



VERIZON

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YOU

Partners in Protecting the Environment

One of the many social

benefits of information technology is its potential to have a positive impact on the environment. Telework, teleconferencing, distance learning and e-commerce all help minimize travel, save energy and reduce pollution. By deploying broadband networks, Verizon provides customers with an opportunity to improve the environment and conserve resources.

We believe in taking

responsibility for managing the environmental effect of operating a global, 24x7 business. We operate tens of thousands of vehicles, occupy millions of square feet of real estate, and consume a significant amount of energy to keep our networks running. Whether it's through conserving energy, recycling, or finding innovative technological solutions to environmental challenges, Verizon is committed to being a respectful, responsible and positive influence on the environment in which we operate.



Verizon's Environmental, Health and Safety Policy

Recognizing our widespread impact on communities across the country and the world, Verizon has adopted a comprehensive environmental and safety policy that expressly charges all our employees with responsible stewardship of our natural resources.

Our policy reads:

“Verizon companies shall conduct business in an environmentally responsible manner and provide employees with a safe and healthy workplace. All employees and others who conduct business on behalf of a Verizon Company must comply with all applicable Company programs and Federal, State and local laws relating to protection of the environment or human safety and health. Verizon Companies shall implement and maintain systems and programs with appropriate governance to meet this policy.”

A Message from Verizon's Chairman and CEO

A company's reputation is more than its performance in the financial markets. It is the totality of a company's identity: the quality of its products, its employees, the value of its brand, its performance in the marketplace and its standing in the community.

With more than 250,000 employees, tens of millions of customers and networks that span the globe, Verizon has an enormous opportunity — and responsibility — to have a positive impact on the environment. Every Verizon employee is charged with responsibility for the stewardship of our natural resources and for treating our environment in a manner that reflects our values of integrity, respect, performance excellence and accountability.

To assist our people in doing that, we have adopted a comprehensive environmental and safety policy, along with the tools and processes that give Verizon employees a disciplined and consistent way to use our values as a guide when they consider the impact of their business decisions and activities on the customers and communities we serve.

This report outlines some of our accomplishments in protecting our environment. At the same time, we continue to challenge ourselves to find new and innovative ways to reduce our energy consumption, eliminate inefficient and wasteful practices, and recycle whenever possible — at work and at home.

Ivan



Ivan Seidenberg, Chairman and CEO

“We’re committed to protecting the environment because this is where we work, where we live and where we’re building a future for our families.”

Marc Reed, EVP – Corporate Human Resources

Verizon is committed to minimizing its impact on the environment and conserving natural resources. We not only comply with all applicable environmental regulations, but many of our programs go beyond regulatory requirements, such as our Energy Conservation and Recycling Programs.

Energy Conservation

Improving Through Innovation

Climate change or global warming is the gradual increase in the temperature of the earth’s atmosphere. Many scientists link climate change to the increased production of greenhouse gases (GHGs). Carbon dioxide, one of the main GHG’s, is produced through the combustion of fossil fuels, such as oil and coal, to create energy.

Verizon has worked towards reducing its GHG emissions through its aggressive energy conservation program. By using innovative technology to improve efficiency, Verizon reduces its environmental impacts and energy costs. The following innovative projects contribute to our ability to curb energy use:

Fuel cells — Verizon launched the first major trial of this environmentally-friendly technology at its switching center and office building in Garden City, NY. By using electricity generated by the fuel cells and reclaiming the heat and water they produce to help heat and cool the building, Verizon will eliminate approximately 11 million pounds of carbon dioxide each year.

Verizon has also trialed the use of fuel cells as a backup power source at remote terminals in neighborhoods where customers’ lines connect to our network. The fuel cells last longer than back up lead-acid batteries, and provide

a cost-effective and environmentally friendly way to improve network reliability. Verizon is currently exploring the possibility of deploying these fuel cells nationwide at remote terminals prone to power outages caused by ice storms, high winds, hurricanes or very hot temperatures.

Micro turbines — In two California central offices, Verizon will use micro turbines fired by natural gas to generate electricity. These demonstrations will provide approximately 50 percent of the electricity required in each central office. Combined, the systems will reduce green-

house gas emissions by approximately 6.6 thousand tons per year.

Hypalon roof — Verizon found a way to reduce energy through the use of a product called Hypalon membrane roofing, which uses a high-reflective surface and increased insulation to improve energy efficiency. Hypalon roofs are Environmental Protection Agency (EPA) Energy



“We have made it a priority to offer customers environmentally safe alternatives that make it easy for them to recycle and conserve resources.”

Denny Strigl, President and COO — Verizon Communications

Star approved and result in lower overall building heat load and air conditioning as compared to standard roofing materials. Verizon has installed hundreds of Hypalon roofs to date.

Reduce, Reuse, Recycle

Verizon supports the recycling chain at every level by reducing waste, recycling materials and purchasing recycled products. Besides our extensive office paper and cardboard recycling, highlights of our program include:

Paperless Billing — Our customers can view and pay their phone bills online and reduce paper usage. To date, customers have paid nearly 100 million bills online. To register for this service, go to:

- <http://www.verizon.com/paperfreebilling> for wireline service; and
- My Account at <http://www.verizonwireless.com> for wireless service.

Verizon Wireless HopeLine® Program — Verizon Wireless collects used wireless phones and equipment from any service provider to recycle, refurbish or resell through the HopeLine program for charity. Since 2001, HopeLine

has recycled or refurbished more than 2.5 million phones and kept more than 200 tons of electronics waste and batteries out of landfills. Used phones can be returned to any Verizon Wireless retail store nationwide. For more information about HopeLine, visit www.verizonwireless.com/hopeline.

Wireless Phone Battery Recycling — Verizon Wireless’ retail stores also participate in the Rechargeable Battery Recycling Corporation (RBRC) Charge Up to Recycle! program. This program educates the public about the need to recycle batteries and provide collection containers at retail stores where replacement batteries are sold. For more information about the Charge Up to Recycle! program, call 1-800-8-BATTERY or visit www.rbrc.com.

Telecommunications Equipment Recycling — Verizon uses recovery facilities, located throughout the nation, to help dispose of vehicles, recover and redeploy personal computers, and remove and manage network equipment. Telecommunications equipment taken out of service is repaired, reused and sold or passed on to processors and recycled to use as raw materials in manufacturing new products.



Since 2001, HopeLine has recycled or refurbished more than 2.5 million phones and kept more than 200 tons of electronics waste and batteries out of landfills.

eTree Initiative — Verizon enjoys Foundation Member status in the eTree program in the United States. This initiative is a global incentive program that encourages shareowners to receive all company communications through e-mail rather than on paper through the postal service. This program is available to all shareowners who own their stock directly through Verizon (registered) and a tree will be planted on behalf of every shareowner who participates. This initiative can dramatically reduce our printing and mailing costs while making a positive impact on the environment.


Green Purchasing — Verizon helps close the recycling loop by buying recycled content products such as:

- Office paper with an average recycled content of over 26%.
- 10% post-consumer recycled paper for business cards and billing forms.
- “Remanufactured” toner cartridges.
- Vehicle batteries made with recycled plastic casings.
- Recycled paper for major publications including our annual report and employee Code of Conduct.


An aggressive recycling program helps Verizon reduce waste, support the recycled content market, and minimize the impact of its operations on the environment.

The annual environmental benefit of Verizon’s Energy Conservation and Recycling Programs is equivalent to:


Over 60,000 passenger cars not driven for one year; or




Conserving over 34 million gallons of gasoline; or



Growing more than 7,500,000 tree seedlings for 10 years; or



Approximately 2,400 acres of forest preserved from deforestation.



By incorporating recycling and conservation efforts into your every day routine, you can have a positive impact on the environment.

What Can You Do?

Since the environmental movement started in earnest in the 1970s, we have made great strides in protecting our environment. Still, with an increasing population, a warming planet and limited resources, it is more important than ever for each of us to help. What can you do? By incorporating recycling and conservation efforts into your every day routine, you can have a positive impact on the environment. Here are a few steps that we can all take:

At Work

- Understand and follow recycling procedures for your building. Every ton of recycled paper saves 12 trees, 380 gallons of oil and up to 24,000 gallons of water.
- Turn off your lights and computer monitor at the end of the workday.
- Report any water or tank leaks to building maintenance.
- Reduce idling by turning off your vehicle engine when possible.
- Minimize travel by using teleconferencing or videoconferencing.
- Consider joining a carpool or using public transportation.



- When making a purchase, consider a product with the highest recycled content. Glass produced from recycled glass instead of raw materials reduces related air pollution by 20% and water pollution by 50%.
- Become familiar with the potential environmental hazards in your workplace and call your environmental department for help or more information.

At Home

- Check with your community to confirm what items to recycle and follow their separation instructions. About 80% of what Americans throw away is recyclable; yet our recycling rate is just 28%.
- Next time you buy a car, choose one with the highest fuel efficiency rating. For EPA Fuel ratings, go to <http://www.epa.gov/greenvehicles/>.

- Use Energy Star certified appliances and light bulbs. Energy Star rated washers use half the amount of the energy of standard washers. Find out more at <http://www.energystar.gov/>.
- Receive and pay your bills online. Americans use 50 million tons of paper annually—consuming more than 850 million trees.
- Explore using various e-solutions such as e-commerce, e-government, e-learning, etc. Conducting your business online reduces travel and thus GHG emissions.

Environmental Awards

U.S. EPA WasteWise Very Large Business “Partner of the Year”

For the ninth year in the program’s ten-year history, the Environmental Protection Agency (EPA) selected Verizon as the WasteWise Very Large Business “Partner of the Year” for our comprehensive waste-management program that includes waste prevention, reduction, recycling and our purchase of recycled products. The award cited Verizon’s commitment to environmental responsibility.

Outstanding Achievement in Recycling-Business Category

Montgomery County, MD, recognized Verizon at its Sixth Annual Recycling Awareness Week Awards Ceremony, commending Verizon for surpassing the county’s 50% recycling goal by achieving over 70% recycling through our comprehensive waste reduction and recycling program.

Westchester County Annual Recycling Awards

Verizon Wireless teamed up with Westchester County, NY, to encourage residents to dispose of used cell phones in an environmentally friendly way and, at the same time, help victims of domestic violence. Through Verizon Wireless’ HopeLine® program, Westchester became the first county in the nation to offer the program to all municipalities within its borders.

Best Workplaces for Commuters

Verizon was recognized by the EPA and the U.S. Department of Transportation as one of the “best workplaces for commuters” for its programs in Boston, MA; Basking Ridge, NJ; Newark, NJ; Westchester County, NY; and Everett, WA. The Best Workplaces for Commuters program recognizes employers that are leaders in offering superior commuter benefits.

Supplier Excellence Award

Verizon runs its own Supplier Excellence Award program. Verizon recently recognized two suppliers for their environmental performance. Fortune Metals, a telecommunications equipment recycler, and Staples, an office products supplier, were commended for their exemplary waste reduction, recycling and green procurement performance on behalf of Verizon.

To learn more about Verizon’s commitment to protecting the environment, please visit our Website at Verizon.com and click on “About Verizon” or contact us at: environment@verizon.com.



We never stop working for you.