law firms to demonstrate that they are minority-owned firms capable of providing high-quality legal services. We participate in NAMWOLF's annual conference and regularly have partnered to engage certified firms.

### **Law Firm Diversity Partnerships**

Verizon has also partnered with its law firm partners to train and mentor diverse law students and attorneys to enhance the legal pipeline. In 2014 Verizon partnered with Kirkland and Ellis, LLP to create the Kirkland/Verizon Leadership Council for Legal Diversity (LCLD) 1L Scholar Program. Since then, during this 10-week program each summer, the 1L Scholar begins their summer at Kirkland & Ellis (in New York) and spends their last 4 - 5 weeks at Verizon's corporate offices in Basking Ridge, New Jersey. The program advances the selected scholar's professional development by enabling the formation of collegial and mentoring relationships and allowing the 1L Scholar an early view into work in-house at a communications and technology company and as outside counsel at a major law firm. In addition, each summer the 1L Scholar is exposed to a variety of work assignments from different practice areas.

Verizon has expanded this program to additional law firms and has also partnered with Maguire Woods, LLP to create a similar LCLD Summer scholar program in Chicago beginning in the summer of 2020 and has developed partnerships with Morgan Lewis & Bockius LLP in Washington, DC

and Pillsbury Withrop Shaw & Pittman LLP in New York beginning in the summer of 2021.

In addition, Verizon's legal team partners with outside counsel to train employees and raise awareness of diversity and inclusion issues by participating in various diversity related panels and legal training.

### **Engage Excellence Program**

Verizon, along with DuPont, General Mills, and Walmart, launched the Engage Excellence minority lawyer inclusion incentive program in 2014. The effort is designed to engage diverse lawyers on significant matters and promote diversity in majority law firms. We pledge to hire diverse lawyers within law firms to be lead counsel on significant matters and require each firm to assign a diverse legal team to those matters. The program also requires the law firms to certify that the diverse lead lawyer hired receives financial credit as originator of the matter. In addition, by requiring up front a level of diversity throughout the team, Engage Excellence ensures that diverse attorneys at all levels in the firm have meaningful roles in the day-to-day work for the participating companies.

Diverse junior lawyers work on the matters with senior lawyers to foster training and experiences necessary for their own advancement. The goal is to provide a level of sustainability by impacting positively both senior and junior diverse lawyers in the firm. Diverse lawyers include Latinx, Black, Asian, and LGBT attorneys with supervisory experience in a wide array of legal subject matters, including intellectual property, commercial and patent litigation, healthcare, corporate transactional and governance, employment and environmental law.

### **Diversity Pipeline Programs**

We aim to provide mentoring, training, and guidance to high school, college, and law school students from diverse and underrepresented populations to provide exposure and access to the legal field and support students already in the pipeline. We facilitate and support a number of programs and initiatives that encourage and equip diverse students to pursue legal careers.

Through our Verizon Legal Internship Forward Track (VZ LIFT) program we engage and recruit diverse law students as part of our comprehensive Internship recruitment and hiring process, including candidates from traditionally underrepresented groups. We select talent with strong academic credentials, impressive professional backgrounds, and quality extracurricular experience including a demonstrated commitment to diversity and inclusion. Our interns receive exposure to the various legal disciplines



practiced within our department. We connect our interns with mentors and senior leaders in our legal department who have a vested interest in their professional growth and success. We created and continue to expand a post Internship community and support network for these interns and intend to enhance our engagement with the interns following their internships and collect and record their career successes.

In partnership with our Pro Bono program, we volunteer and sponsor pipeline programs with organizations sharing the mission including Legal Outreach, NJ LEEP, and Street Law. Each of these pipeline programs encourage high school students from underserved communities to excel through intensive legal and academic programming. We expanded our relationship with NJ LEEP in creating an NJ LEEP alumni position for college student alumnus of NJ LEEP to join our VZ LIFT summer program. Our DE&I Council also partners with preferred provider law firms to implement Leadership Council on Legal Diversity Scholars Programs that provide diverse law students with an opportunity to gain valuable experience and mentorship by participating in both our VZ LIFT summer program and the firm's summer associate program, and includes access to noteworthy panel discussions and networking opportunities at the annual LCLD Summit.

### **Partnership and Collaboration**

We allocate funding for sponsorships, partnerships, and events to raise DE&I awareness and understanding. We also host and attend networking events or meetings focused on DE&I knowledge sharing to meet and get to know diverse lawyers and allies who support and advance diversity at their organizations. For example, we routinely sponsor and attend diversity focused industry conferences, job fairs, and seminars for organizations such as the Minority Corporate Counsel Association (MCCA), Corporate Counsel Women of Color (CCWC), Corporate Counsel Men of Color (CCMC), National Association of Women Lawyers (NAWL), National Association of Minority and Woman-owned Law Firms (NAMWOLF), ChIPs, and other diversity focused events to network with diverse industry colleagues and outside counsel. We also support and attend an array of industry bar associations, including the Hispanic National Bar Association (HNBA), Lavender Law Conference (National LGBT Bar Association), National Bar Association (NBA), National Asian Pacific American Bar Association (NAPABA), and the South Asian Bar Association of North America (SABA-NA).

### **Leadership Council on Legal Diversity Programs**

As part of our ongoing commitment to supporting diversity and inclusion in the legal industry we have joined the Leadership Council for Legal Diversity (LCLD). LCLD aims to identify, mentor, and build the relationship and

leadership skills of diverse legal talent, thereby helping a new and more diverse generation of attorneys ascend to positions of leadership. As a corporate member we have the opportunity to identify diverse talent to participate in the LCLD Fellows and the LCLD Pathfinders programs each year.

### **Fellows Program**

Launched in 2011, LCLD's Fellows Program is designed for diverse, high-potential, mid-career attorneys at LCLD Member organizations. Participants are encouraged and tutored in building relationships both at their employer and across the legal industry through a variety of professional and personal development opportunities. The primary modes of instruction are an annual fellows meeting and "learning experiences" hosted by member organizations. Fellows stay in the program for a year after which they are replaced by other fellows from the member organization.

### **Pathfinder Program**

The Pathfinder Program is designed to connect high-potential, early-career attorneys from preeminent organizations for a six- to seven-month professional development series that focuses on foundational leadership skills, professional networking and relationship building skills, and career development strategies. The program employs a range of training methods and networking opportunities available exclusively to Pathfinders: (1) two substantive virtual or in-person meetings; (2) one virtual regional meeting; (3) E-Learning Modules; (4) Peer Circle Learning Groups; and (5) Compass Conversations. A unique feature of the Pathfinder Program is that it provides the Pathfinders opportunities at each event to learn from leaders in the legal profession.

**GO 156, §9.1.9: Utilities shall retain all documents and data they rely on in preparing their WMDVLGBTBE annual report for the longer of either three years or in conformance with the utilities' individual document retention policies, and shall provide these documents and data to the Commission upon request.**

Verizon Wireless will comply with the requirements specified in GO156.

**GO 156, §9.1.10a Each utility which elects to report fuel procurement separately must file with the Executive Director by March 1 of each year, beginning in 1991, a separate detailed and verifiable report on WMDVLGBTBE participation in fuel markets.**

This section does not apply to Verizon.

**GO 156, §9.1.10b: Utilities shall summarize WMDVLGBTBE purchases and/or contracts in product and service categories that include renewable and nonrenewable energy, wireless communications, broadband, smart grid, and rail projects, in addition to their current reporting categories. Utilities have discretion to segregate overlapped dollars.**

The WBE, MBE, DVBE and LGBTBE summary of purchases in the product and service categories indicated above are depicted in the "WMDVLGBTBE Procurement by Standard Industrial Categories" table on page 13 of this report.

Section 10 of GO 156 requires utilities to discuss their plans for supplier diversity expenditures for the next reporting year. Verizon Wireless' plan is as follows:

**GO 156, §10.1.1: Short, mid and long terms goals by product and service category.**

Verizon Wireless has achieved an overall 25.64%, surpassed the overall goal of 21.5%. In 2020 our direct service spend with MBEs and WBEs was above our long term targets, while our direct service spend with LGBTBEs and DVBEs was slightly below or long term targets.

	Short-Term [Year]					Mid-Term [Year]					Long-Term [Year]				
	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	WMDV/LGBTBE	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	WMDV/LGBTBE	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	WMDV/LGBTBE
<b>Products</b>															
Agricultural Services	2.23%	0.00%	0.00%	0.00%	2.23%	2.27%	0.00%	0.00%	0.00%	2.27%	2.32%	0.00%	0.00%	2.32%	
Construction - General Contractors & Operative Builders	4.86%	17.38%	0.00%	0.00%	22.24%	4.95%	17.73%	0.00%	0.00%	22.68%	5.05%	18.08%	0.00%	0.00%	
Heavy Construction, Except Building Construction, Contractor	0.03%	0.20%	0.00%	0.00%	0.23%	0.03%	0.20%	0.00%	0.00%	0.23%	0.03%	0.21%	0.00%	0.00%	
Construction - Special Trade Contractors	61.26%	0.22%	0.00%	0.00%	61.48%	62.49%	0.22%	0.00%	0.00%	62.71%	63.74%	0.23%	0.00%	0.00%	
Printing, Publishing and Allied Industries	83.61%	0.00%	0.00%	0.00%	83.61%	85.28%	0.00%	0.00%	0.00%	85.28%	86.99%	0.00%	0.00%	0.00%	
Rubber and Miscellaneous Plastic Products	0.00%	45.55%	0.00%	0.00%	45.55%	0.00%	46.46%	0.00%	0.00%	46.46%	0.00%	47.39%	0.00%	0.00%	
Fabricated Metal Products	0.00%	98.00%	0.00%	0.00%	98.00%	0.00%	98.00%	0.00%	0.00%	98.00%	0.00%	98.00%	0.00%	0.00%	
Measuring, Photographic, Medical, & Optical Goods, & Clocks	0.00%	12.05%	0.00%	0.00%	12.05%	0.00%	12.29%	0.00%	0.00%	12.29%	0.00%	12.54%	0.00%	0.00%	
Communications	19.66%	6.24%	0.00%	0.00%	25.90%	20.05%	6.37%	0.00%	0.00%	26.42%	20.45%	6.50%	0.00%	0.00%	
Wholesale Trade - Durable Goods	53.09%	10.68%	0.00%	0.15%	63.92%	54.15%	10.89%	0.00%	0.15%	65.20%	55.23%	11.11%	0.00%	0.16%	
Wholesale Trade - Nondurable Goods	0.00%	0.04%	0.00%	0.00%	0.04%	0.00%	0.04%	0.00%	0.00%	0.04%	0.00%	0.04%	0.00%	0.00%	
Home Furniture, Furnishings and Equipment Stores	42.17%	0.00%	0.00%	0.00%	42.17%	43.01%	0.00%	0.00%	0.00%	43.01%	43.87%	0.00%	0.00%	0.00%	
Real Estate	0.00%	1.88%	0.00%	0.00%	1.88%	0.00%	1.91%	0.00%	0.00%	1.91%	0.00%	1.95%	0.00%	0.00%	
<b>Subtotal</b>	<b>8.40%</b>	<b>1.55%</b>	<b>0.00%</b>	<b>0.01%</b>	<b>9.97%</b>	<b>8.57%</b>	<b>1.59%</b>	<b>0.00%</b>	<b>0.01%</b>	<b>10.17%</b>	<b>8.74%</b>	<b>1.62%</b>	<b>0.00%</b>	<b>0.01%</b>	
<b>Services</b>															
Business Services	19.49%	0.44%	0.00%	0.00%	19.93%	19.88%	0.45%	0.00%	0.00%	20.33%	20.28%	0.46%	0.00%	0.00%	
Miscellaneous Repair Services	0.00%	1.27%	0.00%	0.00%	1.27%	0.00%	1.29%	0.00%	0.00%	1.29%	0.00%	1.32%	0.00%	1.32%	
Legal Services	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Social Services	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Engineering, Accounting, Research, and Management Services	4.85%	1.45%	0.19%	0.81%	7.30%	4.94%	1.48%	0.20%	0.83%	7.44%	5.04%	1.51%	0.20%	0.84%	
Services, Not Elsewhere Classified	0.00%	58.22%	0.00%	0.00%	58.22%	0.00%	59.38%	0.00%	0.00%	59.38%	0.00%	60.57%	0.00%	0.00%	
<b>Subtotal</b>	<b>7.21%</b>	<b>0.47%</b>	<b>0.03%</b>	<b>0.12%</b>	<b>7.83%</b>	<b>7.36%</b>	<b>0.48%</b>	<b>0.03%</b>	<b>0.12%</b>	<b>7.99%</b>	<b>7.50%</b>	<b>0.49%</b>	<b>0.03%</b>	<b>0.12%</b>	
<b>TOTAL</b>	<b>15.61%</b>	<b>2.03%</b>	<b>0.03%</b>	<b>0.13%</b>	<b>17.80%</b>	<b>15.93%</b>	<b>2.07%</b>	<b>0.03%</b>	<b>0.13%</b>	<b>18.15%</b>	<b>16.24%</b>	<b>2.11%</b>	<b>0.03%</b>	<b>0.13%</b>	

**GO 156, §10.1.2: A description of WMDVLGBTBE program activities planned for the next calendar year (internal program activities).****PLANNED SUPPLIER DIVERSITY PROGRAM ACTIVITIES FOR 2021**

Verizon understands a successful supplier diversity program requires objective goal setting and business alignment. We also make a point to develop strong relationships with diverse suppliers and provide industry-level coaching so diverse suppliers have the tools needed to compete in the global marketplace. We will continue to do the following:

In-Reach and Awareness

- Drive the inclusion of qualified diverse suppliers as subcontractors/2nd tier suppliers in Verizon procurement opportunities.
- Analyze and increase utilization in low and non-traditional services such as legal, financial and investment management areas.
- Continue to strategically partner and collaborate with strategic sourcing, supplier diversity champions, business stakeholders and suppliers to develop and implement strategies to increase diverse spend.
- Collaborate with strategic sourcing teams to build benches of diverse suppliers to ensure readiness for procurement opportunities.
- Facilitate Verizon Premier Supplier Academy sessions to educate, engage, and promote awareness of Verizon's requirements and opportunities with diverse suppliers
- Partner with Sourcing and strategic prime suppliers to ensure multi-tier diversity inclusion.
- Engage business stakeholders that may impact the use of diverse suppliers in California.
- Conduct education and awareness sessions on supplier diversity with teams across the business.
- Conduct training sessions for prime suppliers as needed on why supplier diversity is a business imperative, program overview and the tier 2 reporting process.
- Consistently monitor, review and analyze reports to track progress to ensure diversity initiatives are being executed.
- Support and coach suppliers to build on their successes, provide constructive feedback and suggest partnerships with organizations that work to improve their business opportunities.

- Facilitate the EDGE mentorship program. EDGE is designed to provide diverse business owners with an opportunity to learn from our senior leaders in the areas of business operations improvement, leadership capabilities and Verizon's business model. Mentees are comprised of CEOs and/or presidents and are existing suppliers to Verizon.
- Encourage prime suppliers to diversify their own base of suppliers and subcontractors, and develop relationships that would be mutually beneficial.
- Monitor results and work closely with prime suppliers to ensure they meet their 2<sup>nd</sup> tier spend requirements; review and expand areas of opportunity for diverse spend.
- Collaborate with business teams across the enterprise to determine market area growth opportunities and action plans.



**GO 156, §10.1.2: A description of WMDVLGBTBE program activities planned for the next calendar year (external program activities).**

Verizon will continue with our community partnerships dedicated to helping diverse suppliers thrive. Verizon plans to engage in the following activities:

- Participation in relevant forums, panels and workshops to make valuable business connections with diverse suppliers, educate and create awareness to drive the importance of a diverse supply chain and sponsor initiatives that support economic parity.
- Continue to develop and leverage best practices within the industry for enhancing sustainable supplier diversity growth.
- Verizon will utilize the numerous diverse databases for identifying and vetting diverse suppliers for procurement opportunities, as well as opportunities to add them to category “benches.”
- Support and partner with various chambers of commerce and business associations to conduct one-on-one meetings between diverse suppliers with Verizon Sourcing personnel and business stakeholders to discuss both current opportunities and general Verizon requirements for the applicable product or service.
- Encourage diverse suppliers to maintain certifications, and to enter and update their profiles in our website registration database.
- Leverage active partnerships to build awareness of Verizon’s procurement requirements.

We will continue to collaborate with:

- The Billion Dollar Roundtable
- Women’s Educational Presidents Educational Org.
- National Minority Supplier Development Council
- Disability: IN
- US Black Chambers of Commerce
- NGLCC: National LGBT Chamber of Commerce Annual Conference
- US Hispanic Chamber of Commerce
- Women’s Business Enterprise National Council
- National Veteran Business Development

- Wireless Infrastructure Association
- US Pan Asian Am Chamber of Commerce
- FCC
- CPUC/Joint Utilities
- Continue our investment in and partnering with California minority business associations to provide their members with technical assistance programs.

**GO 156, §10.1.3: Plans for recruiting WMDVLGBTBE suppliers of products or services where WMDVLGBTBE utilization has been low, such as legal and financial services, fuel procurement, and areas that are considered highly technical in nature.**

- In a unique initiative, Verizon retained a minority-owned law firm in California with the intent to build its capacity in and ability to provide legal expertise in telecommunications regulatory proceedings at the CPUC.
- Verizon will continue with our community partnerships dedicated to helping diverse suppliers make valuable business connections.
- Continue participation in relevant forums throughout the state in order to identify diverse suppliers in these areas.
- We will continue to work with prime suppliers in such areas as technology, legal and financial services to encourage the use of diverse suppliers.
- Continue to develop and leverage best practices within the industry for enhancing sustainable supplier diversity growth.
- Participate in Wireless Infrastructure Association's matchmaking sessions
- Attend annual conferences and participate in match making sessions throughout the year
- Participate in CPUC's/Joint Utilities Virtual Business Expo in April 2021
- We will continue to focus on the inclusion of diverse suppliers in strategic sourcing opportunities.

**GO 156, §10.1.4: Plans for seeking and/or recruiting WMDVLGBTBE suppliers of products or services in any “excluded category” of products or services which has been removed from the procurement dollar base used to set goals because of the established unavailability of WMDVLGBTBE suppliers.**

The CPUC issued Decision 05-11-024 on November 13, 2005 in which it eliminated the use of exclusions in reporting diversity procurement results. Verizon Wireless has not used exclusions in providing this report.

**GO 156, §10.1.5: Plans for encouraging both prime contractors and grantees to engage WMDVLGBTBE in subcontracts in all categories that provide subcontracting opportunities.**

The strategic sourcing and the supplier diversity teams work closely together to review existing agreements to ensure standard supplier diversity language is included in our master service agreements and that prime suppliers with diversity commitments comply with tier 2 reporting requirements.

**GO 156, §10.1.6: Plans for complying with WMDVLGBTBE program guidelines.**

Verizon Wireless will comply with the General Order 156 program guidelines.