

Jesús G. Román
Vice President, Government Affairs



15505 Sand Canyon Avenue
D204 (D2R936)
Irvine, CA 92618

949-286-7202
jesus.g.roman@verizon.com

March 2, 2020

VIA E-MAIL

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

RE: **Verizon Wireless 2019 General Order 156 Compliance Filing – Annual Report and Annual Plan**

Dear Ms. Stebbins:

Pursuant to General Order 156, Verizon Wireless hereby submits its 2019 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)
Verizon Wireless (VAW) LLC (U-3029-C)

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

Sincerely,

A handwritten signature in black ink that reads "Jesús G. Román /s/f".

Jesús G. Román
Vice President, Government Affairs

Enclosure



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

CPUC

January – December 2019

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

Table of Contents

GO 156 Section	Description	Page Number
	Introduction and Overview	3
	Annual Report	
9.1.1	Description of WMDVLGBTBE program activities	4
9.1.2	Summary of WMDVLGBTBE purchases/ contracts	10
9.1.3	Itemization of WMDVLGBTBE program expense	16
9.1.4	Description of progress in meeting or exceeding set goals	17
9.1.5	Summary of prime contractor utilization of WMDVLGBTBE subcontractors	19
9.1.6	List of WMDVLGBTBE complaints	20
9.1.7	Summary of purchases/contracts for products/services in excluded categories	21
9.1.8	Description of efforts to recruit WMDVLGBTBE suppliers	22
9.1.9	Justification for continued existence of any "excluded category"	23
9.1.10	Summary of purchases in product and service categories that include renewable and non-renewable energy, wireless communications, broadband, smart grid, and rail projects, in addition to their current reporting categories.	24
	Annual Plan	
10.1.1	Goals	26
10.1.2	Description of WMDVLGBTBE program activities	27
10.1.3	Plans for recruiting WMDVLGBTBE suppliers where WMDVLGBTBE utilization has been low	31
10.1.4	Plans for recruiting WMDVLGBTBE suppliers in any "excluded category"	32
10.1.5	Plans for encouraging prime contractors and grantees to engage WMDVLGBTBEs	33
10.1.6	Plans for complying with WMDVLGBTBE program guide-lines	34

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, 2019 – December 31, 2019.

OVERVIEW

In 2019, Verizon Wireless spent 39.34% of its procurement dollars with diverse suppliers.

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

Verizon creates the networks that move the world forward and that requires that we engage, collaborate and innovate everyday with diverse suppliers. By valuing diversity and inclusion in our supply chain, we position ourselves to deliver the technology that matters to our customers in a multicultural world.

Verizon's supplier diversity framework plays a critical role in our corporate strategy. Our supplier diversity framework is based on strong leadership at the top. Our board is one of the diverse boards in corporate America, 6 of 11 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, and are responsible for approving our enterprise supplier diversity target annually.

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

The supplier diversity team's work with supplier diversity champions across the business helps drive diversity spend across the enterprise. 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 sourcing initiatives.

Verizon's 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's Premier Supplier Academy (PSA) is a developmental and educational session for diverse suppliers to better understand Verizon's business requirements while creating a valuable opportunity to foster and enhance business relationships. In April, Verizon facilitated a PSA session for LGBT law firms in partnership with the NGLCC to increase opportunities.

Verizon's EDGE (Educate, Develop, Grow and Enrich) mentorship program is a twelve-month capacity building and executive leadership program designed to provide diverse business owners with an opportunity to learn from our senior leaders on how to position their businesses for growth. Mentees are provided leadership and capabilities development training, networking opportunities, coaching and educational scholarships provided by community partners WBENC and the NMSDC. The program includes five mentees; two of the five mentees are CPUC certified.

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

EXTERNAL PROGRAM ACTIVITIES

Board Participation

Leaders of Verizon serve on several organizational boards as officers and advisors. In addition to offering advice and counsel to diverse businesses on how to grow their business and assisting suppliers on how to meet Verizon's business needs, they also provide advice and counsel to these organizations to aid their efforts to attract and develop diverse suppliers.

Business Organization Involvement - Meetings, Conferences, Trade Fairs and Recognition Events

Through our partnerships, Verizon supports chambers of commerce, business associations and supplier diversity organizations dedicated to helping diverse suppliers make valuable business connections. They provide technical assistance, capacity building, educational programs and best practices for supplier diversity initiatives.

Our community partners include: the Women's Business Enterprise National Council, WEConnect, the National Minority Supplier Development Council, the United States Hispanic Chamber of Commerce, Asian/Pacific Islander American Chamber of Commerce, the National LGBT Chamber of Commerce, Disability:IN, The Elite Service Disabled Veteran Owned Business Network, TechSCALE, The Billion Dollar Roundtable and the National Veteran Business Development Council.

We invest in programs and initiatives with community organizations to foster economic inclusion and drive positive change. Making decisions that start and end with our customers in partnership with diverse suppliers and community organizations helps create the success we've achieved.

The Billion Dollar Roundtable (BDR) Summit

<https://www.billiondollarroundtable.org/>

The BDR is a coalition of 28 companies that spend more than \$1 billion each year with diverse suppliers. In 2019, Verizon hosted the BDR's Annual Summit which provided a forum for certain Fortune 100 companies, BDR members and diverse suppliers to explore the power of collaboration, gain insight, leverage learnings and drive the strategic direction supplier diversity and inclusion in the supply chain. Keynote speaker former U.S. Secretary of Labor, Robert Reich shared his thoughts on how diverse and small businesses impact the economy, the digital divide and the importance of ensuring access to technology.

Women's Business Enterprise Council (WBENC) and the National Minority Supplier Development Council (NMSDC) support Verizon's EDGE Mentorship Program

Verizon collaborates with WBENC and the NMSDC to provide educational scholarships to mentees that participate in Verizon's EDGE mentorship program.

Black Business Association of Los Angeles (BBA)

Youth Entrepreneur Development – Verizon partnered with BBA to expose, inspire and train African American youth in the area of entrepreneurship to create their own sustainable opportunities; to train them in the important area of financial literacy; economic empowerment, self-reliance, and community building. Program participants will be paired with existing BBA-member businesses to expose them to entrepreneurship for mentoring and training to learn how to turn their passions into the dynamics of starting, running and maintaining a business.

California Asian Pacific Chamber of Commerce (CAPCC)

Business Development Program for Disadvantaged Enterprises – Verizon partnered with CAPCC to provide training and assistance to small businesses in expanding their capacity to assume greater levels of contracting responsibility, compete for contracting opportunities and grow their businesses in the process.

National Conferences and Events

Verizon's supplier diversity team and business champions participated in one-on-one diverse supplier meetings at the NMSDC, WBENC and NGLCC conferences, and on business panels to ensure progress was made to meet Verizon's supplier diversity goals.

2019 Awards & Recognition – Supplier Diversity and Inclusion

Million Dollar Club: U.S. Hispanic Chamber of Commerce

For nine consecutive years, Verizon was included in the USHCC's Million Dollar Club and was recognized for its commitment of doing business with Hispanic-owned business enterprises.

One of America's Top Corporations for Women: For the 14th consecutive year, Verizon was recognized by the Women's Business Enterprise National Council as one of the Top Corporations of the Year for supporting women-owned businesses.

Verizon received the National LGBT Chamber of Commerce Inaugural Advocacy Partner Champion Award for outstanding commitment to diverse suppliers.

Magazines

Omnikal named Verizon one of the Top 50 organizations for multicultural business opportunities.

Top Veteran-Friendly Company: U.S. Veterans magazine

US Veteran's Magazine voted Verizon's Supplier Diversity program as one of the nation's Best of the Best in supporting veteran owned companies.

Awards & Recognition — Diversity and Inclusion

Top 100 Employer: Working Mother Magazine

Verizon was ranked in the top 100 companies for women by Working Mother Magazine.

Scored within top 30 best companies on the National Association for Female Executives (NAFE).

Verizon received a top score on the Diversity Best Practices (DBP) inclusion index.

Verizon received a 100% rating on the Disability Equality Index (DEI) demonstrating the value of our diverse and inclusive experiences for employees, customers and suppliers.

The Hispanic Association on Corporate Responsibility (HACR) awarded Verizon a top score for support of Hispanic employees and Hispanic-owned suppliers.

Awarded a score of 100% on HRC Corporate Equality Index (CEI) survey for focus and support of the LGBTQ employee segment as well as LGBTQ-owned suppliers.

Top Military-Friendly Company: Military Friendly

Verizon is the highest rated technology company when it comes to total commitment to tapping into military talent.

Awards & Recognition - Technology

Highest in Overall Network Performance: RootMetrics®

According to RootMetrics® National RootScore® Report, for the 12th and 13th consecutive times, Verizon won the overall network performance award in 2019, and swept the awards in all six categories, including in reliability, data, calls, speed and text.

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

Verizon Wireless won more awards than any other wireless provider for a record 23rd time in a row and ranked highest in wireless network quality performance in all six regions of the U.S. according to the J.D. Power 2019 U.S. Wireless Network Quality Performance StudySM – Volume 2.

AI and Automation Initiative of the Year

Verizon won a Global Telecoms Award for collaboration with Accenture on an innovative customer service solution that uses artificial intelligence and intelligent analytics.

External Communication

Verizon provides valuable information to small and 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:¹

			[Year] of Report			
			Direct	Sub	Total \$	%
1	Minority Male	Asian Pacific American	\$372,012,203	\$34,857,572	\$406,869,775	8.66%
2		African American	\$103,886,903	\$6,010,088	\$109,896,992	2.34%
3		Hispanic American	\$78,155,845	\$13,767,848	\$91,923,693	1.96%
4		Native American	\$15,367,975	\$3,368,321	\$18,736,296	0.40%
5		Total Minority Male	\$569,422,926	\$58,003,829	\$627,426,755	13.36%
6	Minority Female	Asian Pacific American	\$234,346,722	\$22,235,186	\$256,581,907	5.46%
7		African American	\$1,660,910	\$247,806	\$1,908,715	0.04%
8		Hispanic American	\$786,568,773	\$1,310,611	\$787,879,384	16.78%
9		Native American	\$0	\$152,476	\$152,476	0.00%
10		Total Minority Female	\$1,022,576,404	\$23,946,078	\$1,046,522,483	22.28%
11	Total Minority Business Enterprise (MBE)		\$1,591,999,331	\$81,949,907	\$1,673,949,238	35.65%
12	Women Business Enterprise (WBE)		\$147,018,120	\$18,501,622	\$165,519,741	3.52%
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)		\$4,318,921	\$0	\$4,318,921	0.09%
14	Disabled Veteran Business Enterprise (DVBE)		\$1,423,602	\$2,201,443	\$3,625,045	0.08%
15	Other 8(a)*		\$0	\$0	\$0	0.00%
16	TOTAL WMDVLGBTBE		\$1,744,759,974	\$102,652,972	\$1,847,412,946	39.34%
17	Net Procurement**		\$4,696,131,881			

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

¹The 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 any diverse suppliers certified with the Clearinghouse.

WMDVLGBTBE Direct Procurement by Product and Service Categories:

				Products		Services		Total	
				\$	%	\$	%	\$	%
1	Minority Male	Asian Pacific American	Direct	\$142,113,312	3.03%	\$229,898,891	4.90%	\$372,012,203	7.92%
2		African American	Direct	\$100,877,424	2.15%	\$3,009,479	0.06%	\$103,886,903	2.21%
3		Hispanic American	Direct	\$71,735,933	1.53%	\$6,419,911	0.14%	\$78,155,845	1.66%
4		Native American	Direct	\$15,367,975	0.33%	\$0	0.00%	\$15,367,975	0.33%
5		Total Minority Male	Direct	\$330,094,644	7.03%	\$239,328,282	5.10%	\$569,422,926	12.13%
6	Minority Female	Asian Pacific American	Direct	\$228,345,626	4.86%	\$6,001,095	0.13%	\$234,346,722	4.99%
7		African American	Direct	\$0	0.00%	\$1,660,910	0.04%	\$1,660,910	0.04%
8		Hispanic American	Direct	\$2,121,010	0.05%	\$784,447,763	16.70%	\$786,568,773	16.75%
9		Native American	Direct	\$0	0.00%	\$0	0.00%	\$0	0.00%
10		Total Minority Female	Direct	\$230,466,636	4.91%	\$792,109,768	16.87%	\$1,022,576,404	21.77%
11	Total Minority Business Enterprise (MBE)		Direct	\$560,561,280	11.94%	\$1,031,438,050	21.96%	\$1,591,999,331	33.90%
12	Women Business Enterprise (WBE)		Direct	\$29,029,442	0.62%	\$117,988,677	2.51%	\$147,018,120	3.13%
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)		Direct	\$0	0.00%	\$4,318,921	0.09%	\$4,318,921	0.09%
14	Disabled Veteran Business Enterprise (DVBE)		Direct	\$457,760	0.01%	\$965,842	0.02%	\$1,423,602	0.03%
15	Other 8(a)*		Direct	\$0	0.00%	\$0	0.00%	\$0	0.00%
16	TOTAL WMDVLGBTBE		Direct	\$590,048,483	12.56%	\$1,154,711,491	24.59%	\$1,744,759,974	37.15%
17	Total Product Procurement			\$1,650,886,400					
18	Total Service Procurement			\$3,045,245,481					
19	Net Procurement**			\$4,696,131,881					
20	Total Number of WMDVLGBTBEs that Received Direct Spend			72					

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	\$34,186,968	0.73%	\$670,604	0.01%	\$34,857,572	0.74%
2		African American	Sub	\$5,999,288	0.13%	\$10,800	0.00%	\$6,010,088	0.13%
3		Hispanic American	Sub	\$13,452,369	0.29%	\$315,479	0.01%	\$13,767,848	0.29%
4		Native American	Sub	\$3,368,321	0.07%	\$0	0.00%	\$3,368,321	0.07%
5		Total Minority Male	Sub	\$57,006,946	1.21%	\$996,884	0.02%	\$58,003,829	1.24%
6	Minority Female	Asian Pacific American	Sub	\$22,234,146	0.47%	\$1,039	0.00%	\$22,235,186	0.47%
7		African American	Sub	\$0	0.00%	\$247,806	0.01%	\$247,806	0.01%
8		Hispanic American	Sub	\$222,887	0.00%	\$1,087,725	0.02%	\$1,310,611	0.03%
9		Native American	Sub	\$152,476	0.00%	\$0	0.00%	\$152,476	0.00%
10		Total Minority Female	Sub	\$22,609,509	0.48%	\$1,336,569	0.03%	\$23,946,078	0.51%
11	Total Minority Business Enterprise (MBE)		Sub	\$79,616,455	1.70%	\$2,333,453	0.05%	\$81,949,907	1.75%
12	Women Business Enterprise (WBE)		Sub	\$15,607,289	0.33%	\$2,894,332	0.06%	\$18,501,622	0.39%
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	\$1,515,313	0.03%	\$686,130	0.01%	\$2,201,443	0.05%
15	Other 8(a)*		Sub	\$0	0.00%	\$0	0.00%	\$0	0.00%
16	TOTAL WMDVLGBTBE		Sub	\$96,739,057	2.06%	\$5,913,915	0.13%	\$102,652,972	2.19%
17	Total Product Procurement			\$1,650,886,400					
18	Total Service Procurement			\$3,045,245,481					
19	Net Procurement**			\$4,696,131,881					

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:

Code	Regional Breakdown										Global Totals			
	North America		South America		Europe		Africa		Asia-Pacific		Total	Per Capita		
Category	Sub-Category	Revenue (USD)		Revenue (USD)		Revenue (USD)		Revenue (USD)		Revenue (USD)		Revenue (USD)	Revenue (USD)	
		Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2			
1	Construction - General Contractors & Operatives Builders	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
2	Heavy Construction, Except Building Construction - Contractor	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
3	Construction - Special Trade Contractors	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
4	Printing, Publishing and Allied Industries	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
5	Fabricated Metal Products	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
6	Measuring, Photographing, Mapping, & Optical Goods, & Crafts	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
7	Chemical and Allied Products	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
8	Metals and Metal Products	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
9	Nonmetallic Mineral Products	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
10	Food, Drink, and Tobacco Products	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
11	Textile, Apparel, and Luggage	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
12	Furniture, Furnishings, and Equipment	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
13	Transportation Equipment	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
14	Electronics and Electrical Equipment	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
15	Instruments, Related Products, and Miscellaneous	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
16	Health, Beauty, and Personal Care Products	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
17	Recreation, Education, and Cultural Products	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
18	Miscellaneous Repair Services	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
19	Legal Services	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
20	Social Services	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
21	Engineering, Accounting, Research, and Management Services	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
22	Services, Not Elsewhere Classified	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
23	Other----	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	1	0.001	
		2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	2	0.001	
TOTAL		1	1722,002,303	1724,946,722	1,805,466,303	1,666,300	175,055,443	1,706,546,722	175,062,303	10	1,578,939,303	1,642,000,100	14,308,303	11,423,660
		2	7,323	4,323	2,213	0.443	1,643	18,173	0,333	0.003	33,303	3,123	0,333	0,033

Regional Breakdown		Global Totals	
Category	Sub-Category	Revenue (USD)	Revenue (USD)
1	Construction - General Contractors & Operatives Builders	1	0.001
		2	0.001
2	Heavy Construction, Except Building Construction - Contractor	1	0.001
		2	0.001
3	Construction - Special Trade Contractors	1	0.001
		2	0.001
4	Printing, Publishing and Allied Industries	1	0.001
		2	0.001
5	Fabricated Metal Products	1	0.001
		2	0.001
6	Measuring, Photographing, Mapping, & Optical Goods, & Crafts	1	0.001
		2	0.001
7	Chemical and Allied Products	1	0.001
		2	0.001
8	Metals and Metal Products	1	0.001
		2	0.001
9	Nonmetallic Mineral Products	1	0.001
		2	0.001
10	Food, Drink, and Tobacco Products	1	0.001
		2	0.001
11	Textile, Apparel, and Luggage	1	0.001
		2	0.001
12	Furniture, Furnishings, and Equipment	1	0.001
		2	0.001
13	Transportation Equipment	1	0.001
		2	0.001
14	Electronics and Electrical Equipment	1	0.001
		2	0.001
15	Instruments, Related Products, and Miscellaneous	1	0.001
		2	0.001
16	Health, Beauty, and Personal Care Products	1	0.001
		2	0.001
17	Recreation, Education, and Cultural Products	1	0.001
		2	0.001
18	Miscellaneous Repair Services	1	0.001
		2	0.001
19	Legal Services	1	0.001
		2	0.001
20	Social Services	1	0.001
		2	0.001
21	Engineering, Accounting, Research, and Management Services	1	0.001
		2	0.001
22	Services, Not Elsewhere Classified	1	0.001
		2	0.001
23	Other----	1	0.001
		2	0.001
TOTAL		1	1,722,002,303
		2	1,724,946,722

[illegible]

Verizon	2019	G. O. #156 Sec 9.1.2
WMDVLGBTBE Procurement by Standard Industrial Categories		

												Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	Other 8(a)**	Total WMDVLGBTBE	Total Dollars
SIC Category	Asian Pacific American		African American		Hispanic American		Native American		Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)						
	Male	Female	Male	Female	Male	Female	Male	Female								
Construction - General Contractors & Operative Builders	\$ \$0	\$0	\$0	\$0	\$0	\$2,121,010	\$0	\$0	\$2,121,010	\$0	\$0	\$0	\$0	\$0	\$2,121,010	\$67,573,332
	% 0.00%	0.00%	0.00%	0.00%	0.00%	3.14%	0.00%	0.00%	3.14%	0.00%	0.00%	0.00%	0.00%	0.00%	3.14%	100.00%
Heavy Construction, Except Building Construction, Contractor	\$ \$0	\$0	\$0	\$0	\$644,991	\$0	\$15,367,975	\$0	\$16,012,966	\$4,129,453	\$0	\$0	\$0	\$0	\$20,142,419	\$61,642,483
	% 0.00%	0.00%	0.00%	0.00%	1.05%	0.00%	24.93%	0.00%	25.98%	6.70%	0.00%	0.00%	0.00%	0.00%	32.68%	100.00%
Construction - Special Trade Contractors	\$ \$0	\$0	\$0	\$0	\$71,024,621	\$0	\$0	\$0	\$71,024,621	\$2,665,451	\$0	\$0	\$0	\$0	\$73,690,072	\$116,645,300
	% 0.00%	0.00%	0.00%	0.00%	60.89%	0.00%	0.00%	0.00%	60.89%	2.29%	0.00%	0.00%	0.00%	0.00%	63.17%	100.00%
Printing, Publishing and Allied Industries	\$ \$0	\$0	\$1,171,571	\$0	\$0	\$0	\$0	\$0	\$1,171,571	\$0	\$0	\$0	\$0	\$0	\$1,171,571	\$3,597,354
	% 0.00%	0.00%	0.00%	32.57%	0.00%	0.00%	0.00%	0.00%	32.57%	0.00%	0.00%	0.00%	0.00%	0.00%	32.57%	100.00%
Fabricated Metal Products	\$ \$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,425,561	\$0	\$0	\$0	\$0	\$2,425,561	\$2,663,276
	% 0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	91.07%	0.00%	0.00%	0.00%	0.00%	91.07%	100.00%
Measuring, Photographic, Medical, & Optical Goods, & Clocks	\$ \$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,919,468	\$0	\$0	\$0	\$0	\$2,919,468	\$45,927,948
	% 0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.36%	0.00%	0.00%	0.00%	0.00%	6.36%	100.00%
Communications	\$ \$1,201,691	\$315,146	\$0	\$0	\$66,321	\$0	\$0	\$0	\$1,583,158	\$691,680	\$0	\$0	\$0	\$0	\$2,274,839	\$154,708,364
	% 0.78%	0.20%	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%	1.02%	0.45%	0.00%	0.00%	0.00%	0.00%	1.47%	100.00%
Wholesale Trade - Durable Goods	\$ \$140,911,621	\$0	\$99,705,853	\$0	\$0	\$0	\$0	\$0	\$240,617,474	\$15,537,986	\$0	\$457,760	\$0	\$256,613,220	\$374,692,370	
	% 37.61%	0.00%	26.61%	0.00%	0.00%	0.00%	0.00%	0.00%	64.22%	4.15%	0.00%	0.12%	0.00%	0.00%	68.49%	100.00%
Home Furniture, Furnishings and Equipment Stores	\$ \$0	\$228,030,480	\$0	\$0	\$0	\$0	\$0	\$0	\$228,030,480	\$0	\$0	\$0	\$0	\$0	\$228,030,480	\$265,474,751
	% 0.00%	85.90%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	85.90%	0.00%	0.00%	0.00%	0.00%	0.00%	85.90%	100.00%
Real Estate	\$ \$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$659,843	\$0	\$0	\$0	\$0	\$659,843	\$82,820,974
	% 0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.80%	0.00%	0.00%	0.00%	0.00%	0.80%	100.00%
Business Services	\$ \$212,689,208	\$1,053,225	\$0	\$1,660,910	\$6,355,577	\$642,396	\$0	\$0	\$222,401,315	\$84,226,901	\$0	\$0	\$0	\$0	\$306,628,216	\$1,682,626,671
	% 12.64%	0.06%	0.00%	0.10%	0.38%	0.04%	0.00%	0.00%	13.22%	5.01%	0.00%	0.00%	0.00%	0.00%	18.22%	100.00%
Miscellaneous Repair Services	\$ \$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$11,905,768	\$0	\$0	\$0	\$0	\$11,905,768	\$15,027,164
	% 0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	79.23%	0.00%	0.00%	0.00%	0.00%	79.23%	100.00%
Legal Services	\$ \$0	\$0	\$0	\$0	\$25,000	\$0	\$0	\$0	\$25,000	\$0	\$0	\$0	\$0	\$0	\$25,000	\$10,847,629
	% 0.00%	0.00%	0.00%	0.00%	0.23%	0.00%	0.00%	0.00%	0.23%	0.00%	0.00%	0.00%	0.00%	0.00%	0.23%	100.00%
Social Services	\$ \$10,415,196	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$10,415,196	\$0	\$0	\$0	\$0	\$0	\$10,415,196	\$12,410,407
	% 83.92%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	83.92%	0.00%	0.00%	0.00%	0.00%	0.00%	83.92%	100.00%
Engineering, Accounting, Research, and Management Services	\$ \$6,794,488	\$4,947,871	\$3,009,479	\$0	\$39,335	\$783,805,367	\$0	\$0	\$798,596,539	\$20,905,583	\$4,318,921	\$965,842	\$0	\$824,786,886	\$1,064,353,090	
	% 0.64%	0.46%	0.28%	0.00%	0.00%	73.64%	0.00%	0.00%	75.03%	1.96%	0.41%	0.09%	0.00%	0.00%	77.49%	100.00%
Services, Not Elsewhere Classified	\$ \$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$950,425	\$0	\$0	\$0	\$0	\$950,425	\$5,531,507
	% 0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	17.18%	0.00%	0.00%	0.00%	0.00%	17.18%	100.00%
Other****	\$ \$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$729,589,261
	% 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%	0.00%	100.00%
TOTAL	\$ \$372,012,203	\$234,346,722	\$103,886,903	\$1,660,910	\$78,155,845	\$786,568,773	\$15,367,975	\$0	\$1,591,999,331	\$147,018,120	\$4,318,921	\$1,423,602	\$0	\$1,744,759,974	\$4,696,131,881	
	% 7.92%	4.99%	2.21%	0.04%	1.66%	16.75%	0.33%	0.00%	33.90%	3.13%	0.09%	0.03%	0.00%	37.15%	100.00%	

Total Product Procurement	\$1,650,886,400
Total Service Procurement	\$3,045,245,481
Net Procurement***	\$4,696,131,881

NOTE:*FIRMS WITH MULIT MINORITY OWNERSHIP STATUS
**FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDES NON-WMDVLGBTBE
***NET PROCUREMENT INCLUDES PURCHASE ORDER, NON-PURCHASE ORDER, AND CREDIT CARD DOLLARS
TOTAL DOLLARS - TOTAL PROCUREMENT DOLLAR AMOUNT IN THE SPECIFIC SIC CATEGORY
% - PERCENTAGE OF TOTAL DOLLARS

Number of WMDVLGBTBE Suppliers and Revenue Reported to the Clearinghouse:

Data on Number of Suppliers												
# WMDVLGBTBEs	Revenue Reported to CHS						Utility-Specific 2019 Summary					
	MBE	WBE	LGBTBE	DVBE	Other 8(a)*	Grand Total	MBE	WBE	LGBTBE	DVBE	Other 8(a)*	Grand Total
Under \$1 million	2	3	0	2	0	7	15	17	0	3	0	35
Under \$5 million	8	4	0	0	0	12	10	8	1	0	0	19
Under \$10 million	4	7	0	1	0	12	2	3	0	0	0	5
Above \$10 million	23	17	1	0	0	41	10	3	0	0	0	13
TOTAL	37	31	1	3	0	72	37	31	1	3	0	72

Revenue and Payment Data												
WMDVLGBTBE \$M	Revenue Reported to CHS						Utility-Specific 2019 Summary					
	MBE	WBE	LGBTBE	DVBE	Other 8(a)*	Grand Total	MBE	WBE	LGBTBE	DVBE	Other 8(a)*	Grand Total
Under \$1 million	\$ 1.6	\$ 1.2	\$ -	\$ 0.8	\$ -	\$ 3.7	\$ 6.5	\$ 4.8	\$ -	\$ 1.4	\$ -	\$ 12.7
Under \$5 million	\$ 21.5	\$ 11.0	\$ -	\$ -	\$ -	\$ 32.4	\$ 23.5	\$ 18.0	\$ 4.3	\$ -	\$ -	\$ 45.8
Under \$10 million	\$ 25.2	\$ 45.6	\$ -	\$ 8.8	\$ -	\$ 79.6	\$ 15.6	\$ 21.2	\$ -	\$ -	\$ -	\$ 36.7
Above \$10 million	\$ 15,075.6	\$ 3,821.6	\$ 14.0	\$ -	\$ -	\$ 18,911.2	\$ 1,546.5	\$ 103.0	\$ -	\$ -	\$ -	\$ 1,649.5
TOTAL	\$ 15,123.9	\$ 3,879.4	\$ 14.0	\$ 9.6	\$ -	\$ 19,026.9	\$ 1,592.0	\$ 147.0	\$ 4.3	\$ 1.4	\$ -	\$ 1,744.8

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.

Expense Category	2019 Actuals
Wages*	\$16,000
Other Employee Expense	\$0
CPUC Clearinghouse	\$69,490
Program Expense	N/A
Technical Assistance	N/A
Total	\$85,490

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 2019, Verizon Wireless spent 39.34% of its procurement dollars with women, minority, disabled veteran, lesbian, gay, bisexual, and transgender-owned business enterprises (WMDVLGBTBEs).

Women Business Enterprises (WBE)

WBE purchases accounted for \$165.5 million of total purchases in 2019. This resulted in a 3.52% WBE spend, falling short of the 2019 goal of 5.00%.

Overall spend decreased with WBEs year-over-year. Verizon will focus on increasing opportunities with WBEs in 2020.

Minority Business Enterprises (MBE)

MBE purchases accounted for \$1.67 billion of total purchases in 2019. This resulted in a 35.65% MBE spend, surpassing the 2019 goal of 15.00%.

Disabled Veteran Business Enterprises (DVBE)

DVBE purchases accounted for \$3.6 million of total purchases in 2019. This resulted in a 0.08% DVBE spend, falling short of the 2019 goal of 1.50%.

Overall spend decreased with DVBEs year-over-year. Verizon will focus on increasing opportunities with DVBEs in 2020.

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

LGBTBE purchases accounted for \$4.3 million of total purchases in 2019. This resulted in a 0.09% LGBTBE spend, surpassing the 2019 goal of 0.02%.

WMDVLGBTBE Results and Goals:

Category	2019 Results	2019 Goals
Minority Men	13.36%	0.00%
Minority Women	22.28%	0.00%
Minority Business Enterprise (MBE)	35.65%	15.00%
Women Business Enterprise (WBE)	3.52%	5.00%
Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	0.09%	0.02%
Disabled Veteran Business (DVBE)	0.08%	1.50%
TOTAL WMDVLGBTBE	39.34%	21.52%

% - PERCENTAGE OF NET PROCUREMENT

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

In 2019, 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 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
Direct \$	\$569,422,926	\$1,022,576,404	\$1,591,999,331	\$147,018,120	\$4,318,921	\$1,423,602	\$0	\$1,744,759,974
Subcontracting \$	\$58,003,829	\$23,946,078	\$81,949,907	\$18,501,622	\$0	\$2,201,443	\$0	\$102,652,972
Total \$	\$627,426,755	\$1,046,522,483	\$1,673,949,238	\$165,519,741	\$4,318,921	\$3,625,045	\$0	\$1,847,412,946

Direct %	12.13%	21.77%	33.90%	3.13%	0.09%	0.03%	0.00%	37.15%
Subcontracting %	1.24%	0.51%	1.75%	0.39%	0.00%	0.05%	0.00%	2.19%
Total %	13.36%	22.28%	35.65%	3.52%	0.09%	0.08%	0.00%	39.34%

Net Procurement**	\$4,696,131,881
--------------------------	------------------------

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 formal complaints in 2019 or informal complaints of which Verizon Wireless is aware.

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

Selection of Outside Counsel

Verizon requires all of its firms to provide diversity-related information for their timekeepers in our Tymetrix 360 system. These fields must be completed to submit timekeeper rates and to bill timekeepers' time on invoices. Diversity is a key component of selection of outside counsel.

In 2019 Verizon conducted an RFP for partner firms in which diversity was identified as a key criteria in the selection of Verizon's panel firms. Specifically, Verizon based its analysis on law firms that delivered:

- Superb Service Quality
- Well-developed legal operations
- Competitive cost propositions, and
- Robust diversity profiles.

With respect to diversity, Verizon expects our law firms to care about diversity and inclusion in the legal profession and encourages its 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.

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. During this 10-week program each summer, the 1L Scholar begins their summer at Kirkland & Ellis (in New York) and spend 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 scholar is exposed to a variety of work assignments from different practice areas.

Verizon has partnered with another law firm partner (Maguire Woods, LLP) to create a similar LCLD Summer scholar program in Chicago beginning in the summer of 2020. 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 trainings.

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.

The companies 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. Diverse lawyers include Latino, 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.

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 surpassed the overall goal of 21.5%. In 2019 we achieved an overall 39.34% which surpasses our 2021 long term GO 156 overall goal of 24.2%. In addition we achieved an MBE diverse spend of 35.65%, which surpasses our MBE goal of 19.1%.

	Short-Term (Year)					Mid-Term (Year)					Long-Term (Year)				
	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender or Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	VMDVLGBTBE	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender or Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	VMDVLGBTBE	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender or Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	VMDVLGBTBE
Products															
Construction - General Contractors & Operative Builders	3.20%	0.00%	0.00%	0.00%	3.20%	3.27%	0.00%	0.00%	0.00%	3.27%	3.33%	0.00%	0.00%	0.00%	3.33%
Heavy Construction, Except Building Construction, Contr	26.50%	6.63%	0.00%	0.00%	33.33%	27.03%	6.97%	0.00%	0.00%	34.00%	27.57%	7.11%	0.00%	0.00%	34.68%
Construction - Special Trade Contractors	62.11%	2.33%	0.00%	0.00%	64.44%	63.35%	2.38%	0.00%	0.00%	65.73%	64.62%	2.42%	0.00%	0.00%	67.04%
Printing, Publishing and Allied Industries	33.22%	0.00%	0.00%	0.00%	33.22%	33.88%	0.00%	0.00%	0.00%	33.88%	34.56%	0.00%	0.00%	0.00%	34.56%
Fabricated Metal Products	0.00%	32.90%	0.00%	0.00%	32.90%	0.00%	94.75%	0.00%	0.00%	94.75%	0.00%	96.65%	0.00%	0.00%	96.65%
Measuring, Photographic, Medical, & Optical Goods, & Cla	0.00%	6.48%	0.00%	0.00%	6.48%	0.00%	6.61%	0.00%	0.00%	6.61%	0.00%	6.75%	0.00%	0.00%	6.75%
Communications	1.04%	0.46%	0.00%	0.00%	1.50%	1.06%	0.47%	0.00%	0.00%	1.53%	1.09%	0.47%	0.00%	0.00%	1.56%
Wholesale Trade - Durable Goods	65.50%	4.23%	0.00%	0.13%	69.86%	66.81%	4.31%	0.00%	0.13%	71.25%	68.15%	4.40%	0.00%	0.13%	72.68%
Home Furniture, Furnishings and Equipment Stores	87.61%	0.00%	0.00%	0.00%	87.61%	89.37%	0.00%	0.00%	0.00%	89.37%	91.15%	0.00%	0.00%	0.00%	91.15%
Real Estate	0.00%	0.81%	0.00%	0.00%	0.81%	0.00%	0.83%	0.00%	0.00%	0.83%	0.00%	0.85%	0.00%	0.00%	0.85%
Subtotal	12.16%	0.63%	0.00%	0.01%	12.82%	12.42%	0.64%	0.00%	0.01%	13.07%	12.67%	0.66%	0.00%	0.01%	13.33%
Services															
Personal Services	13.48%	5.11%	0.00%	0.00%	18.59%	13.75%	5.21%	0.00%	0.00%	18.96%	14.03%	5.31%	0.00%	0.00%	19.34%
Business Services	0.00%	80.81%	0.00%	0.00%	80.81%	0.00%	82.43%	0.00%	0.00%	82.43%	0.00%	84.08%	0.00%	0.00%	84.08%
Miscellaneous Repair Services	0.24%	0.00%	0.00%	0.00%	0.24%	0.24%	0.00%	0.00%	0.00%	0.24%	0.24%	0.00%	0.00%	0.00%	0.24%
Legal Services	85.60%	0.00%	0.00%	0.00%	85.60%	87.31%	0.00%	0.00%	0.00%	87.31%	89.06%	0.00%	0.00%	0.00%	89.06%
Engineering, Accounting, Research, and Management Ser	76.53%	2.00%	0.41%	0.09%	79.04%	78.06%	2.04%	0.42%	0.09%	80.62%	79.62%	2.08%	0.43%	0.10%	82.23%
Services, Not Elsewhere Classified	0.00%	17.53%	0.00%	0.00%	17.53%	0.00%	17.88%	0.00%	0.00%	17.88%	0.00%	18.23%	0.00%	0.00%	18.23%
Subtotal	22.40%	2.56%	0.09%	0.02%	25.08%	22.85%	2.61%	0.10%	0.02%	25.58%	23.31%	2.67%	0.10%	0.02%	26.09%
TOTAL	34.56%	3.19%	0.09%	0.03%	37.90%	35.27%	3.26%	0.10%	0.03%	38.65%	35.98%	3.32%	0.10%	0.03%	39.43%

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 2020**

Verizon will continue to make concerted efforts to strengthen its supplier diversity activities:

Internal Program Activities

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 mentoring and industry-level coaching so that each and every supplier has 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.
- Implement action plans to increase spending with woman-owned and disabled veteran-owned businesses.
- Continue to strategically partner and collaborate with sourcing, business stakeholders and suppliers to develop and implement strategies to increase diverse spend.
- Assess direct and indirect procurement opportunities by identifying key RFPs with an impact on Verizon Wireless.
- Collaborate with sourcing teams to build benches of diverse suppliers to ensure readiness for procurement opportunities.
- 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.
- The supplier diversity team will continue to provide access to training across the enterprise and to prime suppliers. These trainings provide

information on why supplier diversity is important to Verizon, the certification process, and tier 2 reporting.

- Educate, increase awareness and work closely with prime suppliers to ensure they meet their tier 2 spend requirements.
- Consistently monitor, review and analyze reports to track progress to ensure diversity initiatives are being executed.
- Collaborate with diverse advocacy organizations and prime suppliers in support of doing business with diverse suppliers.
- Support and mentor suppliers by building on their successes, providing favorable feedback, and suggest partnerships with organizations that work to improve their business opportunities.
- Increase the number of mentees in our 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.
- Analyze and report the economic impact of doing business with diverse businesses.
- Collaborate with public policy team and business champions 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).External Program Activities

Verizon is committed to driving a diverse and inclusive supply chain. We believe including diverse businesses in our sourcing process provides us with the greatest opportunity to offer innovative, high quality, and cost-effective business solutions for our customers. Verizon will continue to participate with community partnerships that advocate and promote supplier diversity to increase the utilization of diverse suppliers.

Outreach and Advocacy

- Provide guidance and training to prime suppliers on tier two spend reporting.
- Support and partner with various chambers of commerce and business associations to conduct one-on-one meetings between diverse suppliers and Verizon's procurement category managers to align on current opportunities in California and Verizon's requirements for products and services.
- Facilitate Verizon Premier Supplier Academy sessions to educate, engage, and promote awareness of Verizon's requirements and opportunities with diverse suppliers.
- Develop existing diverse suppliers for 2nd tier opportunities.
- Encourage diverse suppliers to achieve and maintain certifications, and to enter and update their profiles in our website registration database.
- Participate in local, regional and national supplier diversity events which include: conferences, forums, symposiums, trade fairs, workshops, match making sessions and panel discussions.
- Leverage active partnerships with the CPUC, Joint Utilities, the Elite Service Disabled Veteran Owned Business Network (SDVOB), and various chamber organizations to build awareness of Verizon's procurement requirements.
- Monitor results and work closely with prime suppliers to ensure that they meet their 2nd tier spend requirements; review and expand areas of opportunity for diverse spend.

- Continue our investment in and partnering with California minority business associations to provide their members with technical assistance programs.
- Partner with the NGLCC: National LGBT Chamber of Commerce, to increase Verizon's bench of qualified of LGBT owned suppliers.
- Identify existing diverse suppliers that have not obtained third party certification and encourage certification.

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.

- ☐ The company 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.
- ☐ 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.”
- ☐ Attend Wireless Infrastructure Association’s annual conference and participate in match-making sessions.
- ☐ We will continue to focus on the inclusion of diverse suppliers in 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.