



**Suddenlink Communications**  
**Supplement Investigation Sheet, Employee Unit # 9261, Mohave Co, Arizona**

**PART I – JOB DESCRIPTION – TECHNICIANS**

This unit does not hire for a position that is consistent with the Technicians job category as it is defined on suspended Form 395-A.

**PART II – QUESTIONS 3, 5 AND 8**

**Question 3:** *Name the minority organizations, organizations for women, media, educational institutions, and other recruitment sources used to attract minority and female applicants whenever job vacancies become available.*

Unit #9261 works with a broad spectrum of recruitment sources to distribute its job vacancy information to its existing employees, its local community, and beyond in an effort to attract minority and female applicants.

With regard to its existing employees, the Company posts notifications of its job openings for this employment unit on its employee intranet, which allows employees to view job openings as soon as they are posted.

In addition, many available positions are posted on the Human Resources bulletin board that is located in a central location in the break/lunchroom, email announcements are sent to employees regarding recent job postings, and current vacancies are discussed during the manager’s meeting so this information can be shared during staff meetings.

To attract minority and female applicants from its community, the unit uses its local Community Channel to distribute its job vacancy information. The unit also disseminates its job vacancy information to local career offices, educational institutions within Mohave County and surrounding areas, and distributes flyers with job vacancy announcements to community organizations, including local churches and civic associations. Specifically, this unit works closely with the following college and training center to distribute job vacancy information to students: Mohave Community College, Texas Tech University RAWLS College Fair and Arizona Workforce Connection Center.

This unit attracts job applicants (including women and minorities) from its community by working with numerous organizations, media outlets, educational institutions, and other recruitment sources. For instance, employment opportunities at this unit are listed in the job banks of numerous organizations, including Colorado River Indian Tribes, Department of Economic Security and Navajo Nation to attract a wide pool of diverse candidates for its vacancies.

This unit makes also job vacancy information available at local recruitment events where attendees will determine what jobs are available and receive directions on how to apply. Unit #9261 Talent Sourcing Staff has attended the following events: 32<sup>nd</sup> Annual Winterfest in Lake Havasu City, AZ, Voices of the River Holiday Event in Bullhead City, AZ and Human Pinata Event in Bullhead City, AZ. Additionally, this Unit conducted the following career fairs with an Open Interview Day and Career Fair onsite, as well as, conducted Virtual Job Fairs using local KCBD Channel 11.

When appropriate, this unit places advertisements for open full-time positions in the following local media outlet: Today's News Herald Newspaper. Suddenlink also runs advertising spots for many of its job vacancies via its cable systems, both through cross-channel advertisements and by making the information available via an on-demand feature.

The following is a complete list of recruitment sources used by this unit to attract applicants whenever job vacancies become available: Craigslist, Direct Employers Association, Indeed, Retail Locations, Twitter, Mohave Community College, Navajo Nation, Today's New Herald Newspaper, Department of Economic Security, Arizona Workforce Connection, and Colorado River Indian Tribe.

Through these methods, the Unit's job vacancies are distributed throughout the country, both online and at local workforce agency offices and the Arizona State Workforce Agency Career Centers. This system provides the Unit with an efficient, seamless method for all of its employment units to access a broad and diverse potential applicant pool when recruiting to fill its job vacancies.

In addition, Suddenlink is a member of Direct Employers ("Job Central"), which provides its members with access to the National Labor Exchange ("NLX"). The NLX is an unprecedented public-private partnership between Direct Employers, a nonprofit association of employers, and the National Association of State Workforce Agencies ("NASWA"). NLX's affiliation with US.jobs enables Suddenlink to reach even wider pool of job seekers by distributing its job vacancies to recruitment sources designed to reach minority and female applicants, as well as veterans, individuals with disabilities. Through US.jobs, Suddenlink is able to post its job vacancies with recruitment sources including Hispanic Today, Women for Hire, The Black Perspective, Think Beyond the Label, the Burton Blatt Institute, Disaboom, and Recruit Military.

**Question 5: Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts.**

The Company's Code of Business Conduct and Ethics and Anti- Harassment and Discrimination Policies mandate that our employees, officers and members of our board of directors conduct business in a legal, ethical and nondiscriminatory manner; and require our vendors and business partners to do the same.

The Company works with external organizations to educate businesses about the type of opportunities available at each unit and to seek out potential business partners, including minority and female entrepreneurs. These external organizations include Lake Havasu City Chamber of Commerce and Women in Cable & Telecommunications, National Association for Multi-Ethnicity in Communications and Society of Telecommunications Cable Engineers.

In addition, this employment unit's purchase orders, vendor agreements, and corporate documents state that the Company is an equal employment opportunity employer and contractor.

Suddenlink has established relationships with a variety of organizations that enable its employees to network with entrepreneurs, and discuss both existing opportunities to do business with them and ideas for the development of new business. For example, Suddenlink sponsors and offers employees the opportunity to attend the annual WICT Leadership Conference and NAMIC Annual Convention.

Attendance at these events enables the Company to establish contacts with entrepreneurs, communicate information about existing business opportunities, and discuss proposed or potential ideas for new business (and trends in business) at its employment units.

In addition to establishing relationships with existing entrepreneurs, the Company supports organizations that provide educational opportunities to develop tomorrow's entrepreneurs. For example, Suddenlink has a program with the University of Phoenix to provide employees with discounted learning opportunities. This program applies on a company-wide basis to all employees of Suddenlink Communications. Employees receive a 4% reduction on tuition for individual classes, or classes taken toward an Associate or Bachelor's degree. For employees of Suddenlink who are already students of the University of Phoenix, a 5% tuition discount is offered for all classes. This benefit is available to all employees on a nondiscriminatory basis. Suddenlink provides advanced training for employees as well. Specifically, this unit pays for and facilitates employee attendance at NCTI and SCTE training courses for its technician employees and Smart Sales and Competitive Edge courses for technician and retail employees

**Question 8: Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices.**

The Company's EEO program includes processes through which the employment unit continually reviews its job structure and employment practices to assure that they afford equal employment opportunities, and prevent actual or apparent discrimination. Written job descriptions are reviewed by the company's Corporate HR Team to confirm that they do not contain experience or educational background requirements that unduly discriminate against any individual.

HR conducts analyses of hires, terminations, and promotions on an on-going basis to ensure that no pattern of discrimination is occurring. Exit interviews are conducted for all voluntary terminations to determine the cause of the termination. An Exit Interview Survey is conducted via phone by a 3<sup>rd</sup> party Vendor, allowing the exited employee to freely provide feedback regarding his/her decision to voluntarily leave the Company. Any concerns stated in the Exit Interview that require examination with respect to the Company's EEO program are addressed with the HR Department and the exiting employee's supervisor to determine whether there are actual or apparent concerns about practices that require revision or improvement.

The annual employee review procedure allows our Leaders of the Company to use the annual employee review process to provide feedback about the Company's job structure and employment practices. This data is tracked electronically and collectively all Employee comments are provided to HR to review and when appropriate, the Director of HR consults the Vice President of HR on matters discussed in feedback that should be considered on the corporate level.

The Company reviews this Employment Unit's compliance with the FCC's EEO rules, and the EEO requirements of other federal and state agencies, through a tiered, periodic review process. The Director of HR for this unit schedules periodic meetings with all personnel with EEO responsibility to evaluate compliance with the unit's recruitment, notice, and recordkeeping obligations, discuss promotion and hiring decisions, and review other matters related to the unit's EEO compliance.

Periodic meetings are held with the Company's Regional Human Resources Managers and Directors. During these meetings, any issues with, or changes to, the Company's job structure and employment practices are discussed. The Vice President of HR also reviews periodic reports from the Regional Human Resources Managers regarding the EEO compliance of the employment units under their zones of responsibility. The Vice President of Human Resources and Legal Department also receives notification of any complaints or allegations submitted to Suddenlink's leadership through "EthicsPoint," an 800 telephone line that allows employees to report legitimate business concerns. The Vice President of Human Resources collaborates with the Director of Human Resources for any unit that is the subject of a complaint submitted via EthicsPoint to evaluate the information, complete a thorough investigation and takes any responsive steps required.

The Vice President of HR also receives regular reports from the Human Resources Directors of the Company's employment units regarding each employment unit's hiring and promotion activity, and the effectiveness of the Company's recruitment efforts and employee training programs.

In addition, the Company's Vice President of HR, Associate General Counsel & Compliance Officer schedule periodic meetings with all personnel with EEO responsibility within the Company to evaluate compliance with recruitment, notice, recordkeeping, and reporting obligations, and review other matters related to the unit's EEO compliance.

Suddenlink believes that this tiered, dynamic review process is an effective means of evaluating its job structure and employment practices, and compliance with its EEO program.

**PART III – Submission of this Employee Unit's EEO Public File has been completed.**