

2019 EEO Public File Report for Antietam Broadband, Inc.

Washington County, MD

EEO Unit # 600568

This report covers October 1, 2018- September 30, 2019

Total number of full-time vacancies filled this period: 25

Total number of people interviewed for full time vacancies this period: 87

Supplemental Recruitment Initiative:

This employment unit has more than 10 full time employees and is in a metropolitan statistical area, as defined by the Office of Management and Budget, with a population greater than 150,000.

Customer care and service technician positions were posted internally and externally through multiple websites, which were increased in 2019 through our partnership with E-Quest. On 10/9/2018, the Human Resources Manager attended an Apprenticeship Seminar sponsored by the Maryland Department of Labor to discuss the need for corporate apprenticeships for skilled labor. Additionally, 2 Antietam leaders attended a career fair held at Industrial Harness in Shippensburg, PA. on 6/6/2019 for displaced employees. Our leaders were prepared to provide onsite interviews and share our current openings.

Antietam has a Tuition Reimbursement program where employees can take college courses to enhance their skills to better prepare them for current jobs and/or advanced positions. The Marketing team completed several industry certifications in 2019 including: Twitter Flight School, Google Digital marketing certificates, Google Analytics, and HubSpot content marketing certification. Customer Service team members attended Showtime product and sales training in March of 2019 and Renegade/ Employee Optimization training in July 2019

Antietam Broadband employees are automatically eligible to enroll in an array of certification programs and college accredited courses from the National Cable Television Institute that are designed to advance their professional growth. Areas of specialty include degree programs in Broadband Technology, Broadband Leadership and Broadband Customer Care. NCTI Certifications include Master Technician, Master Dispatcher, Master Representative, and more. In 2019 we set up a tiered training program that allows for bi annual increases, if the course requirements were satisfied. We had 17 individuals successfully complete 57 courses in the reporting period.

In the first quarter of 2019, the management team went through a performance management refresher to ensure we are conducting effective performance reviews and not participating in any discriminatory practices related to coaching/daily interactions. During the week of 7/29/19-8/2/19, all the employees of this unit, including managers, participated in onsite training given by corporate Human Resources titled- "Training for a Harassment Free Workplace". The objectives of this course were to help employees identify the two main types of sexual harassment and learn courses of action available to employees that become victims of this behavior. This training also reinforced the importance of being respectful of others regardless of race, ethnicity, sex, religion, or any other protected class. Lastly, the course also gave employees an outline of responsibilities if this behavior occurred in the workplace.