

January 12, 2018

Lowell McAdam, CEO
Verizon
1095 Avenue of the Americas
New York, NY 10036

Dear Mr. McAdam,

Thirty-seven workers perished in a fire at a call center in Davao City in the Philippines just two days before Christmas.¹ The photographs of the aftermath reflect a horrendous conflagration. While the investigation into the cause and liability of the fire is ongoing, reports indicate that faulty sprinkler and alarm systems, along with dangerously designed fire escapes - including potentially serious violations of Philippine fire codes - were major contributors to this terrible loss of life.

CWA is well aware that Verizon outsources massive numbers of calls to centers offshore, and that the Philippines is a major destination for those outsourced calls. In fact, we believe that the lax labor and safety regulations in the Philippines and other offshore call center destinations are among the reasons companies like Verizon choose to offshore their work. We condemn offshoring as a means to avoid corporate responsibility for the safety of workers. We do not condone the use of third party vendors to conduct work that could be done by workers in the U.S., and we urge you to take all steps necessary to bring work back to the U.S.

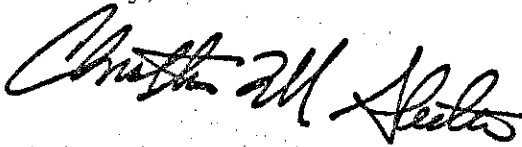
¹ <https://www.reuters.com/article/us-philippines-fire-insight/probe-into-deadly-fire-at-u-s-firms-philippines-offices-focuses-on-possible-safety-lapses-idUSKBN1EP02N>

Lowell McAdam
January 12, 2018
Page Two

We, at CWA, are outraged and saddened by these tragic and unnecessary deaths due to neglect of procedures to assure workers' safety, and you should be too. We urge you to require extensive safety inspections in all of the offshore centers that handle Verizon calls, and to ensure that safety equipment and procedures meet international standards, even if above and beyond domestic laws. No worker, anywhere, should be employed in a center that does not properly provide for the protection of their life in the event of a catastrophe such as what happened in Davao City.

Please let me know the steps you are taking to assure that workers around the globe who handle calls for Verizon are employed in a safe and healthful workplace.

Sincerely,

A handwritten signature in black ink, appearing to read "Christopher M. Shelton". The signature is written in a cursive, flowing style.

Christopher M. Shelton
President