



Control Number: 30240



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PUBLIC UTILITY COMMISSION
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December 20, 2016

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

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

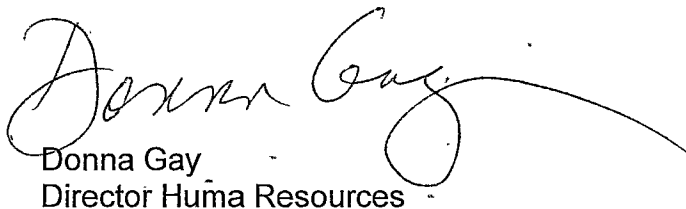
Dear Sir:

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 281-225-0550 or email at dgay@entouchsystems.net if you have any questions or need any further information.

Respectfully submitted,


Donna Gay
Director Human Resources

Enclosure

9708

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	36	0	24	0	18	5	3	3	3	0	1	0	0	
Professionals	13	0	8	0	5	2	1	0	2	0	2	0	0	
Technicians	92	0	67	0	26	2	23	19	14	3	4	1	0	
Sales Workers	29	0	19	0	10	6	6	3	2	1	1	0	0	
Office and Clerical	18	0	2	0	10	4	1	8	0	4	1	0	0	
Craft Workers (Skilled)		0	0	0										
Operatives (Semi-skilled)		0	0	0										
Laborers (Unskilled)		0	0	0										
Service Workers		0	0	0										
Previous Year Totals	221	131	90	74	37	28	36	24	15	5	1	0	1	
This Year Totals	188	119	69	59	37	34	33	20	13	6	4	0	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

2015 2016

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)	0.9800%	4.6500%	374.49%
Commodities Contracts (4)	0.0000%	0.0000%	%
Other Services (5)	2.0100%	2.9300%	45.77%
Professional Services Contracts (6)	43.8400%	62.5700%	42.72%
Major Equipment (7)	9.8600%	15.7200%	59.43%
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:

- A. 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: enTouch is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, color, creed, religion, ancestry, age, sex, marital status, national origin, disability or handicap, or veteran status.
- B. En-Touch does not consider otherwise qualified contractor selection on the basis of race, color, creed, religion, ancestry, age, sex, marital status, national origin, disability or handicap, or veteran status. En-Touch utilizes several methods of reaching potential contractors.
- C. En-Touch always strives to maintain a diverse staff, we strive to recruit and hire technical support personnel that align with our client demographics relative to language skills e.g. Spanish/English, Chinese Language skills/English, Arabic/English skills. These recruiting efforts represent a few of our specific initiatives or programs 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:
 - o Everyone deserves the opportunity to participate fully within our economic communities.
 - o The En-Touch workplace is enriched by the diversity of its workforce.
 - o People should be valued for their differences - not in spite of their differences.

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

- A. The data will show that enTouch successfully seeks and hires qualified diversity employees and contractors independent of race, color, creed, religion, ancestry, age, sex, marital status, national origin, disability or handicap, or veteran status.
- B. The data will show that enTouch successfully hires contractors independent of race, color, creed, religion, ancestry, age, sex, marital status, national origin, disability or handicap, or veteran status.
- C. The Company has received favorable feedback from customers who are able to communicate in native languages as a direct result of enTouch's successful effort to hire with our client demographics in mind.

(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:

enTouch will continue in the next twelve month to seek and hire both employees and contractors who reflect our customer demographics for small and historically underutilized businesses as we currently do.

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

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

enTouch's assessment is that our strategy is successful in that it aligns our business to the demographics of our client base coupled with our ongoing effort to do so with our small and historically underutilized businesses.

- (5) 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 new hiring tools and possible trade fairs become available, the Company will explore expanding our diversity strategies appropriately.

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

- (6) **State the specific progress made under the plan filed by the utility:**
The data shows diversity and enTouch's mission is to stay the course and enhance diversity independent of race, color, creed, religion, ancestry, age, sex, marital status, national origin, disability or handicap, or veteran status as is practicable.