



Control Number: 30240



Item Number: 2557

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En-Touch Systems, Inc.  
11011 Richmond Avenue Ste. 400  
Houston, TX 77042

www.EnTouch.net  
phone: 281.225.1000  
fax: 281.225.0589

**ETS Telephone Company, Inc.**  
subsidiary of En-Touch Systems, Inc.

December 29, 2015

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Central Records  
Public Utility Commission of Texas  
1701 North Congress Avenue  
Austin, TX 78701

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RE: Project 30240 – Workforce Diversity  
ETS Telephone Company, Inc., dba En-Touch Systems  
COA No. 50001

Dear Sir:

In compliance with Substantive Rules 26.79 and 26.85, ETS Telephone Company, Inc., is submitting an original and four (4) copies of the Workforce Diversity Report.

Consistent with the requirements of this rule, copies of this report have also been provided to the Governor of Texas, the Lieutenant Governor of Texas, Speaker of the House of Representatives, Texas Legislative Black Caucus, Texas Senate Hispanic Caucus, and to the House Mexican American Legislative Caucus.

Please contact me via phone at 281-225-0506 or via email at [rbevel@entouch.net](mailto:rbevel@entouch.net) if you have any questions or need any further information.

Respectfully submitted,

Rebecca Bevel  
Manager – Regulatory Compliance

Enclosure

2557

# **WORKFORCE AND SUPPLIER DIVERSITY FORM** **WORKFORCE DIVERSITY**

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		39	23	10	20	12	0	1	3	3	0	0	0	0	
Professionals		19	12	5	9	2	2	2	1	0	1	0	0	0	
Technicians		58	53	5	24	2	15	2	14	1	0	0	0	0	
Sales Workers		59	32	27	16	13	9	14	3	0	4	0	0	0	
Office and Clerical		41	11	30	5	8	2	17	3	4	1	0	0	1	
Craft Workers (Skilled)		7	0	7	0	0	0	0	0	7	0	0	0	0	
Operatives (Semi-skilled)		0	0	0											
Laborers (Unskilled)		0	0	0											
Service Workers		0	0	0											
Previous Year Totals		149	88	61	60	31	11	16	15	12	2	1	0	1	
This Year Totals		221	131	90	74	37	28	36	24	15	5	1	0	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**

<b>Actual % = [Total HUB(1) procurement + Total Small Business(2) procurement]/Total Company procurement</b>		<b>Actual % for Previous FY</b>	<b>Actual % for Current FY</b>	<b>Percentage Change</b>
Construction Contracts (3)		1.0100%	0.9800%	-2.97%
Commodities Contracts (4)		0.0000%	0.0000%	%
Other Services (5)		1.8800%	2.0100%	6.91%
Professional Services Contracts (6)		41.3000%	43.8400%	6.15%
Major Equipment (7)		8.1500%	9.8600%	20.98%
Other (8)		1.0000%	1.0000%	0.00%

(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:**

ETS Telephone Company d/b/a En-Touch Systems ("En-Touch") continues to seek the most qualified applicants and contractors based upon the abilities and skills that each can offer. All applicants as well as current employees are aware that En-Touch is an Equal Opportunity Employer: En-Touch does not consider race, religion or creed in employment or contract selection procedures. En-Touch utilizes several methods of reaching potential applicants. Our best results continue to come from internet based employment listings and utilizing staffing services such as SalesForce and other vendors.

En-Touch always strives to maintain a diverse staff, but no specific initiatives or programs are in place: The diversity has been a natural result of our goal to always hire the best candidate. En-Touch embraces the following principles and seeks to instill these principles in its corporate culture:

- Everyone deserves the opportunity to participate fully within our economic communities.
- The En-Touch workplace is enriched by the diversity of its workforce.
- People should be valued *for* their differences - not *in spite of* their differences.

**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 En-Touch workforce grew significantly in 2015 and that growth brought additional diversity: 110 of our 221 employees represent ethnic minorities; this is effectively 50% diversity. 90 of the 221 employee are women, with many holding Professional and Management positions.

En-Touch continues in its imperative to engage the most economic and qualified company for the job, regardless of race, religion or gender. We are often delighted to find that the best company for the job is often a minority owned business. This year we have relied extensively on our consultants Walker & Associates and VCFO, and are pleased to utilize these and other minority and women owned businesses regularly.

**(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:**

As a small company, we have and must recognize a fiduciary duty and responsibility to the Company's owners and subscribers and make sound economic policy decisions. As such we will continue to be inclusive in all of our dealings; seeking suppliers, consultants and employees with utmost care and choosing small and underutilized businesses whenever possible.

**WORKFORCE AND SUPPLIER DIVERSITY FORM  
COMPANY INITIATIVES**

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

Nearly 50% of our workforce represent ethnic minorities, an increase from 39% in the previous year. In absolute numbers we increased the number of employees representing that diversity from 58 to 110.

Utility: \_\_\_\_\_

MBE Procurement	Construction Expenditures	Commodities Expenditures	Other Services Expenditures	Professional Expenditures	Major Equipment Expenditures	Other Expenditures	Total HUB Expenditures
African American Male	0	0	0	0	0	0	0
African American Female	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0
Asian American Male	0	0	0	0	0	0	0
Asian American Female	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0
Hispanic American Male	0	0	16,261	0	35,201	229	51,691
Hispanic American Female	0	0	0	0	0	0	0
Total	0	0	16,261	0	35,201	229	51,691
Native American Male	0	0	0	0	0	0	0
Native American Female	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0
MBE Total (Male/Female Minority)	0	0	16,261	0	35,201	229	51,691
WBE Total (Non-Minority Female)	6,778	0	34,553	784,182	55,378	0	880,891
Total MBE & WBE Procurement	6,778	0	50,814	784,182	90,579	34,553	932,582
Total Unknown Status Procurement (1)	3,945,256	691,931	8,502,339	1,808,351	904,126	13,937,403	29,789,406
Total Non-Fuel Procurement (2)	0	0	0	0	0	0	0
Total Fuel and Purchased Power Procurement (electric only)							Total Utility Purchases
Total Non-Fuel, Fuel, and Purchased Power Procurement							0
							0

(1) Vendors for whom HUB status is not directly known

(2) Expenditures for goods and services from vendors not including wages, benefits, and other non-negotiable goods and services such as taxes and postage. Includes MBE/WBE and

Oct. 1, 2014 through Sep. 30, 2015

 Reporting Period: \_\_\_\_\_  
 Address: 11011 Richmond Ave Ste 400  
 City: Houston

12/30/15

 Reporting Date: \_\_\_\_\_  
 Contact person: Rebecca Bevel  
 State: TX Zip: 77042  
 Phone: 281-225-0506 Fax: 281-225-0540