

Public File Report

Bright House Networks Birmingham Division

- 5. Since August 16, 2007, 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.
 3. Participated in the Western Hills Mall Job Fair.
 4. Self-Development Awareness of Current Work Issues:
 - A. Management Training: Improving communications and processes through off-site Management Seminar.
 - B. Focus 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 Customer Service, and Technical areas to discuss product launches and updates, safety, and review of Company guidelines. All employees are encouraged to attend.
 - E. 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.
 - F. Safety topics are discussed at monthly Engineering department meetings. Technical training continues to review ladder handling and safety, PPE and general safety guidelines.
 - G. 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.
 5. Recruitment of female Cable TV installers and Cable Sales Representatives continues to be discussed with temporary agencies and recruitment sources.

We also attended sessions to recruit for Broadband Technicians vacancies, particularly for female Installers, at area colleges. We also recruited laid off employees from the Teletech call center.

7. Utilization of Advertising on the Weather Channel, to recruit for technical positions, using their “crawl”.
8. Recruitment with the Air Force (TAP) and the Army (ACAP) programs to recruit for transitional personnel.
9. Partnered with ESPN and participated in the MEAC/SWAC Job Expo Panel for multiple high schools in September 2007.
10. 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%.
11. Within the Engineering Department, there are career progressions which occur once a broadband technician has received additional technical training. Employees can self promote themselves from BBT I (within 1 year to 2 years) => to BBT II (within 1 year) => to the last level BBT III. Natural career progressions also occur throughout the different departments within Engineering.