

GRI index

Disclosure	Disclosure title	2021 response
GRI 102: General disclosure		
Organizational profile		
102-1	Name of the organization	Verizon Communications Inc.
102-2	Activities, brands, products, and services	2021 Form 10-K , pgs. 4-6 https://www.verizon.com/about/our-company
102-3	Location of headquarters	Our Corporate Headquarters are located in New York, New York, while our Operational Headquarters are located in Basking Ridge, New Jersey.
102-4	Location of operations	https://www.verizon.com/about/careers/locations
102-5	Ownership and legal form	Verizon Communications Inc. is a publicly held holding company, listed on the New York Stock Exchange (NYSE: VZ) and NASDAQ exchange (VZ).
102-6	Markets served	2021 Form 10-K , pg. 4 Verizon Fact Sheet https://www.verizon.com/featured/our-network/#maps
102-7	Scale of the organization	Verizon Fact Sheet
102-8	Information on employees and other workers	2021 ESG Report – Social – Human capital – Diversity across the V Team
102-9	Supply chain	2021 ESG Report – Social – Supply chain
102-10	Significant changes to the organization and its supply chain	2021 Form 10-K , pgs. 19-22
102-11	Precautionary Principle or approach	2021 ESG Report – Governance – Board oversight – ESG strategy and risk oversight 2021 ESG Report – Governance – How we operate – Integrated management approach
102-12	External initiatives	CDP, UN Global Compact, SASB, TCFD
102-13	Membership of associations	Clean Energy Buyers Association (CEBA) Corporate Electric Vehicle Alliance (CEVA) Global e-Sustainability Initiative (GeSI) Family Online Safety Institute Joint Audit Cooperation Public-Private Alliance for Responsible Minerals Trade (PPA)
Strategy		
102-14	Statement from senior decision-maker	2021 ESG Report – Approach – Message from our Chairman and CEO

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Ethics and integrity		
102-16	Values, principles, standards, and norms of behavior	2021 ESG Report – Governance – How we operate – Foundational areas – Business ethics; Social – Human capital – DEI and workplace culture Code of Conduct Supplier Code of Conduct Human Rights Statement
Governance		
102-18	Governance structure	2021 ESG Report – Governance – Board oversight – Board diversity, How we operate
Stakeholder engagement		
102-40	List of stakeholder groups	2021 ESG Report – Approach – ESG impact assessment; Governance – How we operate – Engagement
102-41	Collective bargaining agreements	2021 ESG Report – Social – Human capital – Labor relations
102-42	Identifying and selecting stakeholders	2021 ESG Report – Approach – ESG impact assessment; Governance – How we operate – Engagement
102-43	Approach to stakeholder engagement	2021 ESG Report – Approach – ESG impact assessment; Governance – How we operate – Engagement
102-44	Key topics and concerns raised	2021 ESG Report – Approach – ESG impact assessment
Reporting practice		
102-45	Entities included in the consolidated financial statements	2021 Form 10-K , Exhibit 21
102-46	Defining report content and topic boundaries	2021 ESG Report – Approach – Our ESG strategy, ESG impact assessment
102-47	List of material topics	2021 ESG Report – Approach – ESG impact assessment
102-48	Restatements of information	None
102-49	Changes in reporting	None
102-50	Reporting period	January 1, 2021 – December 31, 2021, unless otherwise noted
102-51	Date of most recent report	2021
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	ESG.reporting@verizon.com
102-54	Claims of reporting in accordance with the GRI Standards	Core
102-55	GRI content index	2021 ESG Report – Appendix – GRI index
102-56	External assurance	Externally assured ESG data

Disclosure	Disclosure title	2021 response
GRI 200: Economic		
GRI 203: Indirect economic impacts		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Environmental – Network reliability and resilience; Social – Digital responsibility, Digital inclusion
103-2	The management approach and its components	2021 ESG Report – Environmental – Network reliability and resilience; Social – Digital responsibility, Digital inclusion
103-3	Evaluation of the management approach	2021 ESG Report – Environmental – Network reliability and resilience; Social – Digital responsibility, Digital inclusion
203-1	Infrastructure investments and services supported	2021 ESG Report – Environmental – Network reliability and resilience; Social – Digital responsibility, Digital inclusion
GRI 200: Environmental		
GRI 301: Materials		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Environmental – Reducing our environmental impacts – E-waste: reducing, reusing and recycling
103-2	The management approach and its components	2021 ESG Report – Environmental – Reducing our environmental impacts – E-waste: reducing, reusing and recycling
103-3	Evaluation of the management approach	2021 ESG Report – Environmental – Reducing our environmental impacts – E-waste: reducing, reusing and recycling
301-1	Materials used by weight or volume	2021 ESG Report – Environmental – Reducing our environmental impacts – E-waste: reducing, reusing and recycling
GRI 302: Energy		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Environmental 2021 CDP Response – C8 – Energy TCFD Report
103-2	The management approach and its components	2021 ESG Report – Environmental 2021 CDP Response – C8 – Energy TCFD Report
103-3	Evaluation of the management approach	2021 ESG Report – Environmental 2021 CDP Response – C8 – Energy TCFD Report
302-1	Energy consumption within the organization	2021 ESG Report – Environmental 2021 CDP Response – C8 – Energy TCFD Report
302-2	Energy consumption outside of the organization	2021 ESG Report – Environmental 2021 CDP Response – C8 – Energy TCFD Report
302-4	Reduction of energy consumption	2021 ESG Report – Environmental 2021 CDP Response – C8 – Energy TCFD Report

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GRI 303: Water and effluents		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Environmental – Reducing our environmental impacts – Water conservation
103-2	The management approach and its components	2021 ESG Report – Environmental – Reducing our environmental impacts – Water conservation
103-3	Evaluation of the management approach	2021 ESG Report – Environmental – Reducing our environmental impacts – Water conservation
303-1	Interactions with water as a shared resource	2021 ESG Report – Environmental – Reducing our environmental impacts – Water conservation
303-2	Management of water discharge-related impacts	2021 ESG Report – Environmental – Reducing our environmental impacts – Water conservation
303-5	Water consumption	2021 ESG Report – Environmental – Reducing our environmental impacts – Water conservation
GRI 305: Emissions		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Environmental 2021 CDP Response – C5, C6, C7 TCFD Report
103-2	The management approach and its components	2021 ESG Report – Environmental 2021 CDP Response – C5, C6, C7 TCFD Report
103-3	Evaluation of the management approach	2021 ESG Report – Environmental 2021 CDP Response – C5, C6, C7 TCFD Report
305-1	Direct (Scope 1) GHG emissions	2021 ESG Report – Environmental 2021 CDP Response – C5, C6, C7 Externally assured ESG data
305-2	Energy indirect (Scope 2) GHG emissions	2021 ESG Report – Environmental 2021 CDP Response – C5, C6, C7 Externally assured ESG data
305-3	Other indirect (Scope 3) GHG emissions	2021 ESG Report – Environmental 2021 CDP Response – C5, C6, C7 Externally assured ESG data
305-4	GHG emissions intensity	2021 ESG Report – Environmental 2021 CDP Response – C5, C6, C7 Externally assured ESG data
305-5	Reduction of GHG emissions	2021 ESG Report – Environmental 2021 CDP Response – C5, C6, C7 Externally assured ESG data

Disclosure	Disclosure title	2021 response
GRI 306: Effluents and wastes		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Environmental – Reducing our environmental impacts – E-waste: reducing, reusing and recycling
103-2	The management approach and its components	2021 ESG Report – Environmental – Reducing our environmental impacts – E-waste: reducing, reusing and recycling
103-3	Evaluation of the management approach	2021 ESG Report – Environmental – Reducing our environmental impacts – E-waste: reducing, reusing and recycling
306-2	Waste by type and disposal method and reuse	2021 ESG Report – Environmental – Reducing our environmental impacts – E-waste: reducing, reusing and recycling
GRI 308: Supplier environmental assessment		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Social – Supply chain – Supplier engagement
103-2	The management approach and its components	2021 ESG Report – Social – Supply chain – Supplier engagement
103-3	Evaluation of the management approach	2021 ESG Report – Social – Supply chain – Supplier engagement
308-1	New suppliers that were screened using environmental criteria	2021 ESG Report – Social – Supply chain – Supplier engagement
GRI 400: Social		
GRI 403: Occupational health and safety		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Environmental – Reducing our environmental impacts – Environmental, health and safety management; Social – Human capital – Attracting and retaining talent – Open, welcome and safe work environment
103-2	The management approach and its components	2021 ESG Report – Environmental – Reducing our environmental impacts – Environmental, health and safety management; Social – Human capital – Attracting and retaining talent – Open, welcome and safe work environment
103-3	Evaluation of the management approach	2021 ESG Report – Environmental – Reducing our environmental impacts – Environmental, health and safety management; Social – Human capital – Attracting and retaining talent – Open, welcome and safe work environment
403-1	Occupational health and safety management system	2021 ESG Report – Environmental – Reducing our environmental impacts – Environmental, health and safety management; Social – Human capital – Attracting and retaining talent – Open, welcome and safe work environment
403-2	Hazard identification, risk assessment, and incident investigation	2021 ESG Report – Environmental – Reducing our environmental impacts – Environmental, health and safety management; Social – Human capital – Attracting and retaining talent – Open, welcome and safe work environment

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403-3	Occupational health services	2021 ESG Report – Environmental – Reducing our environmental impacts – Environmental, health and safety management; Social – Human capital – Attracting and retaining talent – Open, welcome and safe work environment
403-4	Worker participation, consultation, and communication on occupational health	2021 ESG Report – Environmental – Reducing our environmental impacts – Environmental, health and safety management; Social – Human capital – Attracting and retaining talent – Open, welcome and safe work environment
403-5	Worker training on occupational health and safety	2021 ESG Report – Environmental – Reducing our environmental impacts – Environmental, health and safety management; Social – Human capital – Attracting talent – Open, welcome and safe work environment
403-6	Promotion of worker health	2021 ESG Report – Environmental – Reducing our environmental impacts – Environmental, health and safety management; Social – Human capital – Attracting and retaining talent – Open, welcome and safe work environment
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	2021 ESG Report – Environmental – Reducing our environmental impacts – Environmental, health and safety management; Social – Human capital – Attracting and retaining talent – Open, welcome and safe work environment
403-9	Work-related injuries	2021 ESG Report – Environmental – Reducing our environmental impacts – Environmental, health and safety management; Social – Human capital – Attracting and retaining talent – Open, welcome and safe work environment
GRI 405: Diversity and equal opportunity		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Social – Human capital – DEI and workplace culture – Fostering DEI, Diversity across the V Team
103-2	The management approach and its components	2021 ESG Report – Social – Human capital – DEI and workplace culture – Fostering DEI
103-3	Evaluation of the management approach	2021 ESG Report – Social – Human capital – DEI and workplace culture – Fostering DEI
405-1	Diversity of governance bodies and employees	2021 ESG Report – Governance – Board oversight – Board diversity
405-2	Ratio of basic salary and remuneration of women to men	2021 ESG Report – Social – Human capital – DEI and workplace culture – Fostering DEI

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GRI 413: Local communities		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Social – Digital inclusion, Citizen Verizon – Supporting communities
103-2	The management approach and its components	2021 ESG Report – Social – Digital inclusion, Citizen Verizon – Supporting communities
103-3	Evaluation of the management approach	2021 ESG Report – Social – Digital inclusion, Citizen Verizon – Supporting communities
413-1	Operations with local community engagement, impact assessments, and development programs	2021 ESG Report – Social – Digital inclusion, Citizen Verizon – Supporting communities
GRI 414: Supplier social assessment		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Social – Supply chain
103-2	The management approach and its components	2021 ESG Report – Social – Supply chain
103-3	Evaluation of the management approach	2021 ESG Report – Social – Supply chain
414-1	New suppliers that were screened using social criteria	2021 ESG Report – Social – Supply chain
GRI 415: Public policy		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Approach – Our ESG strategy; Governance – How we operate – Integrated management approach, Engagement, Reporting
103-2	The management approach and its components	2021 ESG Report – Approach – Our ESG strategy; Governance – How we operate – Integrated management approach, Engagement, Reporting
103-3	Evaluation of the management approach	2021 ESG Report – Approach – Our ESG strategy; Governance – How we operate – Integrated management approach, Engagement, Reporting
415-1	Political contributions	2021 ESG Report – Governance – Foundational areas – Business ethics – Political contributions and engagement 2021 Political Engagement Report
GRI 418: Customer privacy		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Social – Digital responsibility – Data protection and privacy
103-2	The management approach and its components	2021 ESG Report – Social – Digital responsibility – Data protection and privacy
103-3	Evaluation of the management approach	2021 ESG Report – Social – Digital responsibility – Data protection and privacy
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Except as required by law, Verizon does not report this information.

Disclosure	Disclosure title	2021 Response
GRI 419: Socioeconomic compliance		
103-1	Explanation of the material topic and its boundary	2021 ESG Report – Governance
103-2	The management approach and its components	2021 ESG Report – Governance
103-3	Evaluation of the management approach	2021 ESG Report – Governance
419-1	Non-compliance with laws and regulations in the social and economic area	Verizon discloses all material legal proceedings in our annual reports on Form 10-K and Quarterly reports on Form 10-Q filed with the Securities and Exchange Commission (SEC). In 2021, we did not disclose any legal proceedings in the social and economic area.