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Sage Telecom

# WORKFORCE AND SUPPLIER DIVERSITY FORM WORKFORCE DIVERSITY

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Occupational Categories	NUMBER OF TEXAS FULL-TIME EMPLOYEES FOR REPORTING YEAR												
	Combined Total	Company Totals		Caucasian		African American		Hispanic		Asian		American Indian	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officials and Managers	32	13	19	12	15	0	2	0	0	0	2	1	0
Professionals	20	8	12	7	10	1	1	0	1	0	0	0	0
Technicians	5	3	2	3	2	0	0	0	0	0	0	0	0
Sales Workers	15	2	13	1	2	1	4	0	7	0	0	0	0
Office and Clerical	73	18	55	10	32	0	15	8	8	0	0	0	0
Craft Workers (Skilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Operatives (Semi-skilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Laborers (Unskilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Workers	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Previous Year Totals</b>	195	67	128	47	78	9	24	10	21	0	5	1	0
<b>This Year Totals</b>	145	44	101	33	61	2	22	8	16	0	2	1	0

**NOTE:** Double-click on embedded Excel chart to open. Click on a cell or use arrow keys to select an occupational category and ethnic group to update workforce diversity numbers. Do not enter information in Combined Total and Company Totals columns or the This Year Totals row as these will update automatically. Cells left blank will be counted as zero. Click anywhere outside of chart to exit.

**WORKFORCE AND SUPPLIER DIVERSITY FORM**  
**HUB/SMALL BUSINESS PROCUREMENT AS A PERCENTAGE OF TOTAL COMPANY PROCUREMENT**

Actual % = [Total HUB(1) procurement + Total Small Business(2) procurement]/Total Company procurement		Actual % for Previous FY	Actual % for Current FY	Percentage Change
Construction Contracts (3)				%
Commodities Contracts (4)				%
Other Services (5)				%
Professional Services Contracts (6)				%
Major Equipment (7)				%
Other (8)				%

(1) **HUB** -- Pursuant to Texas Government Code § 481.191(4), HUB means: (A) a corporation formed for the purpose of making a profit in which at least 51 percent of all classes of the shares of stock or other equitable securities is owned by one or more persons who are members of certain groups, including black Americans, Hispanic Americans, women, Asian Pacific Americans, and American Indians; (B) a sole proprietorship formed for the purpose of making a profit that is 100 percent owned, operated, and controlled by a person described by Paragraph (A) of this subdivision; (C) a partnership formed for the purpose of making a profit in which 51 percent of the assets and interest in the partnership is owned by one or more persons described by Paragraph (A) of this subdivision. Those persons must have proportionate interest and demonstrate active participation in the control, operation, and management of the partnership's affairs; or (D) a joint venture in which each entity in the joint venture is a historically underutilized business under this subdivision.

(2) **Small Business** -- Pursuant to Texas Government Code § 481.191(6), Small Business means a corporation, partnership, sole proprietorship, or other legal entity that: (A) is domiciled in this state; (B) is formed to make a profit; (C) is independently owned and operated; and (D) employs fewer than 100 full-time employees.

(3) **Construction** -- Construction done by general contractors and special trade contractors which includes new work, additions, alterations, reconstruction, installations, repairs, remodeling, renovating, and repair of office buildings. Heavy construction other than buildings such as pipelines, communication and power lines, sewer and water mains, asphalt and concrete construction of roads, trenching, cable laying, conduit construction, land clearing and leveling.

(4) **Commodities** -- All materials, goods or tangibles purchased to conduct business, not including fuel or purchased power contracts and major equipment purchases and rentals.

(5) **Others Services** -- All specialty work, special circumstances that required contract labor, special consultants or other non-defined services. Examples include audio/visual, staffing services, landscaping, forestry, tree trimming, art and decorative services, janitorial, travel/lodging, automotive repair, and photography.

(6) **Professional Services** -- Contracted professional services which include legal, consulting, health, engineering, accounting, advertising/marketing, architectural, real estate, computer services, research and analysis, education/training, insurance, surveying services, weather services, environmental, financial, etc.

(7) **Major Equipment** -- Includes all major equipment purchases and rentals including but not limited to transmission and distribution equipment, power plant equipment, substation equipment, heavy construction equipment, fleet requirements, etc.

(8) **Other** -- Any commodity or service not covered by the above categories.

## **WORKFORCE AND SUPPLIER DIVERSITY FORM COMPANY INITIATIVES**

**(1) Describe the specific initiatives, programs, and activities undertaken under the plan during the preceding year:**

Sage Telecom is an Equal Opportunity Employer and each year it formally ensures that all employees reaffirm their understanding of and responsibilities under its policies regarding Equal Employment Opportunity, Non-Discrimination and Anti-Harassment, and American Disabilities including associated complaint resolution procedures.

Sage Telecom continues to make all decisions regarding recruitment, hiring, compensation, promotion, transfers, layoffs and all other terms and conditions of employment, in addition to granting vendor/contractor status, without discrimination on grounds of race, color, religion, sex, age, national origin, veteran status, handicap or vendor/contractor selection.

All employment advertising includes the promotion of the Company as an Equal Opportunity Employer. Sage Telecom tracks its applicant pool in regards to all legally required categories, including diversity measures.

Sage Telecom has made reasonable accommodations for employees and applicants regarding one or more of the following: religion observance/national origin practices and physical and/or mental limitations.

In 2008 and continuing into 2009, Sage Telecom has Hispanic business initiatives that serve the needs of the Hispanic market throughout its operating base including Texas. In addition, Sage Telecom contracts with RDI, a call center outsourcing vendor, to deliver high quality customer service to our Hispanic customers. RDI employees handle many of our Hispanic customer calls.

Sage Telecom assesses the status of its Equal Opportunity Policy Statement practice on an annual basis and has determined the Company is adhering to all areas and continues to promote diversity in its workforce and with its vendors.

**(2) Make an assessment of the success of each of the specific initiatives, programs, and activities listed above:**

Sage Telecom is proud of its success in the areas of workplace diversity. Through our ongoing leadership efforts and our annual reaffirmation of employee responsibilities for Equal Employment Opportunity we have built and are sustaining a culture that values fairness and non-discrimination in all aspects of our business.

Through the hiring and employment practices noted above, we have developed a strong and highly diverse workforce which benefits our organization and ultimately the customers we serve.

**WORKFORCE AND SUPPLIER DIVERSITY FORM  
COMPANY INITIATIVES**

- (3) Describe the initiatives, programs, and activities the utility will pursue during the next year to increase the diversity of its workforce and contracting opportunities for small and historically underutilized businesses:**

Sage Telecom will continue to seek out qualified Small and Historically Under-Utilized Businesses in the Dallas/Fort Worth metropolitan area when opportunities arise.

We will continually focus our efforts on advancing internal diversity employees through on-the-job training, transfers and promotions. On an on-going basis, we will strengthen our abilities to attract under-represented diversity candidates through effective external sourcing activities. We will also continue to track employment applicants in regards to all required categories including associated diversity measures.

We will provide notice to all suppliers, vendors, contractors and applicants of the Company's Equal Opportunity Policy Statement.

- (4) State the specific progress made under the plan filed by the utility:**

As mentioned above, starting in 2008 and continuing into 2009 Sage Telecom implemented Hispanic business initiatives to serve the needs of the Hispanic market throughout its multi-state operating base including Texas. Sage Telecom has also continued to build a strong business relationship with RDI, a call center outsourcing vendor, for high quality customer service to our Hispanic customers as RDI employees handle many of our Hispanic customer calls.

Our marketing strategy continues to focus on building a significant business presence in rural and under-served areas. When combined with our Hispanic initiatives, we have increased our Hispanic customer base and improved our overall ability to support this business segment both internally and through RDI.

Sage Telecom is committed to the continued implementation and adherence of its Equal Opportunity Statement in respect to employees, vendors, contractors and applicants for employment or vendor/contractor status.