

Public File Report

Bright House Networks Birmingham Division

- 5. Since August 16, 2006, the following are the longer term recruitment initiatives engaged in by our Division:**
 1. Recruitment of bilingual (English as primary, Spanish as secondary) candidates for all vacancies. Communication regarding the need for bilingual candidates included in all external ads and vacancy information that is faxed to our recruitment sources. In addition, utilization of staffing agencies to increase the diversity of the applicant pool.
 2. Completion of Affirmative Action report and communication to management to meet diversity goals via independent strategies and overall HR initiatives. Continued goals to recruit females for technical and sales vacancies were accomplished.
 3. Participated in the Birmingham News Career Fair to recruit for female and minority candidates.
 4. Participated in the Western Hills Mall Job Fair.
 5. Met with Charter Cable and recruited for females and minorities that were being laid off in their customer service department.
 6. Self-Development Awareness of Current Work Issues:
 - A. Management Training: Improving communications and processes through off-site Management Teambuilding Seminars.
 - B. Chat groups/discussions with various departments continues to increase communication, improve processes, and encourage interaction between departments.
 - C. Review of Unlawful Harassment Policy and Affirmative Action Policy to all new hires.
 - D. Monthly CCP (customer contact personnel) meetings for Sales, Customer Service, and Technical areas to discuss product launches and updates, safety, and review of Company guidelines. All employees are encouraged to attend.
 - E. ACE committee meetings to discuss employee volunteerism, employee needs and other work issues.
 - F. Participation in the local and national chapter of the Birmingham Society of Human Resource Management meetings for updates and information regarding employee issues and benefits.

- G. Technical trainer provides safety topics for monthly departmental safety meetings. Quarterly volunteer sessions for employees to participate in AED/CPR and First Aid training. Technical training continues to review ladder handling and safety and general safety guidelines.
 - H. Implementation of additional safety guidelines, vehicle use, and safety inspections completed by technical and non-technical supervisors. Completion of building evacuation drills and tornado drills.
7. Recruitment of female Cable TV installers and Cable Sales Representatives continues to be discussed with temporary agencies and recruitment sources. In addition, we attended sessions to recruit for Installer vacancies, particularly for female Installers, at Jess Lanier High School and Wenonah High School. The Company also held an on-site Career Fair to recruit for technical vacancies, particularly for females. Discussed career opportunities with juniors and seniors at Jones Valley High School and Minor Middle School.
 8. Utilization of one of our channels, the Weather Channel, to recruit for technical positions, using their “crawl”.
 9. Participated in the “Birmingham Parent’s Best Companies for Working Families” Luncheon; recognized, two years in a row, for being one of the best companies in Birmingham.
 10. Partnered with ESPN and participated in the MEAC/SWAC Job Expo Panel for multiple high schools.
 11. The Company has an Educational Assistance Plan which reimburses eligible employees 100% for eligible expenses of job-related courses and 50% for career advancement courses. In addition, the Company provides NCTI (National Cable Telecommunications Institute) courses which are specifically cable related under this Plan and could be covered at 100%.
 12. Within the Engineering Department, there are career progressions which occur once a technician has received additional technical training. Employees can be hired into an entry level Installer position and with additional technical training and certification, can be promoted to the next level as a Broadband Technician. Natural career progressions also occur throughout the different departments within Engineering.