

Verizon Sustainability Overview

Resource Conservation

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Join the Network Effect:
Reduce, Reuse, Recycle

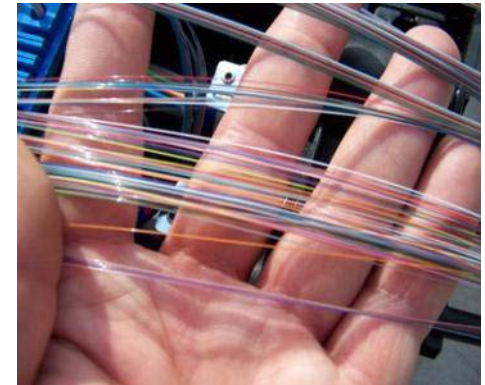


42,000 Cell Sites



39,000 Vehicles

Verizon's environmental impacts are our *responsibilities* and our *opportunities*



10B kWh Annually



31,000 Facilities Globally



190K+ Employees



Sustainability In Action

Verizon will utilize and promote **sustainable** business practices that reflect our commitment to the **economic, environmental, and social responsibilities** we have to our customers, shareowners, employees and society at large.



**Join the Network Effect:
Reduce, Reuse, Recycle**



AIR



EARTH



WATER

AIR

Carbon Intensity Metric

- Tracks carbon emissions per terabyte of data
- 2010: 15.75% improvement from 2009

Green Fleet

- 1,600+ alternative fuel vehicles added in 2010
- Fuel reduction efforts saved more than 9.7M gallons since 2008 (>85K tons of CO2)

Customer Solutions

- Cloud computing
- Home Monitoring
- Telework/ Travel Reduction
- Carbon-Free Device
- M2M



Green Facilities

- Employee Engagement (ex: Energy Champions)
- 2010 Smart Building trial at 16 buildings saved 26.7M kWh annually
- 2011 Expansion to 250 locations

Data Center Efficiency

- Successful 2010 trial at three locations
- 2011 expansion to 23 locations
- Projected savings of 42M kWh at full implementation

2011 Goal: 15% Reduction in Carbon Intensity

2015 Green Fleet Goal: 15% Alternative Fuel by 2015

WATER

Measuring

- Determining full corporate water usage
- Identification of top consumption locations and causes

Standards & Policies

- Include water consumption data in building audits
- Include efficiency programs in building retro-fits
- Develop public corporate water policy

Employee Engagement

- Education: Green Bag Sessions on Water
- Water Champion Program
- Property Manager competition

Regional Solutions

- Prioritize resources on drought-plagued locations
- Factor location into standards development



Community Engagement

- Local Community events focused on water
- Green Team invitations for volunteers
- 15+ events completed 2011 YTD

2011 Goal: Full Corporate Usage in Sustainability Dashboard

2012 Goal: Water Best Practices in Building Audits

EARTH

Paper Policy

- Corporate first for Verizon
- Public Commitment of sustainable forestry practices
- Minimum of 10% PCW for all paper with preference of 30%

Smart Print

- Reduced 10.3M pages in 2010 (\$783K)
- 29 Locations 2011
- 310K pounds CO2 avoided
- 1,300 trees saved

Consistent Approach

Paperfree Billing

- Paperfree programs engage consumers & enterprises
- Over 325K customers enrolled thru 2010 campaign
- Over 2.8M customers active
- 8,300+ trees saved

Tree Planting

- 5,000 Trees planted to honor 5,000 Green Team Members in 2011
- e-Tree program plants tree for electronic annual report subscriptions
- 23K trees planted

Earth-Friendly Operations

- 100% Recycled business cards saving 6,000 trees annually
- Pallet Recycling to reduce landfill waste by 120 tons annually
- Employees and suppliers engaged and educated

2011 Goal: 5,000 Trees for 5,000 Green Team Members

2012 Goal: Pallet Recycling Implementation