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WORKFORCE AND SUPPLIER DIVERSITY FORM
WORKFORCE DIVERSITY

Nortex Communications - 2012

30240

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 PUBLIC HEALTH DEPARTMENT

Officials and Managers	7	6	1	6	1														
Professionals	3	2	1	2	1														
Technicians	10	6	4	6	4														
Sales Workers	4	2	2	2	2														
Office and Clerical	11	0	11	0	11														
Craft Workers (Skilled)	9	9	0	9	0														
Operatives (Semi-skilled)	0	0	0																
Laborers (Unskilled)	1	1	0																1
Service Workers	1	0	1		1														
Previous Year Totals	48	27	21	26	21														1
This Year Totals	46	26	20	25	20														1

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**

Nortex Communications - 2012

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)	0.0000%	0.0000%	%
Commodities Contracts (4)	8.3225%	7.1347%	-14.27%
Other Services (5)	0.3183%	0.1690%	-46.91%
Professional Services Contracts (6)	0.2891%	0.1739%	-39.85%
Major Equipment (7)	0.8727%	0.5238%	-39.98%
Other (8)	0.0000%	0.0000%	%

(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:

Nortex Communications has remained active in community organizations such as local chambers of commerce, school and city government boards and others. Through these activities people within the community become aware of employment opportunities at Nortex Communications.

Nortex Communications posts some key open job positions on several industry web sites or within industry publications. It advertises other positions in local newspapers with circulation throughout the county and service area. It also utilizes the internet job sites for posting key positions available in the telecommunications field. During the past year one key position became available within the company and was posted on internet job sites but no postings were made in industry publications.

Nortex Communications continued its usual participation in various training activities conducted by industry groups such as Texas Statewide Telephone Cooperative, Inc., Texas Telephone Association, National Telephone Cooperative Association, Organization for the Promotion and Advancement of Small Telecommunications Companies and others. These training activities helped to further train its existing workforce and offers opportunities for development and advancement of existing employees.

Specialized training was conducted by various vendors who provided training for new equipment and technology installed in particular for the CHR Solutions billing system and engineering and mapping systems installed as well as equipment installed related to the fiber to the home deployment and the soft switch recently installed. Significant training was provided to support the deployment of 4G LTE technology which was mostly provided through Ericsson. In addition the company utilized several on-line training courses.

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

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

The company's involvement in community organizations continues to be successful in making people aware that Nortex Communications is a company that offers a wide variety of employment opportunities for people with many different skills and is looked to as a leader in the community. Through this recognition it has led to opportunities to install phone systems to a number of businesses located outside our traditional serving area.

The company did have the need to fill one key position within the company over the past year and used the internet job posting during its job search. The company has found this activity to be very useful and it has received numerous applications when utilized. Local newspaper publications for job openings produced a wide variety of applicants for positions available especially when the position does not require specialized training.

The company's training programs have also been very successful and popular. A very large percentage of employees have participated in this program on multiple occasions and greatly increased their work skills and have expressed the gratefulness for the opportunity to participate. The company has seen productivity improvements and recognizes the additional skills being learned by its employees. This is especially evident related to fiber to the home deployment as company employees were heavily involved in fiber splicing, installations and cutover and more recently in the deployment of 4G LTE technology. Training and development has helped create a workforce that embraces new technology.

**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:

Nortex Communications plans to remain active in local organizations to continue to make people aware of all the employment opportunities within the company. It will also be active in various statewide and national organizations with the telecommunications industry so people within the industry are familiar with the company should a position become available and advertised.

Nortex Communications will continue to participate in employee training at both the industry sponsored events, vendor training as well as locally within the community college so that it's current employees can continue to improve their skills and have opportunities for promotion and advancement.

As positions become available that require skills that are not necessarily readily available within the local communities we serve, Nortex Communications will post these positions on industry and other web sites to have the opportunity to hire the most qualified candidates.

As a small rural independent telephone company, we recognize a fiduciary duty and responsibility to our customers and owners to make good, sound economic policy decisions as well as our community responsibility to purchase goods and services within our own communities when possible. This commitment to provide good jobs to the community we serve was demonstrated by the creation of an Employee Stock Ownership Plan to allow for the ownership and continued operation of the company after its current owners pass away.

By the very nature of the service area we serve, we are sometimes limited in the local availability of certain telecommunications equipment and products and must go outside our communities for these mandatory purchases such as for our fiber to rural cabinets that were deployed to be able to provide broadband to 100% of our landline customers and the purchase of 4G LTE equipment.. Therefore, when possible, the company contracts with local businesses to provide the goods and services that are available in our communities. Whenever otherwise possible, the company will seek to purchase or contract with small and historically underutilized businesses.

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

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

Nortex Communications has remained active in local organizations and served in several key leadership positions and hosted chamber mixers within our offices to allow the community to become more familiar and aware of opportunities within our company. A Marketing Coordinator was hired to replace one who left the company and this position was filled by advertising in newspapers and posting on various job web sites. The only other workforce changes made this year was the replacement of part-time employees. The Company remains proud of its record on workforce diversity given its extremely low turnover of employees.