

Control Number: 30240



Item Number: 2214

Addendum StartPage: 0





Texas Regulatory

AT&T Texas  
816 Congress Avenue  
Suite 1100  
Austin, TX 78701-2471

2013 DEC 23 PM 1:06

PUBLIC UTILITY COMMISSION  
FILING CLERK

December 23, 2013

Filing Clerk  
Public Utility Commission of Texas  
1700 N. Congress Avenue  
Austin, Texas 78701

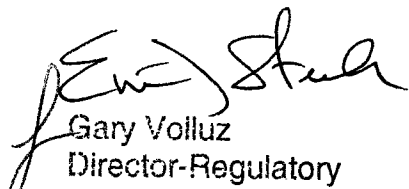
RE: Project No. 30240-- Annual Progress Report on Five-Year Plan to Enhance  
Supplier and Workforce Diversity

Pursuant to Substantive Rule §26.85(e), enclosed for filing are four copies of AT&T  
Texas' annual progress report on the implementation of the five-year plan to enhance  
supplier and workforce diversity.

Consistent with the requirements of the rule, copies of this report are also being  
provided to the following: (1) Governor; (2) Lieutenant Governor; (3) Speaker of the  
House; (4) Chair- House Legislative Black Caucus; (5) Chair- Texas Senate Hispanic  
Caucus; (6) Chairman-House Mexican-American Caucus.

For questions concerning this report, please contact me at (512) 457-2255.

Sincerely,

  
Gary Volluz  
Director-Regulatory  
AT&T Texas

*cc with attachment:*

The Honorable Governor Rick Perry  
The Honorable Lieutenant Governor David Dewhurst  
The Honorable Representative Joe Straus  
The Honorable Representative Sylvester Turner  
The Honorable Senator Carlos Uresti  
The Honorable Representative Trey Martinez Fischer



# AT&T Texas Report of Workforce Diversity and Other Business Practices

## AT&T Diversity and Inclusion Initiatives

Our commitment to hiring and retaining a diverse, talented and dedicated workforce is a key strategic priority. This is apparent in our efforts to attract and recruit candidates with disabilities. Our commitment to diversity and inclusion is based on the following principles:

- Adopting universal design;
- Engaging the disability community inside and outside AT&T;
- Ensuring all company communications are accessible;
- Providing reasonable accommodations; and,
- Incorporating disability awareness training in corporate practices.

AT&T's national recruitment media plans feature advertising partnerships that reach hundreds of diversity, disability and veteran career sites and online communities. AT&T is frequently highlighted as a Featured Diversity Employer as a result of sponsorships that benefit specific job groups and diversity hiring initiatives. All of AT&T's external job postings are automatically wrapped to Diversity Inc's career portal and over 200+ diversity, disability and military career sites. Our Talent Attraction Managers and Staffing Managers utilize several resume search tools to proactively source for candidates most likely to be diverse. They include:

- DisabilityHiring.com;
- AbilityLinks.org;
- HireDS.monster.com;
- Disaboom.com;
- Think Beyond The Label;
- Wounded Warrior Project;
- Hire Disability; and,
- Abiliteen.

## Fostering Diversity and Inclusion

AT&T knows diversity and inclusion spurs innovation. AT&T strives to work with diverse and inclusive organizations inside and outside of our organization. For example, AT&T is a member of the Billion Dollar Roundtable, a supplier diversity think tank of corporations that spends more than \$1 billion annually with diverse companies. AT&T also has a \$350 million investment specifically targeted at education – which connects youth and high school students to improve graduation rates, career opportunities and technology education. Aspire is the largest education initiative in AT&T's history. It's all about the talent pipeline, and ensuring AT&T have the 21st century skills, especially hard skills – such as STEM<sup>1</sup> – needed to remain competitive in the digital, global economy. A significant portion of investment is targeted at underserved communities.

---

<sup>1</sup> Science, technology, engineering, and mathematics.



Specific to the disability space, work with several internal and external organizations:

**AT&T Expert Panel on Access & Aging (AAPAA):** AT&T's Citizenship and Sustainability Expert Team on Access and Aging brings together business segments that drive accessibility initiatives.

**AT&T Corporate Accessibility Technology Office (CATO):** As part of AT&T's ongoing commitment to ensure that customers with disabilities are able to enjoy the opportunities that modern technology affords, AT&T launched a new Corporate Accessibility Technology Office that is designed to promote accessibility in AT&T's products and services.

**AT&T Operation Hand Salute (OHS) Protégé Program:** Operation Hand Salute is an AT&T national 12-month education and mentoring program for service-disabled veteran businesses.

**AT&T Partners with Aloricares:** AT&T partners with Alorica to meet some of our business customer service needs. Alorica offers teleworking employment opportunities to disabled veterans through its AloriCares initiative.

#### **AT&T's Employee Resource Groups Initiatives**

AT&T has 11 Employee Resource Groups (ERGs), including IDEAL (Individuals with Disabilities Enabling Advocacy) composed of employees with and without disabilities who are concerned disability advocates, and those who support them. Founded in 1993, IDEAL provides information on disability etiquette, advocacy and networking opportunities to employees both with and without disabilities. The organization seeks to provide information on healthy living and is a great supporter of the company's Your Health Matters program. In 2013, AT&T held its fifth national ERG Conference in Dallas. More than 1,500 employees, including more than 100 officers and senior managers attended the two-day event. Conference attendees attended leadership workshops, networked with employees from across the country, and interacted with company leaders. AT&T also trains and develops our ERG national and regional leadership teams through our ERG Leadership Academy.

#### **AT&T Recruiting Programs**

AT&T is a proud sponsor of the COSD organization (Career Opportunities for Students with Disabilities). Students have access to openings via the Career Gateway and AT&T is able to access resumes as well. AT&T participates in the COSD spring and fall Student Summits as well as the national conference. AT&T presents best practices in inclusive recruiting practices on the Employer Panel and set up an assistive technology demonstration table to showcase AT&T's commitment to the community. Partners from COSD joined a session to present training for AT&T's Staffing organization on Sensitive Interactions with Candidates with Disabilities. This ensures that our staffing managers recognize the value that candidates bring to the table despite their disabilities and are best prepared to approach and present these candidates with an open mind.

#### **Employees with Disabilities**



Every AT&T employee matters and all employees have access to learning and development programs and training. AT&T also encourages employees with disabilities to tell their manager, or inform the company during the hiring process so AT&T can assist them. AT&T has accommodations for employees with disabilities at every point in the process.

Each year AT&T hosts its Staffing Diversity Lunch and Learn Sessions to inform team members on diversity and inclusion initiatives across the enterprise. Sessions focus on Disability Awareness to enable employees to learn more about company-wide efforts to impact its candidate pipeline and gain insight into the myths and facts concerning members of this community.

### **AT&T's Project capAbility**

AT&T employs individuals with disabilities throughout the enterprise. Filling jobs is based on employee qualifications. Every AT&T job is open to every qualified candidate.

AT&T employs a proactive approach to filling positions for individuals with disabilities. AT&T developed a training program in 2011 called Project capAbility in the Memphis Distribution Center. The program trained 30 individuals, who are today employees, at work stations that mirrored those at our distribution center. By the time candidates completed training and came to the center, they already had experience with the jobs they would perform. Similar programs are being created in call centers, building support, repair facilities, and other distribution facilities that support AT&T. It has since been expanded to Chicago, Nashville, Dallas, and Fort Worth.

### **AT&T Employment Resources**

ATT.jobs—has been certified as accessible by the U.S. Department of Labor-funded EARN (Employer Assistance & Resource Network), and although a dedicated email address was established for requested accommodations, no one has ever had to request accommodations beyond the accessibility already built into the site. Accommodations toolkits are available to ensure a smooth and successful onboarding process.



## AT&T Texas Workforce Diversity

Full-Time Employees Reporting Year - 2013

Occupational Categories	Combined Total	Company Totals		Caucasian		African American		Hispanic		Asian		American Indian	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
EXEC/SENIOR MGRS	204	151	53	125	41	9	6	10	2	6	2	1	2
FIRST/MID-LVL MGRS	4405	2801	1604	2,071	965	220	294	370	272	120	64	20	9
PROFESSIONALS	6533	4049	2484	2,534	1,325	419	495	573	419	493	222	30	23
TECHNICIANS	2162	1773	389	766	138	434	161	510	85	48	5	15	-
SALES WORKERS	3672	2187	1485	964	592	346	303	792	563	76	22	9	5
OFFICE AND CLERICAL	7798	2144	5654	930	1,949	418	1,987	745	1,657	42	41	9	20
CRAFT WORKERS (SKILLED)	5748	5283	465	3,027	223	657	138	1,422	91	148	12	29	1
OPERATIVES (SEMI-SKILLED)	2	2	0					2	-				
LABORERS (UNSKILLED)	0	0	0						-				
SERVICE WORKERS	9	0	9		6		1		2				
<b>2013 Totals:</b>	<b>30744</b>	<b>18527</b>	<b>12217</b>	<b>10417</b>	<b>5239</b>	<b>2503</b>	<b>3385</b>	<b>4424</b>	<b>3091</b>	<b>933</b>	<b>368</b>	<b>113</b>	<b>60</b>
<b>2012 Totals:</b>	<b>36620</b>	<b>21963</b>	<b>14657</b>	<b>12194</b>	<b>6359</b>	<b>3071</b>	<b>3914</b>	<b>5358</b>	<b>3797</b>	<b>1012</b>	<b>406</b>	<b>141</b>	<b>74</b>
	<b>2013</b>		<b>2012</b>										
<b>Native Hawaiian</b>	<b>Male</b>	<b>Female</b>	<b>Male</b>	<b>Female</b>									
	16	6	23	7									
<b>Two or More Races:</b>	<b>Male</b>	<b>Female</b>	<b>Male</b>	<b>Female</b>									
	121	68	164	100									

The Texas PUC form does not account for Hawaiian and 2 or more races.