

DATE: January 4, 2001

SUBJECT: M-00940557

TO: Law Bureau

FROM: James J. McNulty, Secretary

LAF

Policy Statement Regarding Diversity at Major  
Jurisdictional Utilities

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Attached is a copy of a Petition for Reconsideration, Amendment or Rescission of Order Entered October 13, 2000, filed by PECO Energy Company in connection with the above docketed proceeding.

This matter is assigned to your Bureau for appropriate action.

Attachment

**DOCKETED**  
JAN 4 2001

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**DOCUMENT  
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ORIGINAL



Allegheny Energy

800 Cabin Hill Drive  
Greensburg, PA 15601-1689  
(724) 837-3000

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February 28, 2001

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
N. Office Building  
Harrisburg, PA 17105-3265

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**POLICY STATEMENT RE: DIVERSITY INITIATIVES AT  
MAJOR JURISDICTIONAL UTILITY COMPANIES  
(Docket No. M-00940557)**

Dear Mr. McNulty:

In accordance with the above-referenced policy statement, Allegheny Energy, Inc. submits two copies of the Company's 2000 and planned 2001 Human Resources Diversity efforts.

If you have any questions, please contact me at (724) 838-6879.

Sincerely,

Deborah Toth  
Diversity Manager

Enclosures

Cc: Richard Gagliardi, Debra West

## Allegheny Energy's 2000 and 2001 Human Resources Diversity Efforts

### Corporate Diversity Philosophy (adopted September, 1998):

Allegheny Energy, Inc. will create an atmosphere that supports and values employees, recognizing that it is their contributions that provide Allegheny with a competitive advantage. By creating a culture that is inclusive, flexible, and respectful we will demonstrate our commitment to encouraging creativity, appreciating differences, and helping employees to achieve their potential. The diversity philosophy is embedded in our employment processes, work/life programs, community relations efforts, and all activities, behaviors, and values that make up Allegheny's culture.

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### Diversity Initiatives Implemented in 2000

U.S. SECRETARY OF LABOR  
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#### Recruitment and Staffing the Workforce:

- The Company's recruitment efforts include: participation in job fairs at educational institutions (including those with a higher percentage of minority enrollments.), posting job openings at local Job Service offices, and contacting key minority/community leaders to receive resumes from qualified candidates. All positions that are advertised externally clearly state the Allegheny Energy, Inc. is an equal opportunity employer. Media include: Regional and local newspapers, including the Pittsburgh Courier, Allegheny's e-mail address: [resumes@alleghenyenergy.com](mailto:resumes@alleghenyenergy.com), posting on various web sites (PAJobs.com, CareerMosaic.com, Monster.com), a telephone job line, and, depending on the function, professional organization web sites.
- When promotional opportunities (representing a move to a position with a market rate equal to or better than 15% above the employee's current market rate) arise, the Company's affirmative action efforts are reviewed with management to ensure qualified minorities and females are represented among the candidates being considered.
- Retention of qualified employees is encouraged through on-going dialogue and monitoring of employee departures. Retention is identified as a key performance measure for Human Resources.

### **Employee Development:**

- Training opportunities are available to all employees based upon needs identified by the business. These programs are communicated through the Company's Intranet and internal publications.
- Career development is self-directed by the employee. An Educational Reimbursement program is available to assist all employees in reaching their career goals. Employees may also arrange for technical and other development programs sponsored by the company.
- When designing or evaluating training and development programs, we identify opportunities to present the value of diversity.
- Through the multi-rater assessment process, leaders are evaluated on their ability to promote diversity within their workgroups.

### **Employee Relations:**

- Diversity initiatives are coordinated by Employee Relations consultants and include work/life programs, complaint investigation, and communications as well as linking the Company's diversity philosophy to other human resources practices (staffing, development, and planning).
- Hired a full-time Diversity Manager to provide oversight of corporate initiatives and activities that support the diversity philosophy.
- Continued to work with the Company's Diversity Council, whose role is to identify, recommend, and maintain on-going communications, information sharing and support efforts that promote positive working relationships.
- Established a Diversity Board comprised of the Company's executive level leadership. They will provide the Diversity Council and Diversity Manager with ideas to be developed into Corporate diversity initiatives and support to ensure the diversity initiatives are embraced by all Allegheny Energy employees.
- Evaluated work/life programs currently in place and initiated or modified the following programs in order to meet workforce needs: Vacation Donation program, Family and Medical Leave Act, and the Dependent Care Flexible Spending Accounts.
- Co-sponsored the 2000 Black Achiever's Awards sponsored by Black Opinion Magazine to give recognition and to show appreciation to those who have made outstanding contributions in their professions. Fourteen individuals received the award this year – 2 of which are employed by Allegheny Energy.



- Continued to offer the Maintaining a Positive Work Environment (MPWE) – Ethics and Diversity Training to both management and non-management employees.
- Expanded communication of diversity efforts to employees and the community.
- Measured the effectiveness of diversity efforts on all employment practices.

### **Workforce/Service Territory Comparison**

#### **Description of Service Territory:**

Within Pennsylvania, the Company operates in the southwestern portion of the state as well as in the north central and south central portions at the following locations:

- |                 |                 |
|-----------------|-----------------|
| • Jeannette     | • St. Mary's    |
| • Charleroi     | • Washington    |
| • Greensburg    | • State College |
| • Connellsville | • Monongahela   |
| • Latrobe       | • Kittanning    |
| • Butler        | • Masontown     |
| • Vandergrift   | • Lake Lynn     |
|                 | • Waynesboro    |

#### **Definition of Relevant Labor Force:**

Allegheny Energy, Inc. essentially draws its labor force in Pennsylvania, from the counties of its service territory. Depending on the location of the hiring facility, the labor force from various counties would be used and could include all or portions of the following:

- |             |                |
|-------------|----------------|
| • Adams     | • Armstrong    |
| • Allegheny | • Washington   |
| • Centre    | • Greene       |
| • Camerson  | • Fayette      |
| • Potter    | • Westmoreland |
| • Elk       | • Bedford      |
| • Butler    | • Fulton       |
|             | • Franklin     |

## Diversity Initiatives Planned for 2001

### Recruitment and Staffing the Workforce:

- **Luncheons** – A Diversity Luncheon to review Allegheny Energy's recruiting process and its commitment to equal employment, affirmative action, and diversity will be held at each of Allegheny Energy's corporate centers and corporate headquarters. The attendees will include local job centers, local NAACP branches, minority community leaders, and local groups meeting the needs of women.

Participate in the SEED luncheon (Students and Employers Enhancing Diversity). The luncheon is sponsored by five western Pennsylvanian state universities as part of their minority retention programs.

- **Job Fairs** – Allegheny Energy will participate in the following job fairs: National Society of Black Engineers at University of Pittsburgh, Southwestern Pennsylvania Area Agency on Aging, Inc., and the Diversity Job Fair, sponsored by the Pittsburgh NAACP and the Pittsburgh Post-Gazette.
- **Diversity Contacts** - Allegheny will continue to build working relationships with local schools and community contacts. The goal of this continual contact is to communicate Allegheny's diversity philosophy, explain our hiring needs, and communicate why Allegheny is the employer of choice.
- **Inroads** - Inroads is a program that provides minority students for co-op and internship opportunities with organizations. We will meet with the Pittsburgh office of Inroads to discuss the requirements for an Inroads program at Allegheny Energy.
- **College/University** – Contact Ohio University and ask them to send us copies of its minority and female graduating students' resumes this spring.
- **Community Organizations** – The Human Resources, Organizational Development group will meet with the officers of the local NAACP offices to discuss Allegheny Energy's commitment to equal employment, affirmative action, and diversity. Contact minority and female organizations for referrals including, but not limited to, local job centers, local NAACP branches, minority community leaders, and local groups meeting the needs of women.

### **Employee Development:**

- Training opportunities are available to all employees based upon needs identified by the business. These programs are communicated through the Company's Intranet and internal publications.
- Career development is self-directed by the employee. An Educational Reimbursement program is available to assist all employees in reaching their career goals. Employees may also arrange for technical and other development programs sponsored by the company.
- When designing or evaluating training and development programs, we identify opportunities to present the value of diversity.
- Through the multi-rater assessment process, leaders are evaluated on their ability to promote diversity within their workgroups.

### **Employee Relations:**

- Sponsor Diversity Month in February to (1) build on the awareness of the MPWE Ethics and Diversity Training, (2) increase communication around diversity and what we can all do to ensure a positive working environment, (3) celebrate our differences by participating in at least three different diversity activities, and (4) show the Company's support and commitment to our Diversity Philosophy.
- Develop a Diversity Video with employees from diverse backgrounds to bring further awareness of our Diversity Philosophy as well as allow employees to see the diversity of our workforce and their opinions of what diversity means to them.
- Develop a Diversity Web Site to (1) enhance communication of diversity, (2) provide employees with additional information on diversity (learning opportunities), (3) keep employees up to date with the Company's diversity efforts, and (4) provide employees with an avenue to communicate with members of the Diversity Council and Diversity Manager regarding issues and / or ideas related to diversity.
- Form a Diversity Board comprised of senior management. The Diversity Board will manage and oversee the Company's overall diversity efforts. The Board will work to ensure that the Company creates an atmosphere that respects and values all employees.
- Develop a Diversity Brochure for all employees.
- Develop articles for the Inside Allegheny.

- Based on employee feedback, update the MPWE Ethics and Diversity Training and continue to offer the classes until we have 100% participation.
- Provide Diversity Presentations to businesses (by request).
- Offer to facilitate team meetings regarding Diversity Issues (by request).
- Develop new diversity initiatives based on the findings of the Employee Survey that was conducted at the end of 2000.
- Co-sponsor the 2001 NAACP Human Rights Banquet (Greensburg-Jeannette Branch) in May.
- Continue to identify and participate in recruiting events that will enhance the diversity of the workforce.
- Educate management on the affect of diversity on their staffing, promotion and employee development activities.
- Develop an informal mentoring program.
- Continue to measure the effectiveness of diversity efforts on all employment practices.

ORIGINAL



Allegheny Energy

800 Cabin Hill Drive  
Greensburg, PA 15601-1689

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February 28, 2001  
SECRETARY'S BUREAU

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
N. Office Building  
Harrisburg, PA 17105-3265

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**POLICY STATEMENT RE: DIVERSITY INITIATIVES AT  
MAJOR JURISDICTIONAL UTILITY COMPANIES  
(Docket No. M-00940557)**

Dear Mr. McNulty:

In accordance with the above-referenced Policy Statement, enclosed are two (2) copies of Allegheny Energy's 2000 Minority Business Enterprise Procurement Report and 2001 Minority Business Enterprise Plan. As you know, Allegheny Energy (AE) is reporting on behalf of West Penn Power Company, Monongahela Power Company, and The Potomac Edison Company due to the central and uniform procurement activities for all Allegheny Energy operating companies.

If you have any questions, please do not hesitate to call me at (724) 838-6881.

Sincerely,

Brian T. Hixson C.P.M.  
Supplier Diversity Manager

Enclosures

cc: Richard J. Gagliardi  
Bernard Morris

ALLEGHENY ENERGY

2001 MINORITY BUSINESS ENTERPRISE PLAN

AllegHENy Energy (AE) submits the following as the 2001 Minority Business Enterprise (M/WBE) Procurement Plan on behalf of Monongahela Power Company, The Potomac Edison Company, and West Penn Power Company.

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2001 GOALS:

AE will continue to seek-out, qualify, and encourage minority and woman-owned suppliers for required material, equipment, and services. The objective is to increase dollars spent with M/WBE firms, increase the number of qualified M/WBE suppliers, and increase M/WBE participation in the bid process. This will be accomplished by actively seeking to identify qualified minority and women-owned business concerns in areas with little or no participation by M/WBE's, and by promoting open lines of communication among M/WBE's, M/WBE organizations, and AE. AE is also committed to providing full opportunity for M/WBE suppliers to compete for AE contracts for the purchase of material, equipment, and services.

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MINIMUM LEVELS:

Total procurement dollars planned for 2001 (excluding fuels and purchase power for resale dollars) is approximately \$ 446,000,000. The AE goal for total dollars with small, small disadvantaged, and small women-owned business combined is \$ 250,000,000.

The AE goal for total procurement dollars with minority, women-owned, and physically challenged business in 2001 is \$ 21,000,000. (See the attached list of principal products/services which AE has identified as current or possible procurement opportunities with minority and women-owned business.)

RECRUITMENT PLANS FOR 2001:

Allegheny Energy will generate system reports to monitor and report the Minority Business Opportunities Program and progress. System enhancements and reporting capabilities will permit AE to identify and review M/WBE procurement. AE will utilize the ability to gather data on procurement practices in an effort to increase business conducted with M/WBE firms. Reports reflect the percentage of business done and dollars awarded minority and woman-owned business concerns by minority classification and commodity, and enable us to identify areas that need further recruitment and participation of M/WBE firms.

- 1) Further discussion and involvement with the African American Chamber of Commerce of Pittsburgh to increase corporate participation in the regions economic growth in diversity and Minority Business opportunities.
- 2) Provide training and guidance to AE personnel involved in the purchasing process, and encourage participation in the overall effort to increase bid opportunities and ultimately procurement opportunities for M/WBE concerns in the purchase of material, equipment, and services.
- 3) Maintain and utilize the following directories and sources for solicitation and identification of minority and woman-owned business concerns:
  - a) Regional Directory of Minority & Woman-Owned Firms
  - b) Trade Fair and Business Opportunity Fair Listings
  - c) Pennsylvania Small Business Directory
  - d) Greater Pittsburgh Black Business Directory
  - e) Minority Class Vendor Directories for other utilities
  - f) Pittsburgh Renaissance News
  - g) M/WBE (Minority Business Entrepreneur)

RECRUITMENT PLANS FOR 2001(cont):

- h) Tri-State Minority Yellow Pages
  - i) Minority Business Times
  - j) NAPM Minority Business Development Group
  - k) Pro-net Database Search
  - l) Pennsylvania Business Database Search
- 
- 4) Schedule meetings with employees in-house and off-site to provide corporate wide awareness of the Minority Business Opportunities Program.
  - 5) Identify and search the market for minority and woman-owned business concerns, especially in areas where there has been insufficient M/WBE participation, and participation is economically feasible.
  - 6) Assist minority and woman-owned business concerns in understanding AE requirements and the qualification process in becoming an approved vendor.
  - 7) Assist minority and woman-owned business in identifying the types of materials and services purchased, and help them interpret company specifications and industry standards, when applicable.
  - 8) Qualify and encourage minority and woman-owned business concerns to participate in the AE bid process.
  - 9) Meet with minority and woman-owned business concerns to provide the opportunity to discuss procurement opportunities with AE.
  - 10) Increase the number of M/WBE vendors and procurement dollars awarded, by continuing efforts to identify vendors presently unclassified. Unclassified vendors are considered non-minority vendors.



PLANNED OUTREACH EFFORTS FOR 2001 (Internal and External):

- 1) Participate in the following trade fairs, seminars, quarterly meetings, and conferences pertaining to minority and woman-owned business concerns:
  - a) Participate as a member in the Maryland/D.C. Minority Supplier Development Council Business Opportunity Fair in June 2001.
  - b) Participate as a member in the Pittsburgh Regional Minority Purchasing Council 2001 Trade Fair in March 2001.
  - c) Participate as a member of the Pittsburgh Regional Minority Purchasing Council, and attend all 2001 quarterly meetings.
  - d) Participate in the West Virginia 'Teaming to Win Conference' in May 2001
  - e) Attend the Edison Electric Institute Trade Fair in June 2001.
  - f) Attend and participate in utility sponsored seminars or conferences pertaining to M/WBE issues.
  - g) Participate in business meetings and conferences sponsored by the African American Chamber of Commerce of Western Pennsylvania throughout 2001.
  - h) Attend the National Minority Supplier Development Councils Annual Conference October 2001.
  - i) Attend the National Association of Purchasing Management's International Conference / Minority Business Development Group May 2001.
  - j) Participate in the Seton Hill College/ The National Education Center for Women in Business "Market Place" March 2001.
  
- 2) Meet with other utilities and industry contacts in an effort to increase M/WBE awareness and further develop the Minority Business Opportunities Program.

PLANNED OUTREACH EFFORTS FOR 2001 (Internal and External) (cont):

- 3) Support various M/WBE organizations and associations through advertising contributions.
- 4) Participate in the Minority Business Development Group of the National Association of Purchasing Management (NAPM).
- 5) Begin a mentoring program with a local minority business enterprise to grow their business and to provide a service to our Company. It is our desire to have available to our employees a Company store to purchase logo items for personal and Company use. We also want to investigate the furthering of this project to include safety awards and recognition awards.

PRIME CONTRACTOR PLANS FOR 2001:

- 1) AE will require a subcontracting plan for every prime contractor who is not a M/WBE, who will be subcontracting any portion of a contract valued at \$500,000 or more.
- 2) Encourage communication between AE employees and Procurement to further develop the Minority Business Opportunities Program in the procurement of services with Prime Contractors.
- 3) Review contracts under \$500,000 with insufficient M/WBE representation in the bid process, and increase M/WBE participation where feasible.
- 4) Encourage minority and woman-owned firms unsuccessful in the bid process, to seek sub-contract opportunities with prime contractors.

5) Counsel minority and woman-owned business concerns on the importance of being certified as a minority or woman-owned business.

Allegheny Energy

2000 MINORITY BUSINESS ENTERPRISE PROGRAM REPORT

Allegheny Energy (AE) submits the following as the 2000 Minority Business Opportunities Program Report and the 2001 Minority Enterprise Plan on behalf of Monongahela Power Company, The Potomac Edison Company, and West Penn Power Company.

POLICY

It is the policy of Allegheny Energy (AE) to seek out, qualify, and encourage minority-owned and woman-owned (M/WBE) enterprises in the procurement of materials, equipment, and services. AE is committed to providing full opportunity to M/WBE suppliers to compete for such contracts.

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PROGRAM GOALS AND MEASURABLE RESULTS

The goal of Allegheny Energy's Minority Business Opportunities Program is to provide and encourage business opportunities with minority and woman-owned business concerns. The goal is to increase dollars spent on material, equipment, and services with M/WBE suppliers, increase the number of qualified M/WBE suppliers, and increase participation by M/WBE suppliers in the bid process. This will be accomplished by actively seeking to identify and maintain qualified M/WBE business concerns in areas with little or no participation by M/WBE's, and by promoting open lines of communication among M/WBE's, M/WBE organizations, and AE.

Since the program's inception in 1993, we have increased MBE purchasing dollars from \$7M (1993) to \$7.8M (2000) per year.

Breakdown of Total Dollars Purchased in 2000:

In Comparison:	2000	
	Goal	Actual
Small Business Purchased Dollars	\$250M	\$247.4M
MBE Purchased Dollars*	\$5.2M	\$7.8M
WBE Purchased Dollars*	\$8.4M	\$12.5M
<u>Total Purchased Dollars*</u>	\$1.16B	\$943.7M **

\* Includes small and large business

\*\* Purchase power for resale not included in total.

RESPONSIBILITY

All AE employees are responsible for supporting the objectives of the AE Minority Business Opportunities Program. Any employee authorized to spend or commit funds is responsible for adhering to the program.

APPEALS PROCESS: Any vendor dissatisfied with the outcome of the vendor qualification process is given a name and number to contact for further discussion regarding the vendor evaluation process.

MINORITY BUSINESS OPPORTUNITIES PROGRAM

The Procurement Department at Allegheny Energy is responsible for the administration of the Minority Business Opportunities Program under the general direction of Vice President, Administration.

AE is committed to a successful M/WBE program and to provide on-going assistance and guidance in the qualification process.

## INTERNAL/EXTERNAL OUTREACH EFFORTS

Allegheny Energy outreach efforts in 2000:

- 1) Supported and participated in trade fairs, seminars, quarterly meetings, and conferences pertaining to minority and woman-owned business concerns.
  - a) Corporate member of the Pittsburgh Regional Minority Purchasing Council in 2000.
  - b) Corporate member of the Maryland/District of Columbia Minority Supplier Development Council in 2000.
  - c) Participated in the Pittsburgh Regional Minority Purchasing Council 2000 Trade Fair.
  - d) Attended the National Minority Supplier Development Councils Annual Conference October 2000.
  - e) Participated in the 2000 West Virginia 'Teaming to Win Conference' in Morgantown, West Virginia.
  - f) Participated in the Procurement Opportunities Fair '00 held by GACO (Government Agency Coordination Office) in Washington, Pennsylvania..
  - g) Met with industry contacts in 2000 in an effort to increase MBE awareness and further develop the Minority Business Opportunities Program.
  - h) As a member of the Pittsburgh Regional Minority Purchasing Council, attended quarterly meetings throughout 2000.
  - i) Attended the National Association of Purchasing Management International Conference / Minority Business Development Group.
  - j) Attended Minority Enterprise Development (MEDWeek) September 2000 in Washington, DC.
  - k) Supported various minority and woman-owned business concerns and associations with advertising in publications in 2000.

INTERNAL/EXTERNAL OUTREACH EFFORTS (cont.):

- 2) Maintained the following directories and sources for solicitation and identification of minority and woman-owned business concerns:
  - a) Regional Directory of Minority & Woman-Owned Firms
  - b) Trade Fair 00' and Business Opportunity Fair Listings
  - c) Pennsylvania Small Business Directory
  - d) Greater Pittsburgh Black Business Directory
  - e) Minority Directories of other utilities
  - f) Pittsburgh Renaissance News
  - g) MBE (Minority Business Entrepreneur)
  - h) Tri-State Minority Yellow Pages
  - i) Pro-Net Database Small Business Administration
  - j) W/MBE Business Data Search Pennsylvania Government
- 3) Identified and searched the market for minority and woman-owned business concerns, especially in commodities and contracts where little opportunities existed.
- 4) Evaluated and encouraged minority and woman-owned business concerns to participate in the AE bid process.

INTERNAL/EXTERNAL TRAINING AND COUNSELING:

- 1) Provide guidance and training to all buyers and personnel involved in the purchasing process. We encourage procurement opportunities for minority and woman-owned business concerns in the procurement of material, equipment, and services. Topics discussed are previous year's goals and actual results, current year's performance in regard to current year goals with minority and woman-owned business. Other topics discussed are recognition of special achievements, trade fair participation, identification of valuable M/WBE's subcontracting opportunities, and overall departmental performance in achieving our M/WBE goals.
  
- 2) *Corporate awareness meetings to review the Minority Business Opportunities Program with corporate executives.*
  
- 3) Meetings in-house and off-site to provide employees, engineers and technicians the opportunity to meet with M/WBE's and to discuss procurement opportunities with AE.
  
- 4) Assist M/WBE's in understanding AE requirements in the qualification process to become an approved vendor.
  
- 5) Assist minority and woman-owned business concerns in identifying the types of materials and services purchased by AE, and help them interpret company specifications and industry standards, when applicable.



**TOTAL (PROCUREMENT AND FUELS)**

**MBE/WBE 2000 Vendor Classification/Purchases By Minority Code**

Minority Class	Vendors		Purchases	
	Number	%	Dollars	%
Asian-Pacific-American	116	0.0017	\$ 3,354,672	0.00355
Black American	123	0.0018	214,380	0.00023
Disabled Veteran/Vietnam Veteran	154	0.0022	1,793,035	0.00190
Physically Challenged	23	0.0003	1,939,445	0.00206
Native American	30	0.0004	24,407	0.00003
Hispanic American	43	0.0006	477,569	0.00051
Filipino American	7	0.0001	0	0
Polynesian American(Native Hawaiian)	0	0.0000	0	0
Woman-Owned Business	1017	0.0145	12,491,389	0.01324
Unclassified	3,690	0.0528	50,430,126	0.05343
Other	64,721	0.9256	873,041,535	0.92506
<b>TOTAL:</b>	<b>69,924</b>	<b>1.0000</b>	<b>\$ 943,766,558</b>	<b>1.00000</b>

**Procurement Dollars**

**MBE/WBE 2000 Vendor Classification/Purchases By Minority Code**

Minority Class	Vendors		Purchases	
	Number	%	Dollars	%
Asian-Pacific-American	115	0.0016	\$ 3,354,672	0.00615
Black American	122	0.0017	214,380	0.00039
Disabled Veteran/Vietnam Veteran	153	0.0022	1,793,035	0.00329
Physically Challenged	23	0.0003	1,939,445	0.00355
Native American	30	0.0004	24,407	0.00004
Hispanic American	43	0.0006	477,569	0.00088
Filipino American	7	0.0001	0	0.00000
Polynesian American(Native Hawaiian)		0.0000	0	0.00000
Woman-Owned Business	1008	0.0145	10,687,219	0.01959
Unclassified	3,690	0.0529	48,991,517	0.08980
Other	64,566	0.9256	478,085,195	0.87631
<b>TOTAL:</b>	<b>69,757</b>	<b>1.0000</b>	<b>\$ 545,567,439</b>	<b>1.00000</b>

**Fuel Dollars**

**MBE/WBE 2000 Vendor Classification/Purchases By Minority Code**

Minority Class	Vendors		Purchases	
	Number	%	Dollars	%
Asian-Pacific-American	1	0.0060	0	0.00000
Black American	1	0.0060	0	0.00000
Disabled Veteran/Vietnam Veteran	1	0.0060	0	0.00000
Physically Challenged	0	0.0000	0	0.00000
Native American	0	0.0000	0	0.00000
Hispanic American	0	0.0000	0	0.00000
Filipino American	0	0.0000	0	0.00000
Polynesian American(Native Hawaiian)	0	0.0000	0	0.00000
Woman-Owned Business	9	0.0539	1,804,170	0.00453
Unclassified	0	0.0000	1,438,609	0.00361
Other	155	0.9281	394,956,340	0.99186
<b>TOTAL:</b>	<b>167</b>	<b>1.0000</b>	<b>\$ 398,199,119</b>	<b>1.00000</b>

**Number of MBE/WBE Bid Opportunities in 2000:**

	Procurement		Fuels		TOTAL
	MBE	WBE	MBE	WBE	
MBE/WBE Number of Opportunities	607	556	1	8	1172
MBE/WBE Opportunity Bid Dollars	\$ 49,142,292	\$ 75,840,503	\$ 91,651,000	\$ 181,572,000	\$ 398,205,795
MBE/WBE Bid Award Dollars	\$ 11,097,537	\$ 2,606,573	\$ -	\$ 8,032,000	\$ 21,736,110
Total Bid Award Dollars	\$376,306,509		\$423,839,000		\$ 800,145,509

(An opportunity to bid is defined as each occurrence to bid by a minority. In cases where multiple minorities bid the same commodity or service, it is considered to be one opportunity.)

Bid Opportunity Dollars include multi-year contracts.

ALLEGHENY ENERGY  
 UTILITY DIVERSITY COMPLIANCE SUMMARY  
 PROCUREMENT DATA  
 End of Year - 2000

<u>TOTAL \$</u> <u>Less Fuels</u>	<u>MINORITY \$</u> <u>Less Fuels</u>	<u>% MINORITY</u> <u>Less Fuels</u>	<u>FEMALE \$</u> <u>Less Fuels</u>	<u>% FEMALE</u> <u>Less Fuels</u>	<u>P/C \$</u> <u>Less Fuels</u>	<u>% P/C</u> <u>Less Fuels</u>
\$ 545.6M	\$7.8M	1.4%	\$10.7M	2.0%	\$ 1.9M	< 1.0%

<u>TOTAL</u> <u>FUEL \$</u>	<u>MINORITY</u> <u>FUEL \$</u>	<u>% MINORITY</u> <u>FUELS</u>	<u>FEMALE</u> <u>FUEL \$</u>	<u>% FEMALE</u> <u>FUELS</u>	<u>P/C \$</u> <u>FUELS</u>	<u>% P/C</u> <u>FUELS</u>
\$ 398.2M	\$0	0%	\$1.8M	< 1.0%	\$ 0	0%

<u>TOTAL</u> <u>PURCHASED \$</u> <u>THRU 2000</u>	<u>TOTAL MINORITY/</u> <u>WOMEN PURCHASED \$</u> <u>THRU 2000</u>	<u>TOTAL MINORITY/</u> <u>WOMEN PROCUREMENT %</u> <u>THRU 2000</u>
\$943.7M	\$ 12.5M	1.3%

Minority Dollars includes large and small business; \$1,626,034 - Disabled Veteran/Vietnam Veteran  
 Totals do not include Purchased Power for resale.

PRINCIPAL PRODUCTS AND SERVICES  
WBE / MBE PURCHASING ACTIVITY

<u>COMMODITY</u>	<u>WBE</u>	<u>MBE</u>	<u>OTHER</u>
01,02 Forms	X		X
09 Office Supplies	X	X	X
10 Misc. Supplies	X	X	X
11 Misc. Equipment/Filters	X		X
13 Automotive Parts/Service	X	X	X
14 Lighting, Ballasts	X	X	X
15 Building Accessories	X	X	X
16 Circuit Breakers		X	X
17 Switches, Switchgear	X	X	X
18,19 Instrument, Meters	X	X	X
20 Fasteners, Locks	X		X
21 Janitorial Supplies	X	X	X
22 Batteries	X	X	X
23 Refractors, Insulation			X
24 Gasoline	X	X	X
25 Paint, Thinner			X
26 Metals	X	X	X
27 Safety, Fire Equipment	X	X	X
28 Tools, Industrial Supplies	X	X	X
29 Cranes, Hoists			X
30 Gauges	X	X	X
31,32 Valves, Actuators, Traps	X	X	X
33,34 Coal Handling Equipment	X	X	X
330 Contract Services/Maintenance	X	X	X
35 Turbines			X
36 Welding Equipment		X	X
37,38 Pumps	X	X	X
39 Boilers, Fans, Heaters	X	X	X
40 Compressors	X	X	X
41 Sootblowers			X
42,43 Pipe, Tubing, Fittings	X		X
44 Motors		X	X
45 Chemicals	X	X	X
46 Pulverizers, Crushers, Feeders	X		X
47 Gaskets	X		X
48 Wood Products	X		X
49 Wire, Cable	X	X	X
50 Poles, Wood, Metal			X
51 Hardware/Fasteners	X		X
52 Connectors	X		X
53 Arresters, Cutouts, Fuses	X	X	X

PRINCIPAL PRODUCTS AND SERVICES  
WBE / MBE PURCHASING ACTIVITY

<u>COMMODITY</u>	<u>WBE</u>	<u>MBE</u>	<u>OTHER</u>
54 Bushings, Insulators			X
55 Regulators, Transformers	X	X	X
56 Conveyors, V Belts			X
57 Communication Equipment	X		X
58 Capacitors			X
59 Compounds	X		X
60 Coils		X	X
61 Concrete Products			X
62 Conduit Fittings, Wire	X	X	X
64 Traveling Water Screens			X
68 Bearings, Seals		X	X
69 Charts	X		X
70 Computer Hardware/Software			X
90 <u>Misc. Contracts</u>	X	X	X
Lawn Maintenance/Landscaping	X	X	X
Conveyor Belt Repair	X		X
Travel Agencies	X		X
Tree Trimming/Right of Way Maint.	X		X
Contracted Svcs. (Meter readers)	X		X
Air Monitoring/Surveying	X	X	X
Equipment Repairs	X	X	X
Equipment Rental	X		X
Electrical Repairs	X	X	X
Vehicle Procurement	X		X
Janitorial Services	X	X	X
Excavating/Trenching	X		X
Building Maintenance	X	X	X
Nondestructive Testing		X	X
Material Analysis	X	X	X
Analytical Testing	X		X
Engineering Consultant	X	X	X
Emission Testing		X	X
Medical Services	X	X	X
Valve Repair	X		X
Refuse	X		X
Turbine Maint/Underwater	X		X
Elevator Maint.		X	X
Seminars & Training	X	X	X
Research Develop Projects	X		X
Helicopter Applications		X	X
Motor Repairs	X		X
Mainframe/Personal Computers		X	X
Archaeological Surveys	X		X
Wetland Studies	X		X

PRINCIPAL PRODUCTS AND SERVICES  
WBE / MBE PURCHASING ACTIVITY

<u>COMMODITY</u>	<u>WBE</u>	<u>MBE</u>	<u>OTHER</u>
Flagging	X		X
Transformer Inspection & Repair	X		X
Snow Removal	X		X
93 Fuels, Lime, Transportation	X		X

**Other** includes all business other than minority and women-owned business.

**MBE** - includes disability-owned procurement.



PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Uniform Cover and Calendar Sheet

<b>1. REPORT DATE:</b> February 8, 2001	<b>2. BUREAU AGENDA NO.</b> Mar-2001-L-12 *
<b>3. BUREAU:</b> LAW	<b>5. PUBLIC MEETING DATE:</b> March 22, 2001  <b>DOCKETED</b> APR 03 2001  <b>DOCUMENT FOLDER</b>
<b>4. SECTION(S):</b>	
<b>6. APPROVED BY:</b>  Director: Pankiw 7-5000 <i>[Signature]</i> Supervisor: Longwell 7-1859 <i>[Signature]</i>	
<b>7. PERSONS IN CHARGE:</b> Buda 7-5755	
<b>8. DOCKET NO.:</b> M-00940557	

9. (a) CAPTION (abbreviate if more than 4 lines)  
(b) Short summary of history & facts, documents & briefs  
(c) Recommendation

(a) Petition of PECO Energy Company for Reconsideration, Amendment or Rescission of the Commission's Order entered October 13, 2000.

(b) On March 27, 2000, the Commission received a request from the Honorable James R. Roebuck, Chairman, Pennsylvania Legislative Black Caucus to review the information listed as "Proprietary" in the filings of T.W. Phillips Company, Pennsylvania-American Water Company, PECO Energy Company, Duquesne Light Company, National Fuel Gas Distribution Company, UGI Utilities, Inc., AT&T, Verizon, Penn Power (First Energy Company), Columbia Gas Company, and Philadelphia Suburban Company. All the companies were notified of this request, and six companies filed a Petition for Protective Order requesting that certain information supplied to the Commission be kept confidential. On October 13, 2000, the Commission denied the Petitions. On October 27, 2000, PECO filed the subject post relief petition.

(c) The Law Bureau recommends that the Commission deny the Petition of PECO Energy Company because the Company has failed to satisfy the standard for granting reconsideration under 66 Pa. C.S. § 703(g).

10. MOTION BY: Commissioner Chm. Quain    Commissioner Brownell - Yes  
Commissioner Wilson - Yes  
SECONDED: Commissioner Bloom        Commissioner Fitzpatrick - Yes

CONTENT OF MOTION: Staff recommendation adopted.



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

MARCH 30, 2001

M-00940557

PECO ENERGY COMPANY  
2301 MARKET STREET  
PO BOX 8699  
PHILADELPHIA PA 19101-8699

DO NOT  
FILE

Re: **Revision to the Management Audit Policies and Procedures regarding the Filing of  
Status Reports on Utilities' Diversity and Affirmative Action Plans**

**Petition of PECO Energy Company for Reconsideration, Amendment or  
Reconsideration of the Commission's Order Entered October 13, 2001**

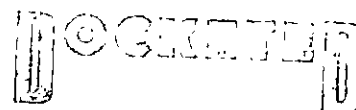
To Whom It May Concern:

This is to advise you that the Commission in Public Meeting on March 22, 2001  
in the above-entitled proceeding has adopted an Order.

An Order has been enclosed for your records.

Very truly yours,

James J. McNulty  
Secretary



APR 05 2001

smk  
Enclosure  
cert. Mail

**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
Harrisburg, PA 17105-3265**

Public Meeting held March 22 , 2001

Commissioners Present:

John M. Quain, Chairman  
Robert K. Bloom, Vice Chairman  
Nora Mead Brownell  
Aaron Wilson, Jr.  
Terrance Fitzpatrick

LDC  
FOI

Re: Revision To The Management Audit Policies  
And Procedures Regarding The Filing Of  
Status Reports On Utilities' Diversity  
And Affirmative Action Plans

Docket No. M-00940557

Petition of PECO Energy Company for Reconsideration,  
Amendment or Reconsideration of the Commission's Order  
Entered October 13, 2001

RECORDED

APR 05 2001

**ORDER**

**BY THE COMMISSION:**

Before the Commission for disposition is the Petition of PECO Energy Company for Reconsideration, Amendment or Reconsideration of the Commission's Order entered October 13, 2000. Based on the following analysis and conclusions, the post relief petition filed by PECO Energy Company will be denied.

**Background**

The Commission, at a Public Meeting held February 9, 1995, adopted an order at Docket No. M-940557 to promulgate a policy statement that sets forth the Commission's

policy encouraging diversity at major jurisdictional utilities. The policy statement on diversity is located at 52 Pa. Code §§ 69.801-68.809. Through the policy statement, the Commission encourages major jurisdictional utility companies to incorporate diversity in their business objectives and strategies. 52 Pa. Code § 69.801. Finally, under Section 69.809 the major jurisdictional utility companies are encouraged to file an annual report describing their diversity programs activity for the prior year.

The Commission's proceeding at Docket No. M-00940557 entitled "Proposed Policy Statement Regarding Diversity at Major Jurisdictional Utilities" contains reports from various utilities for the years 1996, 1997, 1998. The reports are divided into "Human Resources" and "Procurement". Various utilities requested proprietary treatment for some or all of these reports, while a number of utilities made the reports available to the public.

On March 27, 2000, the Commission received a request from the Honorable James R. Roebuck, Chairman, Pennsylvania Legislative Black Caucus (Black Caucus) to review the information listed as "Proprietary" in the filings of T.W. Phillips Company, Pennsylvania-American Water Company, PECO Energy Company, Duquesne Light Company, National Fuel Gas Distribution Company, UGI Utilities, Inc., AT&T, Verizon, Penn Power (First Energy Company), Columbia Gas Company, and Philadelphia Suburban Company. Pursuant to the Commission's Procedures Manual, Section 219A.(3), the Secretary forwarded a letter to the statutory agents of each

public utility which had claimed proprietary treatment for any of the diversity filings, directing the company to file a petition for protective order pursuant to 52 Pa. Code § 5.423 with 14 days.<sup>1</sup>

Between April 19, 2000 and April 24, 2000, Petitions for Protective Order were filed by the following six companies: on April 19, 2000 by PECO Energy Company; a Petition for Protective Order filed on April 20, 2000 by UGI Utilities, Inc.; a Petition for Protective Order filed on April 20, 2000 by T. W. Phillips Gas and Oil Co.; a Petition for Protective Order filed on April 20, 2000 by National Fuel Gas Distribution Corporation; a Petition for Protective Order filed on April 20, 2000 by Pennsylvania-American Water Company; and a Petition for Protective Order filed on April 24, 2000 by Duquesne Light Company. There were, however, five companies that waived previously claimed proprietary treatment of these reports.<sup>2</sup> No answers were filed to the subject petitions. On October 13, 2000, the Commission denied the Petitions for Protective Orders finding, *inter alia*, that the alleged competitive and economic harm that may come to these companies from releasing this information does not substantially outweigh the public's interest in open access to the information. On October 27, 2000, PECO Energy Company (PECO) filed the subject post relief petition seeking reconsideration of the Commission's October 13, 2000 Order.

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<sup>1</sup> Section 219(A) states that the Commission will honor any request by a company to treat a document as confidential until a request is made by the public to view that information.

<sup>2</sup> AT&T, Verizon, Penn Power (First Energy Company), Columbia Gas, and Philadelphia Suburban.

## PETITIONERS' ARGUMENTS

PECO explains that new factual information is now available indicating that PECO and the Black Caucus had reached consensus on specific information that would be released and that, in fact, the request by the Black Caucus for access to the unexpurgated copies of PECO's affirmative action reports had been withdrawn (Letter from Representative Roebuck dated October 24, 2000 attached to Petition) . Therefore, PECO contends that as a result of this development the controversy has been eliminated and the Order should be reconsidered by the Commission. According to PECO, this reconsideration should take the form of the Commission vacating or rescinding the October 13, 2000 Order. PECO reasons that this outcome would be in the public interest since it would encourage the Company to continue to submit its diversity filings on a voluntary basis. Based on these arguments, PECO requests that the Commission grant reconsideration and vacate or rescind the Order.

## STANDARD

The standard for determining whether reconsideration should be granted pursuant to Section 703 (g) is set forth in our decision in Duick v. Pennsylvania Gas & Water Co., 56 PA PUC 533, 558-559 (1982), as follows:

A petition for reconsideration, under the provision of 66 PA. C.S. § 703 (g), may properly raise any matters designed to convince the Commission that it should exercise its discretion under this code section to rescind or amend a prior order in whole or in part. In this regard we agree with the Court in the Pennsylvania Railroad Company case, wherein it was said that "parties...cannot be permitted by second motion to review and reconsider, to raise the same questions which were

considerations which appear to have been overlooked or not addressed by the Commission.

Essentially, the threshold requirement for reconsideration is to raise "new and novel arguments." We have reviewed this criteria in determining whether to grant reconsideration of our October 13, 2000 Order.

### **Analysis and Disposition**

The criteria for establishing a successful petition for reconsideration assumes that the new and novel arguments will convince the Commission to change its mind. Here, we may now have new information that was not considered when we made our decision on the 13th of October.<sup>3</sup> However, we did not have official notice that the Black Caucus was withdrawing this request and we have addressed this matter on the merits finding that the alleged competitive and economic harm that may come to these companies from releasing this information does not substantially outweigh the public's interest in open access to the information. Given that we did not have this information before us when we made this finding and, after going ahead and issuing a decision based on the merits, we cannot ignore that determination and now recant the conclusions that were reached because PECO argues that a controversy did not really exist. Moreover, we fail to understand the legal rationale for rescinding the entire order based on the Black Caucus' untimely withdrawal of its request to access PECO's diversity reports. Clearly, it

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<sup>3</sup> It appears that even though the October 24, 2000 letter from Representative Roebuck did not arrive at the Commission until November 1, 2000 (docketed date), which is approximately 18 days after the date the Order was entered, PECO had a verbal agreement that the Caucus had withdrawn its request for unexpurgated copies of PECO's diversity reports.

does not appear that the other Petitioners reached this agreement with the Black Caucus and we find nothing in PECO's petition to support this unequal treatment of the Black Caucus' initial request to review the information listed as "Proprietary". Moreover, the Black Caucus still has the option of not accessing the unexpurgated version of PECO's diversity reports, if it so chooses.



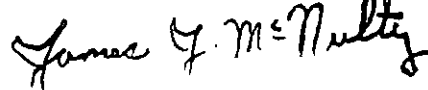
**Conclusion**

We shall deny the Petition of PECO Energy Company for Reconsideration, Amendment or Rescission of the Commission's Order entered October 13, 2000;  
**THEREFORE,**

**IT IS ORDERED:**

That the Petition of PECO Energy Company for Reconsideration, Amendment or Rescission of the Commission's Order entered October 13, 2000 is hereby denied.

**BY THE COMMISSION,**



James J. McNulty,  
Secretary

(SEAL)

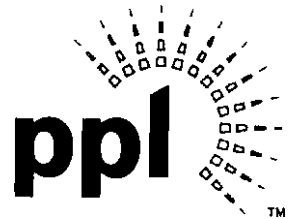
Order Adopted: March 22, 2001

Order Entered: **MAR 30 2001**

ORIGINAL

Paul E. Russell  
Associate General Counsel

PPL  
Two North Ninth Street  
Allentown, PA 18101-1179  
Tel. 610.774.4254 Fax 610.774.6726  
perussell@pplweb.com



**FEDERAL EXPRESS**

M-00940557

March 30, 2001

RECEIVED

MAR 30 2001

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, Pennsylvania 17120

DOCUMENT  
FOLDER

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Re: PPL Electric Utilities Corporation  
Report on Diversity**

Dear Mr. McNulty:

Enclosed for filing on behalf of PPL Electric Utilities Corporation ("PPL") is a copy of PPL's "Report on Diversity to the Pennsylvania Public Utility Commission."

The enclosed report is being filed pursuant to guidelines issued by the Commission's Utility Diversity Office.

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on March 30, 2001, which is the date it was deposited with an overnight express delivery service as shown on the delivery receipt attached to the mailing envelope.

In addition, please date and time-stamp the enclosed extra copy of this letter and return it to me in the envelope provided.

If you have any questions regarding the enclosed report or need additional data, please call.

Very truly yours,

Paul E. Russell

Enclosure

cc: Mr. Leonard C. Goins

92

ORIGINAL

M-00940557

**REPORT ON DIVERSITY TO THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**



INDEXED  
APR 04 2001

DOCUMENT  
COLLECTOR

RECEIVED  
MAR 30 2001  
THE PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**PPL Electric Utilities Corporation  
March 30, 2001**

**REPORT ON DIVERSITY TO THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**



**HUMAN RESOURCES SECTION**



**PPL Electric Utilities Corporation  
March 30, 2001**

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# PPL Electric Utilities Corporation

## 2000 Workforce Composition



Job Categories	Number of Employees										
	Overall Totals	Male					Female				
		White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native	White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native
Management III	12	12	0	0	0	0	0	0	0	0	0
Management II	58	52	0	1	0	0	4	1	0	0	0
Management I	147	113	1	1	2	0	29	1	0	0	0
Foreman	162	158	4	0	0	0	0	0	0	0	0
Computer	5	3	0	0	0	0	2	0	0	0	0
Professional II	183	141	2	1	0	0	32	1	5	1	0
Accounting	2	2	0	0	0	0	0	0	0	0	0
Senior Engineers	87	79	1	2	2	0	2	0	0	1	0
Engineers	27	21	0	1	1	0	2	0	1	1	0
Professional I	115	73	1	1	0	0	38	0	2	0	0
Drafting	37	29	1	1	0	0	6	0	0	0	0
Technical II	115	111	0	1	0	0	3	0	0	0	0
Technical I	17	16	0	0	0	0	1	0	0	0	0
Non Union Clerical	9	0	0	0	0	0	9	0	0	0	0
Other Clerical	62	20	2	0	0	0	30	6	4	0	0
Steno/Clerks	188	19	3	1	0	0	146	12	7	0	0
Customer Service	259	52	2	2	1	0	161	26	12	3	0
Skilled Plant Facility	33	25	1	3	0	0	4	0	0	0	0
Skilled Mobile	290	279	10	1	0	0	0	0	0	0	0
Lineman	295	281	9	3	0	2	0	0	0	0	0
Semi-Skilled Plant Facility	38	30	2	0	0	0	6	0	0	0	0
Semi-Skilled Mobile	825	777	25	14	1	0	7	1	0	0	0
Trainees	9	8	0	0	0	0	1	0	0	0	0
Meter Reader	266	226	16	2	1	1	20	0	0	0	0
Entry Level	244	200	10	3	0	0	27	1	3	0	0
<b>Total</b>	<b>3,485</b>	<b>2,727</b>	<b>90</b>	<b>38</b>	<b>8</b>	<b>3</b>	<b>530</b>	<b>49</b>	<b>34</b>	<b>6</b>	<b>0</b>

# PPL Electric Utilities Corporation 1999 Workforce Composition



Job Categories	Number of Employees										
	Overall Totals	Male					Female				
		White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native	White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native
<b>Officials &amp; Managers</b>	866	768	7	5	3	0	75	2	4	1	1
<b>Professionals</b>	1,348	1,055	15	12	14	0	230	8	3	11	0
<b>Technicians</b>	463	418	5	3	1	0	35	1	0	0	0
<b>Sales Workers</b>	0	0	0	0	0	0	0	0	0	0	0
<b>Office and Clerical</b>	919	170	13	3	0	0	625	66	41	1	0
<b>Craft Workers (Skilled)</b>	635	605	18	4	0	0	8	0	0	0	0
<b>Operatives (Semi-Skilled)</b>	1,812	1,667	60	24	3	3	54	1	0	0	0
<b>Laborers (Unskilled)</b>	268	224	12	4	0	0	25	2	1	0	0
<b>Service Workers</b>	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	6,311	4,907	130	55	21	3	1,052	80	49	13	1

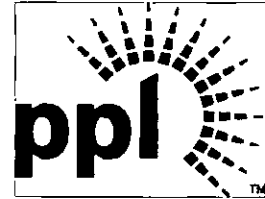
# PPL Electric Utilities Corporation

## 1998 Workforce Composition



Job Categories	Number of Employees										
	Overall Totals	Male					Female				
		White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native	White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native
<b>Officials &amp; Managers</b>	874	773	7	5	3	0	79	2	4	0	1
<b>Professionals</b>	1,299	1,031	15	11	11	0	214	4	4	9	0
<b>Technicians</b>	465	415	5	3	1	0	39	1	1	0	0
<b>Sales Workers</b>	0	0	0	0	0	0	0	0	0	0	0
<b>Office and Clerical</b>	903	167	12	2	0	0	611	69	40	2	0
<b>Craft Workers (Skilled)</b>	337	320	8	2	0	0	7	0	0	0	0
<b>Operatives (Semi-Skilled)</b>	2,230	2,058	77	28	3	3	59	2	0	0	0
<b>Laborers (Unskilled)</b>	154	118	9	2	0	0	22	1	2	0	0
<b>Service Workers</b>	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	6,262	4,882	133	53	18	3	1,031	79	51	11	1





# PPL ELECTRIC UTILITIES CORPORATION

## Narrative on Affirmative Action Efforts

### March 6, 2001

## Recruiting

PPL Electric Utilities Corporation (PPL) continues its efforts to secure qualified minority and female applicants for all job vacancies through aggressive recruiting. All recruitment sources contacted by the Company are advised of its equal employment opportunity and affirmative action policy, and are urged to refer qualified minority and female applicants.

Company representatives participate in special activities to help women and minorities gain employment. Those representatives attended many university and college career fairs throughout the year. These activities included the participation at special career fair events for the Society of Black Engineers, Society of Hispanic Professional Engineers, and the University of Delaware minority job fair reception. In addition, PPL sponsors a Minority Scholarship Program designed to develop minority engineers for future employment. Cedar Crest College, Drexel University, Lafayette College, Lehigh University, Muhlenberg College and Pennsylvania State University participate in the program.

In 2000, PPL continued its involvement with the InRoads Organization program. InRoads is a non-profit national career development organization committed to developing and placing talented minority youths in business and industry. The objective is to prepare them for corporate and community leadership. PPL's first InRoads student began in 1998 and continues his career development in the Company's Information Solutions Department. In 1999, a second student began working in PPL EnergyPlus. In 2000, a third student began to work in PPL's Power Delivery Department. The Company currently is in the process of identifying two additional INROADS students for its Generation Department. PPL attended the annual Philadelphia Area InRoads Recognition Banquet in July with its students and their families.

In 2000, PPL also sponsored a minority student in the Visit in Engineering Weeks (VIEW) program. VIEW is coordinated by Pennsylvania State University's Minority Engineering Program and provides an opportunity for talented, under-represented minority students to visit Penn State for one week and explore the many disciplines of engineering. PPL is listed on Penn State's Minority Engineering Program website as a contributor to its minority engineering program.

## Narrative on Affirmative Action Efforts

### Recruiting (continued)

Management positions typically are filled by using a structured team approach to interviewing. Prior to conducting all interviews, all interviewers are trained. This training includes legal considerations. Interview guides are designed based on the critical competencies and behaviors required for the position. A facilitated data integration session to determine the successful candidate ensures that all candidates are given fair and equal treatment. These sessions often are facilitated by a representative from PPL's Human Resource Department.

Another recruiting source is PPL's Cooperative Education Program. The Program offers the opportunity for students to learn how to apply theories taught in the classroom. Students can clarify career goals and earn a portion of college expenses, while alternating between work and college. In 2000, PPL employed 38 students to work as Cooperative Associates; 26% were females and 18% were minorities.

### Advertising

PPL actively recruits for job vacancies using local and national newspapers, various internet recruiting web sites, and PPL's Career web site. In addition, job vacancies are posted on America's Job Bank web site. In 2000, PPL participated in several Job Quest events. Job Quest, which is coordinated by the Allentown-Lehigh County Chamber of Commerce and WLVT-Channel 39, broadcasts local career opportunities for two hours on the radio. PPL seeks qualified applicants without regard to race, sex, religion, national origin, color, age, disability or veteran's status.

Other advertisements and sponsorships in 2000, which reaffirmed PPL's commitment to affirmative action, included:

- The Hispanic American Organization
- Local branches of the NAACP
- Women Unlimited (a networking group for African American Women in the Lehigh Valley)
- LifePath's Annual Ladies' Charity Golf Outing
- Lehigh Valley Project Blueprint
- Lehigh Valley Cityworks Program
- City of Allentown Human Relations Commission

## Narrative on Affirmative Action Efforts

### Training

PPL provides programs to improve employee skills in performing their present jobs and to qualify them for higher jobs in their progression line. PPL also provides on-the-job training. All on-the-job training and formal intra-company training programs are available to all employees.

An apprentice program is a part of the training process for certain bargaining unit positions. Employees bid into entry-level positions of the apprentice program through the normal bidding procedure. Upon successful completion of training and proficiency tests, the trainee is promoted to the next level until the journeyman position is reached.

PPL's Technical Training Center provides technical and safety training as part of its strategy to develop people. Training is provided to management and bargaining unit employees. Courses are delivered by a professional staff of instructors in a classroom setting and on-the-job. Subjects include: power plant electrical and mechanical maintenance, line and substation maintenance, heavy equipment operation, computer software applications and all applicable OSHA safety practices. PPL also has a state-of-the-art Nuclear Training Center.

A variety of training programs designed to develop and broaden management skills are available for supervisory and professional employees at the Company's expense. Workshops, such as Effective Team Building, Presentation Skills, Conflict Resolution, Time Management and Stress Management, are a sampling of the types of programs available. Women and minorities especially are encouraged to attend these sessions. A lending library of self-study workshops books, videos, and audios on a variety of subjects also are available to all employees.

Another highly successful program available to all employees is the Pennsylvania State University's Making Choices: Negotiating Differences to Build Community program. This three-day program focuses on cultural diversity and helping "volunteers" to understand and work more effectively with people from different cultural backgrounds.

PPL also offers training in Sexual Harassment and Diversity. Some workshops include:

- Civil Treatment for Managers
- Civil Treatment for Employees
- Making the Difference

## Narrative on Affirmative Action Efforts

### Training (continued)

- Sexual Harassment in the Workplace
- Let's Talk Diversity

Civil Treatment for Managers is a comprehensive approach to fair employment practices which helps managers learn to deal constructively with the situations and relationships they face in the workplace.

In the workshop, video vignettes of workplace scenarios, courtroom testimonies, and jury exercises are the basis for this interactive, problem-solving program. The course provides hands-on experience in the classroom and is based on a set of simple, practical conduct guidelines known as the "Prescriptive Rules."

Topics addressed include:

- ADA
- Protected protest
- Sexual harassment
- AIDS-related issues
- Glass ceiling
- Reference inquiries
- Unjust dismissal/wrongful termination
- Sex, age, race, religious, and pregnancy discrimination

In 1999, Company policies on Sexual Harassment and EEO, Discrimination and Harassment were revised and reissued to all employees. Training regarding these policies, which includes a video featuring the Vice President - Human Resources, continued to be delivered to all new employees during 2000.

The Company provides an Education Assistance Program for all regular, full-time employees to develop job-related knowledge and skills. Under this program, employees may enroll in courses offered by accredited educational institutions and organizations. The courses must be related to knowledge and skills useful in the employee's present job or prepare them to be a qualified candidate for available jobs in the Company. Varying degrees of reimbursement, ranging from 80-100%, are provided for eligible courses of study.

## Narrative on Affirmative Action Efforts

### Promotion

Normally, all authorized vacancies in management positions below the level of Vice President or Department Head are considered for posting. In certain circumstances, e.g. developmental rotation assignments, certain positions are not posted. Each manager ultimately is responsible for the selection of people. The manner in which each manager fulfills this responsibility is an important part of the manager's overall performance.

The Selection and Development Section in PPL's Human Resources Department is responsible for providing managers with personalized support necessary for the selection process, including the operation of the Internal Selection System, internal candidate searches, and external recruiting.

In 2000, there were 66 promotions in management job groups. Of the 66 promotions, 17 (26.0 %) were white females, 4 (6.1%) were minority females, and 2 (3.0%) were minority males.

PPL's EEO philosophy applies equally to bargaining unit and non-bargaining unit employees, and the Company includes a non-discrimination clause in its labor agreements. Policies regarding promotion, demotion, layoff or termination are clearly covered in the Labor Agreements between the Company and bargaining units. Copies of the contract are presented to all bargaining unit employees upon employment.

There are established lines of progression for jobs covered by the labor agreements, and employees advance into vacancies by seniority without discrimination. Job vacancies above the entry-level, and those that cannot be filled through the progression line, are posted for bid.

### Retention

PPL continually reviews its processes that develop, utilize, recognize and retain employees necessary for future growth and success in a competitive business environment. Some established programs and policies are:

- Commitment to Diversity Training
- Sexual Harassment Awareness Workshops
- Employee Development Process
- Child Care Referral Service
- Education Assistance Program
- Employee Assistance Service
- Child-Care Leave of Absence

## Narrative on Affirmative Action Efforts Retention (continued)

- Family Medical Emergency Leave of Absence
- Flexible Working Hours
- Part-Time Employee Compensation Policy
- Telecommuting Opportunities

The PPL Women's Network (PWN) began in 1997 and presently has over 150 members. PWN continued to co-sponsors many developmental activities, such as Diversity Awareness Week and Executive Briefings. Diversity Awareness Week, which was held in October 2000, focused on acknowledging and recognizing diversity within the organization. The Executive Briefings are meetings held with officers to discuss business objectives. Employees and the public can view PWN's web site located at [www.pplweb.com/careers](http://www.pplweb.com/careers).

PPL's Affirmative Action Plan supports the organization by defining and communicating accountability for Affirmative Action to the Company's business lines and support groups. PPL's goal is to provide its business lines and support groups the ability to view every vacancy as an opportunity to improve diverse representation at all levels. PPL provides appropriate documentation of the percentages of female and minority employees increasing/decreasing within their business lines and guidance for following appropriate hiring processes for all internal and external vacancies.

In 2000, PPL initiated a Diversity Advisory Council as a vehicle for expanding diversity at PPL Corporation. The Diversity Council is composed of five executives and seven other members representative of the business lines. The mission of the council is to develop methods and policies to nurture and drive changes in PPL's corporate culture to achieve a diverse work force and work environment in support of the Company's current and future business growth strategies.



**PPL Electric utilities Corporation**  
**Workforce/Service Territory Comparison**  
 March 15, 2000

### Description of Service Territory

PPL Electric Utilities Corporation (PPL) provides electric delivery service to 1.2 million homes and businesses in 29 counties of eastern and central Pennsylvania. This region, with a population of about 2.5 million people, has as its principal cities: Allentown, Bethlehem, Harrisburg, Hazleton, Lancaster, Scranton, Wilkes-Barre and Williamsport.

### Geographic Source of Relevant Labor Force

The geographic source area of PPL's labor force used to develop its Affirmative Action Plan is:

County	
Carbon	Monroe
Columbia	Montour
Cumberland	Northampton
Dauphin	Northumberland
Lackawanna	Perry
Lancaster	Schuylkill
Lebanon	Snyder
Lehigh	Union
Luzerne	Wayne
Lycoming	York

### Workforce/Relevant Labor Force Comparison

	<b>Women</b>	<b>Minorities</b>
Internal Workforce	17.7%	6.5%
Relevant Labor Force	14.82%	2.99%

**REPORT ON DIVERSITY TO THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**



**PROCUREMENT SECTION**



**PPL Electric Utilities Corporation  
March 30, 2001**



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# PPL CORPORATION

## SUMMARY OF MWBE PROGRAM AND EFFORTS

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### **BACKGROUND**

At PPL Corporation ("PPL") (formerly PP&L Resources), diversity planning applies not only to employment practices but to procurement practices as well. PPL values diversity because its customer base is diverse and, therefore, it encourages participation in its procurement programs by the broadest possible base of suppliers. PPL especially encourages contacts from Minority/Woman-Owned Business Enterprises (MWBEs) not only because the Company takes its social responsibilities seriously, but because it also makes good business sense to do so. By expanding its potential sources of supply, PPL fosters the competitive process which can result in significant cost savings opportunities and improved quality.

PPL encourages MWBEs to contact the Company by listing PPL's name, address, telephone number, and contact person in *Purchasing People in Major Corporations*, published by Try Us Resources, Inc. The PPL Corporate Supplier Diversity Program was developed in 1998 (Attachment A). An external Supplier Diversity website ([http://www.pplweb.com/who\\_we\\_are/supplier\\_diversity.htm](http://www.pplweb.com/who_we_are/supplier_diversity.htm)) (Attachment B) maintains supplier diversity information. Also available to both employees and suppliers is a PPL brochure called *Supplier Diversity - We Want To Do Business With You* (see Attachment C). In addition, the Company identifies and invites contact from MWBEs by attending local and regional trade fairs for MWBEs.

Once identified as a potential source of supply for PPL, interested firms are requested to complete a Contractor/Vendor Registration Form. The completed form is reviewed by buyer and user groups and then entered into the supplier database. Special codes are added to a firm's listing to indicate "Minority," "Woman-Owned," "Small Business," or other special categories. These indicators enable buyers to easily identify special characteristics when developing a bidders list for a particular procurement.

In addition to the information provided on the vendor database after a potential supplier has been approved, several other resources are available to buyers for identifying MWBEs. These include SBA-Pronet website, the *Try Us National Minority Business Directory*, a list of approved 8(A) (socially & economically disadvantaged) companies published by the Small Business Administration - Philadelphia District Office, and the Regional Minority Purchasing Council (RMPC). Firms listed in the directories or provided by the RMPC may be solicited by buyers prior to QSL approval. If the MWBE shows an interest in doing business with PPL by either responding to the solicitation, or contacting PPL as a result of receiving the bid request, the Company will forward a QSL application so that the firm may be considered for future procurements.

### ***INTERNAL EFFORTS***

Use of MWBE vendors is stressed in the corporate credit card policies and procedures guidelines. Renewing awareness of the MWBE vendor program in sections of the Company that buy numerous small dollar items locally can result in significant improvement in procurements with MWBEs.

Internal *Update* news article was written announcing the Supplier Diversity website.

### ***EXTERNAL EFFORTS***

Developed and implemented a website in PPL Resources Website for Supplier Diversity:  
[http://www.pplweb.com/who\\_we\\_are/supplier\\_diversity.htm](http://www.pplweb.com/who_we_are/supplier_diversity.htm)

A mass mailing was performed to all subsidiary suppliers to verify classification and certification of our supplier database.

In August 2000, Procurement staff attended and participated at GSA Subcontracting Workshop in Washington, D.C.

In September 2000, Procurement staff exhibited at the NMSDC of PA, NJ, DE Expo Opportunity 2000.

As a result of contacts made at the conference, internal customers were contacted by Procurement or directly by the suppliers.

### ***SUBCONTRACTING EFFORTS***

Terms and Conditions on all Requests for Quote, Requests for Proposal, Purchase Orders, and Contracts contain language specific to the utilization of MWBEs. Examples of these terms and conditions follow:

Contractor shall use its best efforts to assure that Small, Small Disadvantaged, Women Owned and Hubzone Small Business concerns (SSDWOHSBCs) are given equitable opportunity to compete for procurements resulting from this Contract. In this regard, Contractor shall comply with the requirements in 48 C.F.R. 52.219-8, which is hereby incorporated by reference.

If the total aggregate commitment hereunder exceeds \$500,000, Contractor (unless Contractor is itself a small business concern) shall adopt a plan similar to the plan required in 48 C.F.R. 52.219-9, and shall establish and conduct, or maintain, a program that enables SSDWOHSBCs to have equitable opportunities to compete as subcontractors or suppliers for procurements resulting from this Contract. In this regard, Contractor shall assure that known SSDWOHSBCs are given equitable opportunities to compete for subcontracts, particularly by arranging solicitations for bids and delivery schedules so as to facilitate participation by those entities, maintain records showing procedures which have been adopted to comply with the provisions of this clause, and

prepare periodic reports and cooperate in surveys as may be required by the General Services Administration or the Small Business Administration. Contractor agrees to submit reports on Standard Forms 294 or 295 to PPL annually with respect to its plan and to provide other certifications and documentation deemed reasonably necessary by PPL to show evidence of Contractor's compliance with all State and Federal rules and regulations relating to the use of SSDWOHSBCs.

Contractor (except small business concerns) shall insert in any subcontract hereunder which may exceed \$500,000, provisions that conform substantially to the language of this clause.

Currently, subcontractors are not required to provide data regarding their diversity plans, nor are they required to submit results of their programs.

### ***REPORTING***

PPL's Vendor Listing, which contains a vendor's name, address, telephone number, and special indicators, is used by its Accounts Payable Department to make payments. This system allows PPL to track payments to MWBEs and prepare summary reports of such payments on a quarterly basis. Goals and actual achievements of dollars spent with small, small disadvantaged, women-owned and hubzone businesses are submitted to the U.S. Government's General Services Administration (GSA) annually.

PPL does not maintain data regarding individuals with disability-owned vendors.

Historically, Black College & Universities and Minority Institutions are not applicable since PPL does not have opportunity.\*

\*Sentence added -- per GSA reporting instructions.

**Note:** The words "Small, Small Disadvantaged and Women-Owned Small Business Concerns" were replaced with the words "Small, Small Disadvantaged, Women-Owned and Hubzone Small Business concerns" -- per GSA reporting instruction.

## UTILITY PROCUREMENT DIVERSITY REPORT PPL CORPORATION

<b>DATA AS OF</b>	<b>TOTAL</b>	<b>MINORITY</b>	<b>% MINORITY</b>	<b>FEMALE</b>	<b>% FEMALE</b>	<b>TOTAL MWBE</b>	<b>% TOTAL</b>
DECEMBER 31, 1996	\$299,518,916	\$3,416,011	1.14%	\$6,461,312	2.16%	\$9,877,323	3.01%
DECEMBER 31, 1997	\$426,998,333	\$3,533,880	.83%	\$9,051,048	2.12%	\$12,584,928	2.95%
DECEMBER 31, 1998	\$470,842,787	\$3,146,021	.67%	\$9,808,139	2.08%	\$12,821,160	2.72%
DECEMBER 31, 1999	\$587,499,004	\$2,124,974	.36%	\$4,287,525	.73%	\$6,412,499	1.09%*
DECEMBER 31, 2000	\$338,186,334	\$728,155	.02%	\$4,137,427	1.22%	\$4,885,582	1.44%

\*Decrease in percentage caused by lack of response from suppliers to mass mailing. Suppliers failed to produce or forward certifications; therefore were removed from totals.

## **PPL CORPORATE SUPPLIER DIVERSITY PROGRAM**

### **Philosophy and Purpose**

PPL is committed to encouraging cultural diversity and believes in providing equal opportunity to all suppliers, including diverse suppliers, i.e., small, minority-, women- and disable-owned business enterprises. Through its Supplier Diversity Program, PPL seeks to encourage that maximum opportunity is provided to diverse suppliers who wish to participate in its procurement process.

PPL values diversity. The communities and customers it serves, as well as its employees, are diverse. PPL's commitment to the Supplier Diversity Program reflects its belief that efforts to assist diverse businesses will enhance their opportunities for success while providing PPL with needed materials and services at competitive prices.

It is PPL's goal to include supplier diversity as an integral part of doing business, rather than by positioning it as a stand-alone program.

The PPL Procurement organization is responsible for administering, monitoring, and reporting on the results of the Supplier Diversity Program. Procurement is responsible for coordination between suppliers and other personnel within PPL.

The Program operates in accordance with PPL's contract for electric service with the U.S. General Services Administration (GSA), and the Pennsylvania Public Utility Commission's (PUC) Utility Diversity Reporting Program. Both the GSA and the PUC requires companies, such as PPL, to develop programs to increase participation of diverse suppliers.

### **Corporate Policy**

It is the policy of PPL, through the Supplier Diversity Program, to:

- Provide all suppliers with fair and equitable opportunity to participate in the competitive process to contract for materials and services required by PPL.
- Ensure that PPL is provided with the best materials and services at the lowest evaluated life cycle cost.
- Increase utilization of diverse suppliers by proactively seeking these businesses and providing them with competitive opportunity.
- Promote mentor relationships between PPL buying personnel and diverse suppliers.
- Provide no premiums or set-asides for purchases from diverse suppliers.

### **Roles and Responsibilities**

#### **Supplier Diversity Program Administrator**

- Establish corporate policy, procedures and annual goals
- Corporate-wide communication of program goals and results
- Program performance monitoring and reporting
- Develop internal programs to educate and train buying personnel
- Develop outreach programs to locate and identify potential diverse suppliers
- Act as liaison between PPL, suppliers, advocacy groups, and associations
- Encourage and support mentor relationships between PPL buying personnel and diverse suppliers
- Assist diverse suppliers in their efforts to compete

#### **All PPL employees involved in procurements**

- Identify diverse suppliers and provide identification information to Procurement for inclusion to supplier database
- Provide opportunities for diverse suppliers
- Develop and advance mentor relationships with diverse suppliers
- Utilize diverse suppliers in corporate card purchasing activities

### **Procurement Process**

PPL encourages inquiries from diverse suppliers for inclusion in its supplier database. Diverse suppliers should contact PPL and request to be a potential source of supply.

The Corporate Credit Card Program is another procurement tool that allows users to buy small dollar value materials and services from diverse suppliers.

Competitive bid responses are evaluated and purchase orders and contracts are awarded based on lowest evaluated life cycle cost. Suppliers are expected to perform as promised and are evaluated based on PPL's standards for quality and service. Suppliers who are not awarded business based on a competitive solicitation may request feedback to help them improve future bid submittals.

Mentor relationships are encouraged between all PPL employees involved in procurements and diverse suppliers. This mentoring initiative is focused on education in the areas of qualification requirements, formatting and presenting proposals, bid and contracting procedures, material and service requirements, and invoicing and payment schedules and procedures.

**Definitions**

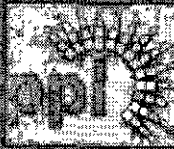
A small business is a firm, including its affiliates, that is independently owned and operated, and qualifies as a small business as defined by the U.S. Small Business Administration (SBA).

A minority-owned business as defined by the National Minority Supplier Development Council must be at least 51% owned, operated and controlled by U.S. citizens who are either African American, Hispanic American, Native American, Asian-Pacific American or Asian-Indian American.

A woman-owned business as defined by the SBA guidelines must be at least 51% owned, operated and controlled by one or more women who are U.S. citizens.

A disabled-owned business includes those businesses whose owners are disabled as defined by the Americans with Disabilities Act. This classification can also include sheltered workshops, which are non-profit organizations promoting the interests of physically or mentally challenged individuals and agencies that employ 51% or more disabled persons, i.e., a vocational rehabilitation agency or school for the blind.





Our History  
 Our Management Team  
 Marketing Energy  
 Delivering Energy  
 Growing Worldwide  
 Generating Power  
 Annual Report  
 Industry Resources  
 Organizational Chart  
 Supplier Diversity

Navigate PPL

Keywords Search



Where We're Going | [Home](#) | [Services](#) | [Contact Us](#) | [Glossary](#)

[Marketing Energy](#) | [Delivering Energy](#) | [Growing Worldwide](#) | [Your Community](#) | [Share](#)

## Where We're Going

### Supplier Diversity

#### A Good Business Policy

The value PPL Utilities places on diversity in its employees, com and customers carries over to the people from which the compa purchases goods and services.

PPL, Inc.'s Supplier Diversity Program is a commitment to purc goods and services at competitive prices, while enhancing the opportunities for success for business owners of diverse backgr

#### Who Qualifies for the Supplier Diversity Program

A minority-owned business must be at least 51 percent owned, and controlled by an African-American, Hispanic-American, Nati American, Asian-Pacific American or Asian-Indian American.

A woman-owned business must be at least 51 percent owned, o and controlled by one or more women who are U.S citizens.

A disable-owned business includes those businesses whose ow disabled under the definitions of the federal Americans with Disa Act. This includes non-profit agencies or programs that promote interests of the disabled or agencies that have a work force of 5 or more disabled workers.

A small business is a firm, including its affiliates, that is indepen owned and operated, and that qualifies as a small business und U.S. Small Business Administration (SBA) definitions.

#### Making the Supplier Diversity Program work

PPL is undertaking a review of its entire supplier database in an obtain updated supplier information, purge duplicate or incorrect and verify minority certifications. We therefore request your help follows:

1. Please save, print and complete the **Supplier Informatio** [MS Word 97 Format (Zipped) | Adobe Acrobat Format] ( Reader required), including SIC Code designation.
2. If you classify your firm as a small, women-owned, or min business, a copy of your certification is required.

Please return the **Supplier Information Form** along with a copy certification to: **Gloria E. Collins, Supplier Diversity Administr** PPL Utilities, GENT2, Two North Ninth Street, Allentown, PA

*Download and install the free Adobe Acrobat Reader by cl*

here: 

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Ronald F. Weigel  
Director  
Government Relations



Strawberry Square, Floor 4  
Harrisburg, PA 17101

Phone 717.777.4813  
Fax 717.777.5610  
ronald.f.weigel@verizon.com

ORIGINAL

~~M-00920329~~  
~~M-00940558~~  
M-00940557

April 1, 2001

Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, Pennsylvania 17105-3265

DOCUMENT  
FOLDER

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SECRETARY'S BUREAU

Dear Secretary:

In compliance with the Commission's Order and March 16, 1992 Secretarial Letter (M-00920329), Revisions to Section 516 Management Audit Policies and Procedures (Agenda Nos. FEB-92-C-3, FEB-92-C-5), and Revision to the Management Audit Policies and Procedures Regarding the Filing of Status Reports on Utilities' Diversity and Affirmative Action Plans M-00940558; the Commission's policy statement on Diversity at Major Jurisdictional Utility Companies, Docket M-00940557; and including improvements as recommended by the Utility Diversity Advisory Council in 1996, enclosed is an original and one copy of Verizon Pennsylvania's annual **Report On Diversity**.

If you have any questions, please contact Carol S. Johnson on 215-466-3871.

Very truly yours,

*R. F. Weigel*

Enclosure

cc: Leonard Goins, Office of Public Liaison

**ORIGINAL**

M-00940557

**REPORT ON DIVERSITY TO THE PENNSYLVANIA  
PUBLIC UTILITY COMMISSION**



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**VERIZON PENNSYLVANIA INC.**

**APRIL 1, 2001**

**REPORT ON DIVERSITY TO THE PENNSYLVANIA  
PUBLIC UTILITY COMMISSION**

**VERIZON PENNSYLVANIA INC.  
APRIL 1, 2001**

**EXECUTIVE SUMMARY**

Verizon Pennsylvania, formerly Bell Atlantic-Pennsylvania, has a forward-looking diversity leadership policy as well as a history of compliance with federal, state and local laws and regulations governing affirmative action and equal employment opportunity.

Verizon Pennsylvania and its corporate parent, Verizon Communications, are committed to creating an environment at Verizon where no one will be given either unreasonable advantage or disadvantage in any way in matters of hiring, promotion or assignment. It is the policy of Verizon to establish and maintain a workforce that is broadly representative of the diversity of its customers and to create and foster an environment that enables every member of its diverse team of employees to contribute to the success of Verizon and to achieve full potential in service to its customers. Each individual's ability to progress will be determined by whether that individual is the person best qualified for a given opportunity.

Verizon has implemented a Unified Diversity Leadership Strategy (UDLS) to facilitate a major shift in the way diversity in Verizon is valued and embraced. UDLS leverages the diversity available in Verizon's employees, customers, and external stakeholders. Diversity initiatives throughout Verizon are linked to the following eight critical components:

- Leadership
- Employment
- Education
- Workplace Environment
- Partnerships and Strategic Alliances
- Economic Development
- Communication
- Measurement and Accountability

Verizon's extensive M/W/DBE outreach program identifies potential minority, women and other protected class suppliers. This company-wide program supports and encourages the economic success of minority, women and other protected class suppliers for Verizon Pennsylvania as well as all other Verizon companies.

In conclusion, Verizon will continue to focus on diversity as a key business strategy and will continue to work with the Pennsylvania Public Utility Commission and other utilities throughout the Commonwealth to improve the employment and procurement opportunities of minorities, women and persons with disabilities within the utility industry.



[Diversity at Verizon Homepage](#)

[Our Commitment](#)

[Who We Are](#)

[In the Community](#)

[In the News](#)

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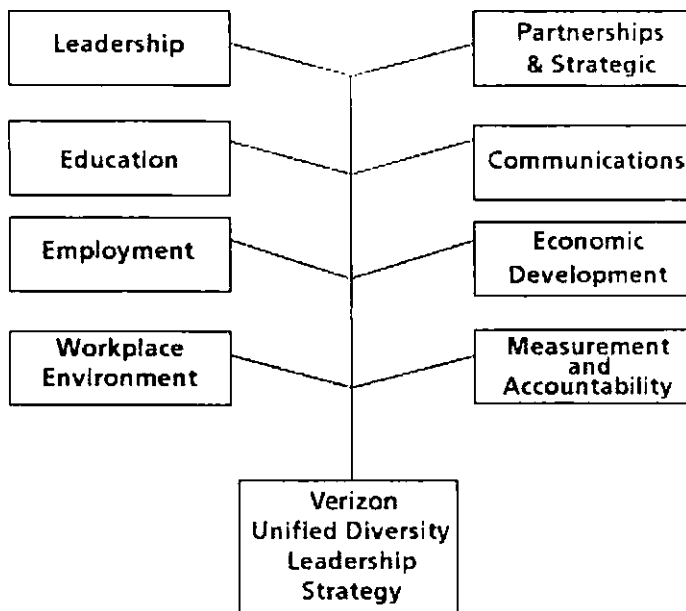
## Unified Diversity Leadership Strategy (UDLS)

We recognize the power of the diverse minds, experiences, cultures and perspectives that our employees possess and believe it is one of our key competitive advantages.

**When employees are empowered to contribute to their fullest potential, both the business and the employees benefit.**

Designed to increase innovation, customer satisfaction, market share, and profitability, our UDLS leverages the unique characteristics, talents, and contributions of all our employees.

Each of our business units conducts an assessment of its operations, then develops an appropriate diversity plan based on eight critical components represented in the following diagram.



- Leadership
- Partnership and Strategic Alliances
- Employment
- Economic Development
- Education
- Communication
- Workplace Environment
- Measurement and Accountability

### Mission

**Unified Diversity Leadership Strategy**

Leadership

Measurement/Accountability

Message from the Vice President



**REPORT ON DIVERSITY TO THE PENNSYLVANIA  
PUBLIC UTILITY COMMISSION**

~HUMAN RESOURCES SECTION~

**VERIZON PENNSYLVANIA INC.**

**APRIL 1, 2001**

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**WORKFORCE COMPOSITION**

Verizon Pennsylvania's workforce composition as of December 31 for years 1996-2000 follows.

BELL ATLANTIC EMPLOYEES IN PENNSYLVANIA  
AS OF 12/31/96

<u>EO1</u>	<u>DESCRIPTION</u>	<u>GRAND</u> <u>TOTAL</u>	<u>TOTAL</u> <u>MALES</u>	<u>WHITE</u> <u>MALES</u>	<u>HISP</u> <u>MALES</u>	<u>BLACK</u> <u>MALES</u>	<u>ASIAN</u> <u>MALES</u>	<u>AM IN</u> <u>MALES</u>	<u>TOTAL</u> <u>FEMLS</u>	<u>WHITE</u> <u>FEMLS</u>	<u>HISP</u> <u>FEMLS</u>	<u>BLACK</u> <u>FEMLS</u>	<u>ASIAN</u> <u>FEMLS</u>	<u>AM IN</u> <u>FEMLS</u>	<u>TOTAL</u> <u>MNRTY</u>
01	OFFICIALS & MGRS	2899	1646	1495	8	112	31	0	1253	1057	6	182	7	1	347
02	PROFESSIONALS	493	263	249	0	9	5	0	230	198	0	31	1	0	46
03	TECHNICIANS	252	146	129	0	14	3	0	106	72	0	29	5	0	51
04	SALES WORKERS	149	87	81	1	5	0	0	62	54	0	8	0	0	14
05	OFFICE & CLERICAL	6148	841	614	23	198	4	2	5307	3862	56	1379	9	1	1672
06	CRAFT SKILLED	5218	4574	4118	42	402	8	4	644	548	3	93	0	0	552
07	OPERATIVES	138	85	66	0	19	0	0	53	46	0	7	0	0	26
08	LABORERS UNSKILLE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09	SERVICE WORKERS	103	49	27	5	17	0	0	54	46	1	7	0	0	30
TOTAL		15400	7691	6779	79	776	51	6	7709	5883	66	1736	22	2	2738

BELL ATLANTIC EMPLOYEES IN PENNSYLVANIA  
AS OF 12/31/97

<u>EEO1 DESCRIPTION</u>	<u>GRAND TOTAL</u>	<u>TOTAL MALES</u>	<u>WHITE MALES</u>	<u>HISP MALES</u>	<u>BLACK MALES</u>	<u>ASIAN MALES</u>	<u>AM IN MALES</u>	<u>TOTAL FEMLS</u>	<u>WHITE FEMLS</u>	<u>HISP FEMLS</u>	<u>BLACK FEMLS</u>	<u>ASIAN FEMLS</u>	<u>AM IN FEMLS</u>	<u>TOTAL MNRTY</u>
01 OFFICIALS & MGRS	2632	1438	1333	4	94	7	0	1194	1016	5	171	2	0	283
02 PROFESSIONALS	549	319	302	1	12	3	1	230	189	1	38	1	1	58
03 TECHNICIANS	85	56	45	1	3	7	0	29	17	0	9	3	0	23
04 SALES WORKERS	137	76	65	2	9	0	0	61	51	0	10	0	0	21
05 OFFICE & CLERICAL	6718	1258	966	26	229	36	1	5460	4000	56	1375	28	1	1752
06 CRAFT SKILLED	5597	4928	4471	43	401	9	4	669	571	4	94	0	0	555
07 OPERATIVES	200	103	80	0	23	0	0	97	88	1	8	0	0	32
08 LABORERS UNSKILLE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09 SERVICE WORKERS	40	30	12	5	13	0	0	10	5	0	5	0	0	23
TOTAL	15958	8208	7274	82	784	62	6	7750	5937	67	1710	34	2	2747

**BELL ATLANTIC EMPLOYEES IN PENNSYLVANIA  
AS OF 12/31/98**

<u>EEQ1 DESCRIPTION</u>	<u>GRAND TOTAL</u>	<u>TOTAL MALES</u>	<u>WHITE MALES</u>	<u>HISP MALES</u>	<u>BLACK MALES</u>	<u>ASIAN MALES</u>	<u>AM IN MALES</u>	<u>TOTAL FEMLS</u>	<u>WHITE FEMLS</u>	<u>HISP FEMLS</u>	<u>BLACK FEMLS</u>	<u>ASIAN FEMLS</u>	<u>AM IN FEMLS</u>	<u>TOTAL MNRTY</u>
01 OFFICIALS & MGRS	2895	1604	1479	8	105	10	2	1291	1088	6	191	5	1	328
02 PROFESSIONALS	940	532	435	2	50	45	0	408	317	1	68	22	0	188
03 TECHNICIANS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
04 SALES WORKERS	28	9	6	0	3	0	0	19	19	0	0	0	0	3
05 OFFICE & CLERICAL	6199	1034	805	27	196	4	2	5165	3794	62	1295	11	3	1600
06 CRAFT SKILLED	5707	4940	4463	50	412	11	4	767	649	5	112	1	0	595
07 OPERATIVES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08 LABORERS UNSKILLEI	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09 SERVICE WORKERS	155	101	68	5	28	0	0	54	40	0	14	0	0	47
<b>TOTAL</b>	<b>15924</b>	<b>8220</b>	<b>7256</b>	<b>92</b>	<b>794</b>	<b>70</b>	<b>8</b>	<b>7704</b>	<b>5907</b>	<b>74</b>	<b>1680</b>	<b>39</b>	<b>4</b>	<b>2761</b>

**BELL ATLANTIC EMPLOYEES IN PENNSYLVANIA  
AS OF 12/31/99**

<b>EE01 DESCRIPTION</b>	<b>GRAND TOTAL</b>	<b>TOTAL MALES</b>	<b>WHITE MALES</b>	<b>HISP MALES</b>	<b>BLACK MALES</b>	<b>ASIAN MALES</b>	<b>AM IN MALES</b>	<b>TOTAL FEMLS</b>	<b>WHITE FEMLS</b>	<b>HISP FEMLS</b>	<b>BLACK FEMLS</b>	<b>ASIAN FEMLS</b>	<b>AM IN FEMLS</b>	<b>TOTAL MNRTY</b>
01 OFFICIALS & MGRS	2600	1452	1329	8	98	15	2	1148	945	5	195	3	0	326
02 PROFESSIONALS	1309	673	558	5	55	55	0	636	496	2	107	30	1	255
03 TECHNICIANS	2	0	0	0	0	0	0	2	2	0	0	0	0	0
04 SALES WORKERS	163	83	68	4	11	0	0	80	68	1	9	2	0	27
05 OFFICE & CLERICAL	6290	1108	853	25	224	4	2	5182	3754	66	1347	12	3	1683
06 CRAFT SKILLED	5586	4815	4341	55	403	12	4	771	651	4	114	1	1	594
07 OPERATIVES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08 LABORERS UNSKILLE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09 SERVICE WORKERS	151	103	70	5	28	0	0	48	36	0	12	0	0	45
TOTAL	16101	8234	7219	102	819	86	8	7867	5952	78	1784	48	5	2930

**EEO1 PROFILE FOR  
EMPLOYEES WORKING IN THE STATE OF PENNSYLVANIA  
DATA AS OF DECEMBER 2000**

<u>EEO1</u>	<u>TOTAL</u>	<u>TMEN</u>	<u>WM</u>	<u>BM</u>	<u>HM</u>	<u>AM</u>	<u>IM</u>	<u>TWOM</u>	<u>WW</u>	<u>BW</u>	<u>HW</u>	<u>AW</u>	<u>IW</u>	<u>TMIN</u>
01 OFFICIALS & MGRS	1958	1061	937	101	9	13	1	897	714	174	5	3	1	307
02 PROFESSIONALS	2524	1388	1222	95	6	64	1	1136	913	189	2	32	0	389
03 TECHNICIANS	197	131	108	15	4	4	0	66	48	11	1	6	0	41
04 SALES WORKERS	514	234	207	20	6	1	0	280	238	31	7	4	0	69
05 OFFICE & CLERICAL	6730	1231	928	266	30	6	1	5499	3968	1416	92	18	5	1834
06 CRAFT SKILLED	5883	5074	4568	427	61	13	5	809	673	125	9	1	1	642
09 SERVICE WORKERS	146	102	72	25	5	0	0	44	35	9	0	0	0	39
TOTAL	17952	9221	8042	949	121	101	8	8731	6589	1955	116	64	7	3321

**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS**

**RECRUITING:**

Verizon Pennsylvania has a workforce comprised of skilled and semi-skilled clerical employees, officials and managers, and professional employees. This diverse mixture of job opportunities provides Verizon the flexibility to use a variety of recruiting sources and techniques.

Other recruiting sources include:

- Professional recruiting agencies
- Minority and women's organizations
- Community agencies
- Post-secondary educational institutions
- State employment service offices
- Employee referrals, see **Exhibit 1**
- The Internet's World Wide Web

In addition, Verizon utilizes the following recruitment sources in the recruitment of persons with disabilities and covered veterans:

- State job service
- State and federal vocational rehabilitation agencies or facilities
- Sheltered workshops
- College placement offices
- State education agencies
- Labor organizations
- Service organizations serving individuals with disabilities and covered veterans

**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS (con't.)**

**RECRUITING: (con't.)**

Verizon requests that recruiting sources actively recruit and refer minorities and women for all positions for which it hires. Verizon also enlists the support of its recruiting sources for its commitment to provide meaningful employment opportunities for qualified persons with disabilities and covered veterans. As appropriate, recruiting sources are advised that they will be evaluated at least in part based on their performance in referring diverse candidates for openings.

A sample letter sent to recruiting sources is included as **Exhibit 2**.

- Where appropriate, Verizon invites recruiting source representatives to visit its facilities. Formal briefing sessions, tours and presentations are held on Verizon's premises with participation by minority and female employees as an integral part of briefings, if possible. Efforts are also made to familiarize representatives of recruiting sources with the work environment as well as the functional requirements of the tasks to be performed.
- Advertisements for employment placed in news media contain the phrase, "An Equal Opportunity Employer".
- Employment personnel communicate the existence of Verizon's Affirmative Action Program to prospective employees and explain how they can avail themselves of its benefits.
- Annually, the Director - Human Resources informs all major recruiting sources both verbally and in writing of Verizon's EEO/AA Policy.

Verizon recruits both men and women for all positions, and does not discriminatorily restrict one sex to certain job classifications. There are no jobs for which sex is a bona fide occupational qualification. Appropriate physical facilities are provided for employees and applicants of both sexes. Married and unmarried men and women are treated equally in all personnel actions. Employment is not denied to women having children.



**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS (con't.)**

**RECRUITING: (con't.)**

Verizon does not make use of state "protective" laws to deny any female employment or the right to any job for which she is qualified; nor does it specify differences for male or female employees on the basis of sex in either mandatory or optional retirement age.

Where possible, Verizon makes reasonable accommodations to the physical and mental limitations of employees or applicants for employment. In determining the extent of Verizon's accommodation obligations, business necessity and financial cost expenses may be considered. When necessary, Verizon may seek the assistance and advice of external sources.

Verizon provides employment opportunities for women who might otherwise be unable to participate in the workforce by making temporary employment available and allowing for alternative work schedules such as flex-time, job-sharing, and telecommuting arrangements which are in place for management employees and where permitted by union contract for union-represented employees.

Verizon's Human Resources staff participates in job fairs throughout the region, including job fairs at educational institutions that participate in training of the disabled, such as schools for blind or deaf persons. When Human Resources representatives participate in job fairs or recruit on-site at junior colleges or universities, efforts are made to reach minorities and females. Minority and female enrollment is significant at schools with which Verizon is establishing relationships. Verizon also engages in recruitment activities at educational institutions with substantial enrollments of students from various religious and ethnic groups.

All current employees, including minorities and women, are encouraged to refer applicants. Minority and female employees are encouraged to participate in youth motivation and related activities in the community. The assistance of employees who are disabled or covered veterans are enlisted in special recruiting efforts.

Verizon also undertakes special employment programs such as INROADS.

11:17



Hr Communications  
04/12/2000 07:20 PM

Please respond to Hr Communications

Sent by: BROADCAST MESSAGING

To: All Regulated Employees--S40@Bell-Atl  
CC:  
Subject: Mgmt. College Internship Program-2000

Note: Please share this message with co-workers who don't have e-mail access.

More than 2000 referrals/resumes have been received for the Summer Management College Internship Program since the broadcast message announced the program on Feb. 7th. This is a great response and we send special thanks to all employees who referred candidates.

The deadline for submitting the Intern Referral Data Sheet (along with resume) is this Friday, April 14, 2000. Referral Data Sheets are available from JESS THE FAX. Call 1-888-275-5377 and request Document #3840. Eligible applicants include students completing their sophomore year and entering their junior year of college in the fall of 2000, and working toward a degree in Engineering, Computer Science, Math, Business Administration or Telecommunications.

Qualified applicants will be contacted for interviews during the next few weeks. Selected candidates will be placed and notified by the first week of May.

Bell Atlantic is an equal opportunity/affirmative action employer. All employment efforts will be in accordance with Our Code of Business Conduct.

## Sample Letter Sent to Recruiting Sources

Dear

As "An Equal Opportunity Employer", Bell Atlantic has an ongoing commitment to recruit and hire qualified people without regard to race, color, national origin, gender, age, religion, disability, sexual orientation, marital status, status as qualified disabled veterans and/or Vietnam-era veterans or citizenship status.

All recruiting and hiring activities in which we engage will be in accordance with the above stated policy. It is our hope that you will assist us in its application by referring all qualified applicants to us if we should have the opportunity to call upon you.

At this time, we would like you to acknowledge your willingness and ability to comply with our equal employment opportunity policy. You may do this by signing the enclosed copy and returning it to us at the earliest possible date in the attached self-addressed envelope.

Very truly yours,

I acknowledge receipt of and we are willing to comply with Bell Atlantic's Equal Employment Policy.

Name:

---

Title:

---

Date:

---

### NOTICE

Not for use or disclosure outside Bell Atlantic or any of its subsidiaries  
except under written agreement.

1999

**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS (con't.)**

**ADVERTISING:**

Where feasible, help-wanted advertisements are placed in media that represent diverse applicant's interests. As a rule, help-wanted ads are placed through an agency, and publications appropriate to the level and type of position are used. A wide range of newspapers with national and local circulation, college publications, ethnic news media, etc. are used. These include media at institutions and in geographic areas that have significant minority and/or female representation.

The statement "An Equal Opportunity Employer" is included on employment application forms. When Verizon advertises for positions, the use of neuter titles and the placement of all listings under the male/female column of classified ads will reaffirm the commitment to equal employment opportunity. Where no joint male/female column is available, ads are placed under both the "male" and "female" columns.

When employees are featured in product advertising, consumer advertising, internal company literature, employee handbooks and similar publications, concerted efforts are made to include both minority and non-minority men and women and workers who have disabilities or are covered veterans thereby reflecting a customer base and workforce that is diverse (see **Exhibit 3**). Brochures and photographs being used in advertising campaigns reflect such diversity. See **Exhibit 4** which discusses reaching diverse markets and includes examples of diversity used in advertisements depicting our name change to Verizon, and our products such as SmartTouch<sup>SM</sup>, ManejaLlamadas<sup>SM</sup> (Call Manager), Internet and Wireless.



***Of course we're keeping our promises. We live here too.***

We're Bell Atlantic, your hometown team that always comes through. We promised to build Pennsylvania an upgraded telecommunications network. And we're part of the team getting the job done on schedule and even ahead of it. Broadband availability, ISDN, Intelligent Network Signalling and Digital Switching are everywhere we promised they'd be. We're bringing world-class communications to Main Street and every street we serve. Rural, suburban and urban. From Pittsburgh to Punxsutawney, Hamlin to Hollidaysburg, and Monessen to Mountaintop. What's next? More innovation. More economic growth. Just keep watching.

# The Wave

<http://www.bellatlantic.com>

June 12, 2000

News and Information for Bell Atlantic Employees



**Good Deal in Any Language:** To expand our marketing reach, Bell Atlantic advertises in foreign-language newspapers and magazines. The ad on the right tells our Chinese-speaking customers about Caller ID.

## Reaching Diverse Markets

*Campaigns Focus on Needs of Ethnic Customers*

**J**ust as surely as the face of technology in our business is changing, so too are the faces of our customers.

Studies show that between 1995 and 2050, the number of Hispanic Americans will increase from 10.2 percent to 24.5 percent of the U.S. population, African Americans from 12.6 percent to 13.6 percent, and Asian Americans from 3.6 percent to 8.7 percent.

Bell Atlantic has been quick to realize the challenges of the new demogra-

"People aren't all like," said Marsha Holmes, vice president-Consumer Marketing. "Because these ethnic groups are such an important part of our population, we're identifying and deploying marketing programs that are more relevant to their needs and lifestyles, and we're placing greater attention on the relevance of our messages."

These days, it's not just a luxury or a commendable social policy to reach out to a diverse marketplace; it's a business

*(Continued from page 1)*

Between 1998 and 2003, total consumer telecommunications spending will grow from \$129 to \$172 billion. As part of that growth, the African-, Asian- and Hispanic-American portion will increase from \$35 billion to \$50 billion.

With a goal of 6 percent revenue growth this year, Consumer Marketing wants to serve these growing markets.

Our marketing research has already paid off with a number of valuable findings that will enable us to market our products and services with optimum effectiveness. For example, research has shown that African-American consumers tend to be high-volume consumers of value-added services such as caller ID, return call, and repeat call; while Asian- and Hispanic-American customers spend heavily on long-distance products and services. It all adds up to potential business opportunities

"We know that ethnic populations are large users of telecommunications services with higher minutes of use," Holmes said. "Many have families outside the country, so in launching long distance, which is a huge growth engine for our company, we've focused on the ethnic market and offered introductory incentives to capture their international usage."

To reach customers who prefer to speak in their native languages, we're developing more outbound marketing in languages other than English and more bilingual bill inserts. We currently have a Spanish bill in New York and are developing the capability to provide this bill regionwide with our new expressTRAK billing system.

These approaches acknowledge that traditional marketing methods do not always adequately reach important and growing market segments.

"Right now, we're focused on the African-, Asian- and Hispanic-American markets where we expect to see demographic shifts that require our

response," said Holmes. "In addition, we market to the Gay and Lesbian populations and people with disabilities."

Holmes said we need to market to our diverse customers on their own terms to be successful, and we need to make Bell Atlantic and our services available to all customers. As an example, she pointed to the Web site we've set up that's dedicated to helping our customers with disabilities to reach us directly.

Ethnic and Premium Marketing is now a key piece of our Consumer Marketing strategy, and we're measuring the success of our campaigns. Our Multilingual Business Office logs feedback from customers that our marketing people then analyze. We also conduct tracking studies on the effectiveness of our advertising to determine what ads increase revenue, and on how we can get the most bang for the buck.

We're also planning more extensive marketing research, including focus groups, with Asian- and Hispanic-Americans, the two fastest-growing groups in the country.

"The significant demographic shifts in ethnic populations will provide a unique opportunity to sub-segment within these markets," said Holmes.

One sub-segment of the African-American market, for example, is customers who have ties to the Caribbean. By breaking these customers out into a sub-segment, we can tailor our marketing to meet their unique needs, which in this case would include emphasizing our long-distance services.

"We know that the diversity of our customer base is growing and that our customers' telecommunications needs are becoming more complex," Holmes said. "All of our marketing efforts are aimed at helping us embrace the diversity of our populations and letting them know that we've got the products and services to meet their individual needs."



"Welcome to Bell Atlantic"  
is now  
"Welcome to Verizon."

George Flores is still  
George Flores.

New name. Same dependable customer care.

**verizon**



Bell Atlantic  
and GTE  
are now Verizon.

And our high-speed  
Internet access is  
as fast as ever.

New name. Same lightning-fast access.

**verizon**



GTE is now  
Verizon.

Splicer Sheri Henderson  
got a new hat.

New name. Same dedicated service team.

**verizon**



Bell Atlantic  
and GTE  
are now Verizon.

And Ken Konoshi's  
global IT strategy  
won't change a bit.

New name. Same great business solutions.

**verizon**



Bell Atlantic

為您獻上全新的省錢觀點

Bell Atlantic革命性的「明智省錢預付帳戶<sup>SM</sup>」，  
由您自己控制長途電話費的開支，費率更加乾脆俐落！

台灣 16¢ 香港 15¢ 中國大陸 34¢  
Taiwan Hong Kong China  
—— 直撥國際長途電話費率 Direct-Dial International Long Distance Per Minute Rates ——

Bell Atlantic's revolutionary new SmartTouch gives you  
the power to control your long-distance expenses.

「明智省錢預付帳戶」Bell Atlantic® SmartTouch<sup>SM</sup> 突破傳統運作方式，  
讓您享有低費率。

您加入「明智省錢預付帳戶」首先將費用存進帳戶，每週七天、每天24小時，您打的直撥國際長途電話，都享有一個國家或地區一個固定的低費率。比如，打直撥電話去加拿大，費率低至與所有直撥美國國內長途電話一樣，每分鐘只是8¢而已。

這計劃的低費率更已將許多其他長途電話公司會額外收取的Universal服務費也包括在內。而且，不但沒有月費、隱藏收費及任何限制，您還獲得豁免繳付每月\$1.47的長途電話接駁費直至2000年7月31日。

您每次打電話都會聽到帳戶結餘提示，輕易地控制預算，而且可以隨時上網查閱過去30天的帳務動態，讓您對開支瞭如指掌。因此，您可以不再需要報單，連支票、郵費也可節省。

目前只有居於紐約州的電話用戶可以選用Bell Atlantic長途電話服務及加入「明智省錢預付帳戶」。

火速行動，立即打下列電話加入「明智省錢預付帳戶」！親切熱誠的華語客戶服務代表很樂意為您效勞。Bell Atlantic並會將您轉換長途電話公司所要付的費用，以退款方式存入您的帳戶。

國語: 1 888 288-0948

粵語: 1 888 288-0950

週一至週五：上午9:00至晚上10:00；週六：上午9:00至晚上8:00；週日：上午10:00至下午5:00

Bell Atlantic Communications, Inc. 為您提供長途電訊服務

Bell Atlantic® SmartTouch<sup>SM</sup> is a breakthrough plan with rates and  
convenience you always wanted.

To get started, all you have to do is sign up and make a deposit into your account. As a SmartTouch customer, you'll get low, flat rates 24 hours a day, 7 days a week to each country and area on all your direct-dial, international long distance calls.

And unlike rates from most long distance carriers, SmartTouch rates already include Universal Service Fees. There are no monthly plan fees, no hidden charges and no restrictions.

We'll even credit your account with \$5 to reimburse you for the long distance switching fee. Plus we'll waive the \$1.47 monthly long distance access charge until July 31, 2000.

SmartTouch is more than low rates. It's a plan that makes living on a budget easier than ever. With SmartTouch, you maintain a balance that you can monitor anytime, day or night, via the phone or Internet. Plus you can review your account activity for the last 30 days online. No more waiting for bills, writing checks or paying postage.

Currently, only residents of New York State can choose Bell Atlantic for their long distance service and sign up for SmartTouch.

Call Bell Atlantic and sign up for SmartTouch today. Our customer representatives are ready to help you 24 hours a day, 7 days a week.

English: 1 888 288-0949  
www.getsmarttouch.com

Bell Atlantic Communications, Inc. Your long-distance telecommunications company.

Con  
**ManejaLlamadas**  
de Bell Atlantic  
decida qué hacer  
con la llamada  
que viene entrando.



Y ahora,  
reciba la cajita **GRATIS.**

## ManejaLlamadas de Bell Atlantic

**D**ecidir qué hacer con sus llamadas es ahora mucho más fácil con ManejaLlamadas. Porque ManejaLlamadas le ofrece 3 servicios en uno: Llamada en Espera, Identificador de Llamadas y TeleMensajes. Así, si usted está hablando por teléfono, podrá saber si otra llamada está entrando, quién es el que lo está llamando y qué hacer con esa llamada: si contestarla o enviarla a TeleMensajes.

Ordene ManejaLlamadas antes del 31 de marzo del 2000 y recibirá gratis la cajita identificadora de llamadas con llamada en espera.

Con ella usted podrá guardar un registro de las últimas 50 llamadas con nombre, número, fecha y hora, aunque no le hayan dejado mensaje.

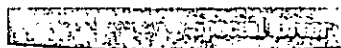
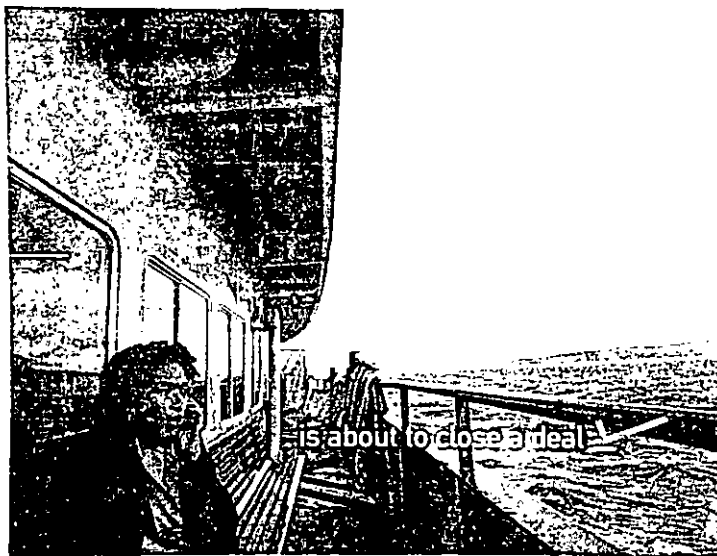
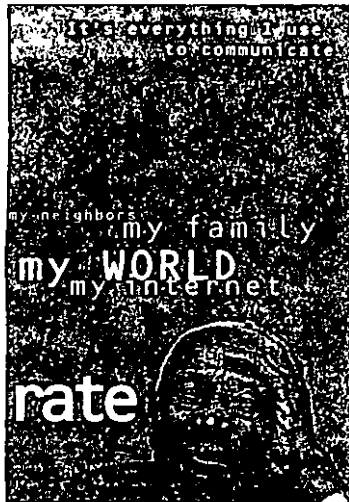


Aproveche hoy mismo esta magnífica oferta del ManejaLlamadas llamando gratis al 1-800-486-6879 de lunes a sábado de 9 am - 9 pm.

Para ordenar ManejaLlamadas y recibir su cajita sin costo adicional, llame al  
**1-800-486-6879**  
de lunes a sábado de 9 am - 9 pm

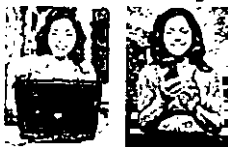
Información al Consumidor: El Identificador de Llamada en Espera y el ManejaLlamadas requieren cuota adicional y no identifican a sus llamadas. Aplican cargos mensuales. Usted podría recibir cargos por llamadas transferidas a su buzón de mensajes y llamadas para revisar los mensajes. El ManejaLlamadas está disponible en la mayoría de las áreas. La cajita que se le enviara funciona como la que se muestra en la fotografía pero es posible que no sea idéntica. La oferta de la cajita identificadora no está disponible para clientes que tienen contrato con el servicio del Identificador de Llamadas. Aplican otras restricciones.



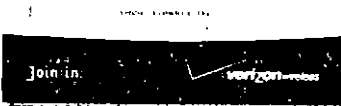


Want 6 months of  
Internet for Free?

Home    Away



For Verizon Residential Customers



We're now  
**Verizon  
Wireless**



- Simple
- Affordable
- National



**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS (con't.)**

**TRAINING:**

All employees including minorities, women, those known to be disabled and covered veterans have equal access to all developmental training courses offered by Verizon which are designed to enhance the employee's ability to function well in their job and to assume positions of greater responsibility. Listings of developmental training courses may be accessed on the corporate web. In addition, the training organization publishes and distributes brochures of course listings. Records of employee attendance at courses are maintained and monitored. A talent review is also conducted to match the development needs of employees with the skills needed by Verizon's various business units.

Verizon also encourages and supports employee development through education programs. Available to all regular full time, regular part time and regular term employees, the Tuition Assistance Program is designed to provide substantial tuition assistance. The ConSern® Education Program (see **Exhibit 5**) provides a wide range of education financing options and scholarship search for employees and their relatives. Associate employees may avail themselves of the following services, resources and information designed to help them achieve their career and education goals:

- Career and education counseling
- Skills assessment and interest inventories
- Customized career and continuing education workshops
- Coordination of continuing education courses, home study, and library resources
- Tuition assistance plan administration
- Connections between job and educational opportunities
- Career and education fairs

Employees engaged in employment, placement, training and transfer processing receive training on the applicable EEO laws and, new management hires and appointees are apprised of their obligations under the EEO/AA policy. Verizon's Affirmative Action Program is covered in depth with all employees working in employment-related jobs. In addition, their individual responsibility in assisting Verizon Pennsylvania in meeting its Affirmative Action Program objectives is clearly outlined.

**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS (con't.)**

**TRAINING: (con't.)**

Verizon values diversity as an asset that contributes to the Company's competitive advantage. The growing diversity of Verizon's workforce presents challenges and opportunities for Verizon and each employee. Each employee must manage work and relationships in a way that is fully supportive of cultural, age, physical, gender and other differences, and maximizes the values brought to the workplace by all employees in service to our customers and in support of our coworkers. To support employees, Verizon has a vast variety of programs, tool kits, exercises and training available.

- **Diversity Web sites** (see **Exhibit 6**) provide all employees with access to strategies and policy information (see **Exhibit 7**), the names and related information about the Leadership Team, recent Awards and Successes, a Glossary, and Exercises and Scenarios.
- **The Diversity Management Guide** is an on-line performance support tool for all employees. It provides "just in time learning" about a variety of diversity management topics. See **Exhibit 8** for the Table of Contents.

**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS (con't.)**

**TRAINING: (con't.)**

- **Diversity Management Workshops** including “Gaining a Competitive Edge Through Diversity Management” which is an optional 1 or 2 day training session for intact teams or open enrollment. Workshops aimed at Black Managers and Hispanic/Latino Managers are also available. In 1998, a workshop on EEO Compliance and Sexual Harassment became compulsory training for all management employees. In 1999, “Diversity for the Millennium: Creating an Inclusive Workplace” was introduced. This workshop focuses on how to create a safe, respectful productive, learning workplace environment.
- **The Diversity Management Activities Kit** is a package of interactive exercises designed to assist groups and individuals in increasing diversity management awareness.
- A **Resource Matrix** of videos, seminars, books, articles, posters, brochures and self-administrable tools, etc. is available to assist employees in developing diversity management skills. It provides not only a reference of where to obtain the resource, but also how to use it.
- **Multimedia Training** is available in the form of videos on more than 30 topics.
- A **Cultural Calendar for 2000** is available to keep employees posted on events that are important to them and the people around them.

HR Communications  
12-13-2000

Subject: ConSern® Education Program

The ConSern® Education Program provides a wide range of education financing options and also a free Scholarship Search. This program, previously available to employees and retirees of the former Bell Atlantic, is now available to all Verizon employees and retirees and their relatives--spouses, children, aunts, uncles, brothers, sisters, nieces, nephews, cousins, grandparents, and even in-laws.

ConSern offers financing for private K-12 schools, undergraduate and graduate studies at accredited colleges and universities, and vocational and technical programs. ConSern loans are affordable, flexible and convenient. You can borrow from \$1,500 to \$25,000 a year, up to a maximum of \$100,000 -- depending on the loan program. You can use the funds to cover a variety of education-related expenses, including tuition, room and board, books, fees and even a personal computer. There are no application fees.

ConSern Consolidation(sm), a unique loan consolidation program, offers an easy way to lower your monthly student loan payment amount by consolidating all of your education expenses. You have the opportunity to consolidate both federal and private student loans, as well as books, fees, housing, travel and personal education-related expenses.

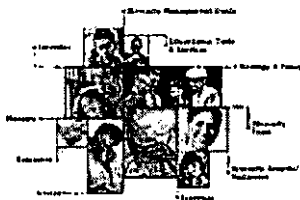
ConSern also offers a free Web-based scholarship search. In minutes, you can have a personalized list of scholarship, fellowship and grant options from an up-to-date database of more than 150,000 awards.

For more information, or to apply online, visit the ConSern web site at <http://www.consern.com> and enter the password SOSLOAN. Or, call a loan specialist at 800-SOS-LOAN (800-767-5626). Counselors are available M- F 8 a.m. to 10 p.m., and Sat



### Welcome to Verizon's Diversity Web Sites!

#### Former BA Site



At Verizon, we place a high priority on Integrity, Customer Commitment, Respect, and Excellence - they are at the heart of everything we do. As employees, each of us is responsible for acting with integrity, and for conducting our business with the highest ethical standards. Our company's reputation depends on our respect for the law, our respect for the rights of others, and our commitment to diversity.

#### Former GTE Site



At Verizon, diversity represents a message of inclusion and respect for all employees, customers, external stakeholders, and communities in which we do business. Verizon's Diversity Mission is to create a leadership and organizational culture, and work environment that recognizes and leverages the unique characteristics, talents, and contributions of employees, customers, and external stakeholders - through leadership development, individual development, and team development.

We believe our Unified Diversity Leadership Strategy (UDLS) will set the stage and create the path for continued diversity leadership success as we move forward in the new Verizon.

***Check back with us frequently as we update our resources.***





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# Policies and Employee Responsibilities

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## Diversity Leadership Policy

- It is the policy of Bell Atlantic to establish and maintain a workforce which is broadly representative of the diversity of our customers and to create and foster an environment which enables every member of our diverse team of employees to contribute to the success of Bell Atlantic and to achieve full potential in service to our customers.
  - Each individual's ability to progress will be determined by whether that individual is the person best-qualified for a given opportunity.
  - Each decision regarding Human Resources policies and practices affecting Bell Atlantic employees will be measured by this standard.
- 

## Employee Code of Business Conduct/EEO Policy

- It is the policy of Bell Atlantic to provide equal employment opportunity in all aspects of the employment relationship. These aspects include but are not limited to: benefits, compensation, disciplinary actions, hiring, layoffs and returns from layoffs, leaves of absence, recruitment, social and recreational programs, termination, transfers, upgrading and promotional opportunities.
  - Conditions and privileges of employment are administered to all employees without unlawful discrimination on any protected criteria including but not limited to: age, color, disability, disabled veteran status, gender, national origin, race, religion, Vietnam era veteran status, or sexual orientation.
  - Supervisors are required to ensure that all subordinates are free from unlawful harassment of any kind. Neither employees nor employees of contractors working for the company are to be ridiculed, belittled, embarrassed, or intimidated by incidents like telling racist, sexist, ethnic, homophobic, or age-related jokes, or by slurs, comments, or deliberate and discriminatory exclusion of employees from work-related activities. The company will not tolerate any such activity that has a demeaning effect on any employee. Violations of this policy will result in discipline up to, and including, dismissal.
-

## AIDS Policy

- Bell Atlantic's policy remains being concerned with the health and welfare of all our employees, including those with AIDS. Our policy does not allow discrimination. Emanating from this policy are the following points that reflect Bell Atlantic's position regarding employees with AIDS:
  - There is no mandatory testing of applicants or employees for AIDS.
  - Employees may continue to work as long as they are able to maintain acceptable performance and do not pose a safety or health threat to themselves or others in the work place.
  - All employees suffering from serious illnesses, including AIDS, are provided medical and disability benefits on the same eligibility basis as all other employees.
  - The practices regarding confidentiality of employee medical records apply to all employees, including those with AIDS.
  - The Surgeon General has determined that there is no evidence that AIDS can be transmitted casually, and therefore, employees will not be excused from working with fellow employees or customers who have, or may have, AIDS.
  - Bell Atlantic recognizes the importance of AIDS education. Authorized programs are offered through the Medical Services Organization.
  - Employees seeking more information or counseling about AIDS for themselves or their families may contact a member of their local Medical Services Organization.

(Acquired Immune Deficiency Syndrome (AIDS) refers to an infection with the Human Immunodeficiency Virus (HIV).)

---

## Employee Responsibilities

- Each employee must manage his/her work and relationships in a way that is fully supportive of racial, cultural, age, physical, gender, and other differences, and that maximizes the values brought to the workplace by all employees in service to our customers and in support of our co-workers.
- All management employees are responsible for:
  - demonstrating an understanding of, and commitment to, Bell Atlantic's Diversity Leadership policies in their daily activities;
  - supporting the Diversity Leadership commitment through their actions;
  - insuring that the work environment allows all members of the workforce to do their best, and fulfill their potential in serving customers and contribute to the success of Bell Atlantic.
- Supervisors have additional responsibilities to:
  - help employees develop the skills necessary to become the best qualified;
  - make full use of appropriate corporate resources, in staffing positions - including advertising the position, seeking to identify all individuals with

skill sets that make them qualified candidates for vacancies, and, when practicable, interviewing all qualified candidates;

- evaluate management subordinate behavior to support Diversity Leadership based on criteria set forth in the Management Performance Appraisal and Development Plan, the Unified Diversity Leadership Strategy, and associated Line of Business/Business Unit Diversity Plans.

- **Helping Co-workers Who Have AIDS...**

Don't worry about getting AIDS from everyday contact with a person who has AIDS. AIDS is not spread through normal daily contact. There are many things a co-worker can do to support anyone who is ill, including:

- Just being there to talk, and show support.
- Recognizing that there is no cure for AIDS, and encouraging living each day to its fullest. A co-worker with AIDS may feel pretty good on one day, then quite ill the next.
- Trying to keep an upbeat attitude. It will help you and everyone else face the disease more comfortably. But recognize that someone who is facing death may not feel "up" on any particular day, and he or she may act in a way that you feel is not correct. Just be patient and respect the wishes of the person to talk or be alone.
- You can help after hours by assisting with grocery shopping, or just going out for something to eat or drink.
- Trying to maintain your normal routine with this person. AIDS sufferers have suffered from loneliness, as well. As a person educated about AIDS, you know that there is no reason to shun the friendship or camaraderie of a co-worker. If you have lunched together, continue it. If you have had cordial physical contact upon greeting each other or saying goodbye, there is no reason to stop that either.

## Diversity Management vs. EEO & Affirmative Action

EEO, AA, and Diversity Management are all similar in that they prohibit unlawful discrimination and promote fair and equal treatment in the workplace. There are some distinct differences, however. These differences are highlighted below.

<b>Diversity Management</b>	<b>EEO/AA</b>
... is a business strategy	... are legal and regulatory requirements
... applies to all employees regardless of their differences	... applies primarily to minorities, women and other legally protected groups
... provides strategies to deal with employees', customers', and stakeholders' diversity	... requires strategies to deal with employees

- EEO (Equal Employment Opportunity) refers to the legal requirement and desired

- result of achieving equal employment opportunities for all persons.
- AA (Affirmative Action) refers to specific mandated functions to demonstrate proactive efforts to achieve EEO. These requirements apply to all Federal Contractors.

[Home](#) | [Diversity Management Guide](#) | [Strategy & Policy](#) | [Diversity Team](#) | [Diversity Awards/Successes](#)  
[Educational Tools & Services](#) | [Exercises](#) | [Scenarios](#) | [Resources](#) | [Glossary](#) | [Calendar](#)

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# Diversity Management Guide

Below is a matrix representing the Table of Contents for the Diversity Management Guide. To learn more, click on a topic or on the button coordinating a topic and a category.

<b>Table of Contents</b>					
<b>Topic</b>	<b>Common Questions</b>	<b>Key Facts</b>	<b>Glossary Definitions</b>	<b>Do's and Don'ts</b>	<b>"Real Life" Scenarios</b>
<u><a href="#">Age</a></u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u><a href="#">Conflict Resolution</a></u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u><a href="#">Cultural Differences</a></u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u><a href="#">Disability</a></u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u><a href="#">Gender Differences</a></u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u><a href="#">Race Differences</a></u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u><a href="#">Sexual Orientation</a></u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Home](#) | [Diversity Management Guide](#) | [Strategy & Policy](#) | [Diversity Team](#) | [Diversity Awards/Successes](#)  
[Educational Tools & Services](#) | [Exercises](#) | [Scenarios](#) | [Resources](#) | [Glossary](#) | [Calendar](#)

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**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS (con't.)**

**PROMOTION:**

All employees are given equal opportunity for promotion. When an opening occurs, Human Resources advertises the job via the corporate web. An automated voice response unit is also available for employees to call if they do not have access to the web.

Human Resources conducts analyses of position descriptions to ensure that they accurately reflect position functions and are consistent for the same job in all departments. Worker specifications are validated by organizational unit and by job title and are free from bias as regards, race, color, religion, sex, age, sexual orientation, national origin or any other protected characteristic. Special attention is given to academic, experience and skill requirements to ensure that the requirements themselves do not constitute inadvertent discrimination. When necessary, reasonable accommodations will be made in any phase of the process. Approved position descriptions are made available by Human Resources to all members of management involved in recruitment, screening, selection and promotion processes; copies may also be made available to recruiting sources.

Human Resources in conjunction with the Job Evaluation Group oversees an active "position evaluation" program. On a regular ongoing basis, the Director supports the development, by departmental staff employees, of new descriptions for newly created jobs and revisions of existing descriptions when changes in job duties warrant revision.

Through the Job Evaluation process, incumbent employees, market analysts, the Director - Human Resources, the Manager of Compensation Consulting and department managers cooperatively maintain accurate job descriptions. The process provides a logical and consistent method for establishing competitive and equitable pay levels.

**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS (con't.)**

**PROMOTION: (con't.)**

The Selection Research team develops, validates, implements and monitors both associate and management selection processes used throughout Verizon.

- All personnel involved in the recruiting, screening, selection, promotion, disciplinary and related processes are carefully selected and trained to ensure elimination of any bias in all personnel actions. The Human Resources staff, which includes minorities, females, persons with disabilities and covered veterans, attends formal EEO/AA training sessions at which recruitment and selection are discussed.
- Verizon observes the requirements of OFCCP Uniform Guidelines on Employee Selection Procedures.
- Verizon does not use invalid unscored selection techniques that have the effect of discriminating against minorities and women.

Qualified minorities and women are included in the candidate flow for all key management promotion and transfer opportunities. Employment records are reviewed to determine whether known employees with disabilities or covered veterans are available for promotion or transfer and whether their potential skills are being developed and utilized.

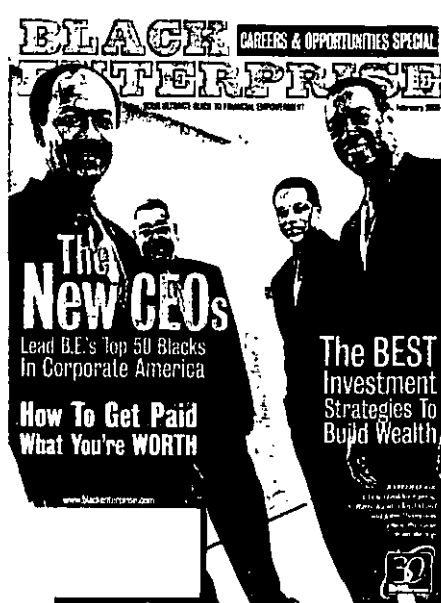
A new Program, Accelerating Leadership Diversity is aimed at improving the diversity profile of executive and middle management. See **Exhibit 9**, which shows the cover of a special edition of *Black Enterprise* magazine featuring two Verizon executives that are included in a list of the Top 50 black executives in America. In addition to the candidates selected for the Succession Planning Program, organizations identify high potential candidates (manager and director level) with an objective of improving the succession pool statistics for women and minorities.



# The Wave

<http://www.bell-atl.com/empcomm>

February 14, 2000



Chosen from among top leaders at the country's largest 1,000 companies, Wayne Budd, group president-New England and Bruce Gordon, group president-Enterprise Business, are featured in this month's Black Enterprise magazine's list of Top 50 black executives in Corporate America.



**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS (con't.)**

**RETENTION:**

Under Verizon's formal employee evaluation program, it is a requirement that each employee be appraised semi-annually. Supervisors meet with their subordinates at least annually to review performance and to set performance objectives jointly for the coming year. Supervisors are also responsible for meeting with employees informally during the year to discuss their career development goals.

Managers are evaluated annually on their demonstration of commitment to and understanding of EEO and Diversity Management; two of Verizon's fourteen fundamental requirements of the Management Performance Appraisal Plan.

- Equal Employment Opportunity: demonstrates commitment to equal opportunity and an understanding of Affirmative Action policies.
- Diversity Management: demonstrates respect for diverse cultures; uses appropriate language and behavior; seeks out and involves diverse perspectives on work team.

Verizon ensures that facilities and company-sponsored social and recreation activities are desegregated and accessible, and actively encourages all employees to participate.

Verizon will accommodate the religious observances and practices of employees or prospective employees unless it is unable to reasonably make such accommodations without undue hardship, such hardship being determined with respect to business necessity and financial costs.

Verizon has a WorkLife Strategies organization charged with the development of programs, benefits and services to better serve the employees' WorkLife demands.

Verizon encourages its employees to participate in family care programs. The Company provides dependent care leave. It also has contracted with an unaffiliated company for provision of a broad spectrum of childcare support services and elder care. This service makes referrals to childcare providers, helps establish childcare arrangements in private homes, and provides information about summer camps and after-school programs. It provides counseling services to employees and presents parenting workshops on-site during lunch hours. This service also provides a consultation service and offers free referrals to a wide variety of community services for the elderly.

**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS (con't.)**

**RETENTION: (con't.)**

Verizon's pregnancy and childbirth policies/practices are in compliance with OFCCP sex discrimination guidelines and applicable family and medical leave laws. Women are not penalized in their conditions of employment because of pregnancy, nor are women penalized for time away from work for childbearing. Verizon supports the national "Take Our Children to Work Day", see **Exhibit 10**, and the former Bell Atlantic and former GTE were named by Working Mother magazine as two of the "100 Best Companies for Working Mothers", see **Exhibit 11**.

Verizon also recognizes that there are times during an employee's career when extended time off is needed for personal, family, educational or health care situations or obligations. To enable employees to meet these needs, Verizon provides several types of personal leaves as well as other leaves of absence programs. Individual employees are responsible for discussing time off needs with their supervisor and working out a leave schedule that meets personal and business needs, and is consistent with any applicable collective bargaining agreements.

Two joint Company/Union committees (IBEW and CWA) award grants to expand family support services in Verizon communities and administer bargained funds through a variety of programs such as:

- First Steps - Four newsletters and a baby tee shirt for new baby and Mother
- Child Care programs including:
  - PhonePals
  - Kids in the Workplace, see **Exhibit 12**
  - Keys for Kids
  - Building Backup Care
  - Partnership for Caregiver Training
- Live Event Kits - Ten kits with forms, checklists, sample agreements and practical information on events such as reducing debt, choosing a lawyer, buying a home, managing a divorce, etc.
- Elder Care including:
  - Home Visits
  - Caring Across the Miles- Charting a course for the Future
  - Charting a course for the Future
  - Home Safe Home
  - Tools for Independent Living

**NARRATIVE ON AFFIRMATIVE ACTION EFFORTS (con't.)**

**RETENTION: (con't.)**

A statement of Verizon's Equal Employment Opportunity Policy will be continually posted on Company bulletin boards in areas frequented by employees and applicants. A summary of the policy is also included in Verizon's *We Are Responsible...Our Code of Business Conduct* booklet, which is distributed on a regular basis to all employees. The booklet outlines individual responsibilities, and encourages employees who may have questions/problems to contact their Supervisor, the Director - Human Resources, or specific in-house EEO Hotlines.

Verizon prohibits discriminatory and/or sexually harassing conduct in the workplace whether committed by supervisors or non-supervisory personnel. Such conduct may result in disciplinary action up to and including dismissal. Any employee who believes he or she has experienced sexual harassment is urged to contact the Human Resources representatives.

Promotions/accomplishments of minority, female, individuals with disabilities and covered veteran employees, progress reports, and articles covering EEO programs will be included in Verizon publications such as announcements, newsletters, newspapers, and magazines.

At least annually, the Director - Human Resources will notify Directors and Managers about the Equal Employment Opportunity Policy and individual responsibilities for effective implementation, emphasizing the President's support and endorsement of the Policy. Verizon's policy and information about its Affirmative Action Program will be communicated to all employees. Employees will hear how to avail themselves of program benefits and other employee responsibilities. Employee attendance is documented to assure complete coverage.

Furthermore, formal meetings will be held with employees throughout the plan year to review the *We Are Responsible...Our Code of Business Conduct* and to present a training video.

New employees will be oriented, usually during the first week of employment, during an individual meeting with their supervisor. During the orientation, the employee will be informed about the *We Are Responsible...Our Code of Business Conduct* booklet, which includes a summary of the Equal Employment Opportunity Policy. A signed acknowledgment regarding this Policy is filed in the individual's personnel record.



Hr Communications  
04/14/2000 04:16 PM

Please respond to Hr Communications

Sent by: BROADCAST MESSAGING

To: All Regulated Employees--S40@Bell-Atl

cc:

Subject: How To Plan A 'Take Our Children to Work Day'

Note: Please post this message for employees who do not have access to e-mail.

Bell Atlantic will observe the national "Take Our Children to Work Day" during the weeks of April 24-28 and June 26-30, 2000. If there's interest in hosting a Take Our Children to Work Day at your work location, forming a planning committee is highly recommended as a first step. Committees (incl. local union representation, if applicable) should choose a convenient business day; then follow the BA Guidelines to plan a fun, safe and meaningful experience.

By visiting the workplace, children have a chance to observe, experience and ask questions about different types of work. This opportunity can help boost a child's self-esteem and strengthen the vision they have for their own future by opening up a new world of possibilities.

For guidelines on planning a successful day at your work location (incl. forming a planning committee, suggested activities, budget, publicity, etc.), see the latest edition of HR&YOU, Issue 6, Q1 2000, pg. 10. Or, visit the BA Guidelines section on the HR Home Page at <http://hr0001a.bell-atl.com>. Select "Common" and then "Guidelines for 2000 Take Your Children to Work Day."

Planning committees are encouraged to share their planned events and evaluation of the day with their local WorkLife Strategies Manager as follows:

NE- Christine DeGiacomo, 617-743-3965 /// NY - MaryEllen Erickson , 212-395-0797  
South - Patricia A. Yancey at 703-974-1578



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**Oct. 9, 2000**

year's list.

Companies were rated in five areas: child care, flexibility, leave for new parents, work/life programs and advancement of women. GTE and Bell Atlantic were both recognized for advancing women in leadership positions and innovative child-care programs.

According to Working Mother, the companies on this year's list are all "standouts" and "today's leaders of that ongoing movement toward better benefits, more family- and female-friendly policies and a healthier, happier American work force.

"We applaud these companies and their innovative efforts," the magazine wrote.

Oscar Gomez, vice president-Diversity and Business Compliance, said, "Bell Atlantic and GTE, in partnership with union and management work and family committees, have both made significant strides during the past few years in becoming more family friendly. This recognition is clearly earned. As Verizon, we plan to continue making progress in work/life issues and maintaining our role as a leader among American companies."

For more information about Verizon's Work/Life programs, go to [hr.verizon.com](http://hr.verizon.com) on eWeb and select the Verizon, Bell Atlantic or GTE site. The Working Mother article appears in the October 2000 issue and can be viewed by visiting their site at [www.workingmother.com](http://www.workingmother.com)

## 'Working Mother' Puts Us in Top 100

Bell Atlantic and GTE have been named two of the "100 Best Companies for Working Mothers" by Working Mother magazine. The 15th annual list appears in the October issue, which is on newsstands now. Verizon representatives, including several working mothers, were recognized by the magazine in New York on Sept. 27.

Bell Atlantic and GTE were the only telecommunications companies to make the list. Other companies that were recognized included Merrill Lynch & Co., Allstate Insurance and Viacom. Both Bell Atlantic and GTE were also on last



# Kids in the WorkPlace<sup>SM</sup>



Verizon, in conjunction with the CWA and IBEW unions, is pleased to announce the availability of Kids in the WorkPlace<sup>SM</sup> for the 2000 - 2001 school year. This program provides **FREE** care for school-age children. Kindergarten through 12 years old, on planned school holidays when Verizon is open for business. Parents **MUST** register their children in advance. On each date of care, children are cared for in a designated space where licensed, experienced childcare providers will provide structured activities for the day.

If you are interested in receiving more information on how to register for this program, please complete the information below indicating program location and **fax or mail through U.S. Mail** to:

Kate Adams  
**FAX: (215) 513-1253**  
 Ceridian Performance Partners  
 3043 Walton Road, Suite 110  
 Plymouth Meeting, PA 19462

**A full Registration Packet will be mailed to your home and must be completed and submitted PRIOR to your child's participation.** If you have any questions, please contact Kate Adams toll free at Ceridian Performance Partners at 1-888-767-7862.

Please send me a full registration packet for Kids in the WorkPlace<sup>SM</sup> for the following location (check appropriate box):

**In Maryland:**

- 2510 Riva Road  
 1 East Pratt Street  
 320 St. Paul Place  
 5711 York Road  
 3901 Calverton Blvd.  
 York & Shawan Road  
 13100 Columbia Pike

- Annapolis  
 Baltimore  
 Baltimore  
 Baltimore  
 Beltsville  
 Cockeysville  
 Silver Spring

**In New Jersey:**

- 1100 Orange Avenue  
 4075 Route 9 North  
 175 Park Avenue  
 15000 Midlantic Drive  
 1 Washington Park  
 1500 Teaneck Road

- Cranford  
 Freehold  
 Madison  
 Mt. Laurel  
 Newark  
 Teaneck

**In Pennsylvania:**

- 7150 Windsor Drive  
 Station Mall  
 402 Fayette Street  
 131 Seton Hill Drive  
 Strawberry Square  
 126 N. Duke Street  
 7901 New Falls Road  
 1500 Tech Center Dr.  
 1717 Arch Street  
 2000 S. Broad Street  
 201 Stanwix Street  
 416 7<sup>th</sup> Avenue  
 20 S. 7<sup>th</sup> Avenue  
 7200 Chestnut Street

- Allentown  
 Altoona  
 Conshohocken  
 Greensburg  
 Harrisburg  
 Lancaster  
 Levittown  
 Monroeville  
 Philadelphia  
 Philadelphia  
 Pittsburgh  
 Pittsburgh  
 Strousburg  
 Upper Darby

**In Virginia:**

- 2980 Fairview Park Dr. Falls Church  
 3013 Hungary Spring Rd. Richmond  
 10 N. Nansemond Street Richmond  
 5415 Airport Road Roanoke  
 5701 Cleveland St. Virginia Beach

**In Washington DC:**

- 2055 L Street W. Washington, DC

**In West Virginia:**

- 1500 MacCorkle Ave. Charleston

Name: \_\_\_\_\_  Associate  Management

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_ Work Phone: (\_\_\_\_) \_\_\_\_\_ FAX: (\_\_\_\_) \_\_\_\_\_

Verizon Location: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Sponsored by Verizon, in separate initiatives with the Communication Workers of America (through the Advisory Council on Family Care) and the International Brotherhood of Electrical Workers (through the Advisory Council on Career and Life Strategies).

**WORKFORCE/SERVICE TERRITORY COMPARISON**

**DESCRIPTION OF SERVICE TERRITORY:**

Verizon Pennsylvania is engaged in the business of providing telecommunication service in portions of Pennsylvania.

The Company presently serves a territory consisting of five Local Access and Transport Areas ("LATAs").

- Capital LATA #226
- Philadelphia LATA #228
- Altoona LATA #230
- Northeast LATA #232
- Pittsburgh LATA #234

These LATAs are generally centered on a city or based on some other identifiable common geography and, with certain limited exceptions, each LATA marks the boundary within which the Company has historically been permitted to provide telephone service.

**DEFINITION OF RELEVANT LABOR FORCE:**

A relevant labor force consists of those employees who have been identified by U.S. Census data information as working in occupations in Pennsylvania that require similar skills to those utilized by our employees in Pennsylvania.

**WORKFORCE/RELEVANT LABOR FORCE COMPARISON:**

Based on the above definition of relevant labor force, as of December 31, 2000, the following comparison applies:

	<u>Women</u>	<u>Minorities</u>
<b>INTERNAL WORKFORCE</b>	45.1%	27.4%
<b>RELEVANT LABOR FORCE</b>	45.5%	10.6%

<b>SUPPLEMENTAL INFORMATION</b>
---------------------------------

**OUTREACH EFFORTS:**

As part of its commitment to equal employment opportunity and affirmative action, Verizon actively supports various activities that are designed to increase the flow of minority and female applicants and to strengthen their socioeconomic status. Verizon provides support for health and human services, economic development, and education, see **Exhibit 13**. And, Verizon seizes every opportunity to utilize the Web to aid the community, see **Exhibit 14**.

All employees are encouraged to participate in a variety of community activities. The majority of the senior management at Verizon serves on one or more community and non-profit boards

Financial contributions made through the Verizon Foundation are aimed at eliminating illiteracy, improving scientific research, and creating job opportunities. See **Exhibit 15** for more information on the grants listed below.

- United Negro College Fund donation
- Sponsorship of teams to the Intel International Science and Engineering Fair
- Grants benefiting the Hispanic community and an investment with a Hispanic Equity Fund
- A grant to the Norristown, PA-based MBF Center for individuals with disabilities
- Grants to prepare students for careers in the communications industry

And, the Foundation offers employees the opportunity to volunteer their time and provide a financial benefit to their community at the same time.



### Exhibit 13 (HR)



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## Advancing Education

### Library Initiatives

#### Libraries Online

In a partnership with the Pennsylvania Department of Education, Verizon - Pennsylvania provided \$750,000 to help install Internet access in public libraries across the state. The grant provided training for librarians on how to "surf the Net" and how to use the hardware and software.

The program's objective is to ensure equitable and inexpensive online access and to train public library personnel to assist citizens so they may benefit from the educational, informational, and recreational resources offered on the Internet. Initially, 188 libraries were connected to the Internet. However, because equipment costs were lower than anticipated, an additional 55 libraries will be brought online.

#### The Free Library of Philadelphia

A \$500,000 grant from Verizon - Pennsylvania is helping the Free Library of Philadelphia's 52 neighborhood branches gain easy access to the Internet and other services on the information superhighway. This effort supports the Free Library's Changing Lives Campaign.



#### Schools OnLine

As part of "Children Achieving," the School District of Philadelphia's education reform plan, and with the help of a \$500,000 grant from Verizon - Pennsylvania, Philadelphia's 215,000 school children and 12,000 teachers are gaining access to the Internet. The grant is providing computers to all 256 public school libraries for the first time. Our financial commitment and our technical support helped the School District win the largest award given by the U.S. Department of Education.

<a href="#">Library Initiatives</a>
<a href="#">K-12 Initiatives</a>
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## Advancing Education

### K-12 Initiatives

#### Link to Learn

Link to Learn, unveiled by Governor Ridge, will provide \$121 million to Pennsylvania school districts, intermediate units, libraries, vocational-technical schools, community colleges, and public and private colleges and universities to develop a "network of networks" called the Pennsylvania Education Network (PEN). PEN will also support such applications as economic development, government service delivery, public safety, healthcare, and workforce development.

#### Build PEN Partnership

Verizon - Pennsylvania is actively supporting the Build PEN partnership, the centerpiece of Governor Tom Ridge's \$121 million Link-to-Learn education technology initiative. Build PEN's goal is to provide all K-12 students in the Commonwealth with the latest telecommunications technology to equip them with the skills they will need to compete in the 21st Century. Wiring classrooms for Internet access is the first step. To support this wiring effort, Verizon - Pennsylvania has contributed \$133,000 for wiring kits -- enough kits to accommodate 1,600 classrooms and 340 school computer labs or libraries.

The wiring phase began on March 1, 1997, and continued through June 1997. Verizon - Pennsylvania recruited over 400 active and retired volunteers who offered their time and talents for the wiring projects. To date, over 80 schools in our state have been wired. To find out more information about this educational effort, visit the Build PEN website at <http://www.BuildPEN.org> or call toll free 1-800-785-3509.

School District of Philadelphia Office of African & African-American Studies  
Verizon - Pennsylvania will, once again, serve as the sponsor of the African American History Oratorical Competition. This sponsorship, in the amount of \$10,000, offers students in grades K-12 a fun and educational opportunity to demonstrate their knowledge of African and African-American history and culture. Students from Philadelphia schools are invited to participate in this competition and have the opportunity to receive an award, such as a computer or U.S. Savings Bond.



#### Extra Mile Education Foundation

Verizon - Pennsylvania has been supporting the Extra Mile Education Foundation since its founding in 1990. Our funding, totalling over \$100,000, has assisted predominantly African-American children who attend Pittsburgh city schools. This program provides a better opportunity for youth to graduate and attend high school.

#### Allegheny Intermediate Unit

Verizon - Pennsylvania's contribution of \$200,000 has created the first full motion distance learning network in Pennsylvania. The network helps improve

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K-12 education in Western Pennsylvania. The grant provides model distance learning classrooms in several of the resource-poor school districts in Allegheny County. This project will give students improved access to advanced, high-quality, challenging curricula.

**Future School Grant Competition**

Verizon - Pennsylvania has provided public, private, and parochial K-12 schools across the state an opportunity to compete for \$312,000 in grants to bring advanced telecommunications technology to the classroom. This competition reflects our corporate commitment to make state-of-the-art telecommunications technology a standard in the schools.



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### Advancing Education

#### Higher Education Initiatives

#### Association of Independent Colleges & Universities of PA

Verizon - Pennsylvania announced a lead corporate grant in the amount of \$150,000 to the Association of Independent Colleges & Universities of Pennsylvania (AICUP) for its Campus Technology Challenge Fund. This project offers an opportunity for AICUP member institutions in Verizon - Pennsylvania's serving territory to compete for six \$25,000 campus infrastructure grants.

The recipients of the Verizon - Pennsylvania grants are: LaRoche College (Pittsburgh), Lebanon Valley College (Annville), Manor Junior College (Jenkintown), St. Francis College (Loretto), St. Joseph's University-Ursinus College (Philadelphia and Collegeville), and Thiel College (Greenville). St. Joseph's and Ursinus submitted a joint proposal and will share a single award.



These institutions will use the funds to extend or complete campus-wide networking projects, address the emergence of distance learning as an important educational resource, and focus on technology and the science curriculum.

#### Community Network Partnership

Verizon - Pennsylvania and the State System of Higher Education (SSHE) have formed an innovative partnership to improve communications in communities and rural locations throughout the Commonwealth through the use of advanced telecommunications technologies.

Funded by a \$300,000 grant from Verizon - Pennsylvania to the Fund for the Advancement of the State System of Higher Education, Inc., the Community Network Partnership will use SSHEnet, the State System's statewide computer network, as a model for applications of Asynchronous Transfer Mode (ATM) technology to deliver voice, video, and data information to local communities.

The Community Network Partnership will offer distance learning and teleconferencing for the institutions of the State System of Higher Education. This project extends those applications to K-12 schools, health care institutions, libraries, community groups such as CHESCONET, and local governments. The initial participants include California, Kutztown, Millersville, and West Chester Universities, Great Valley School District (Chester County), Chester County Library, Lancaster Institute for Health Education, Reading Area Community College, Chester and Lancaster County governments, and the Office of the Chancellor for the State System of Higher Education.

#### Pennsylvania State University

Verizon - Pennsylvania provided \$190,000 to Penn State for two projects that prepare students to work together in a technology-based world. Project Vision allows students to work with teams of classmates across campus boundaries

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and to access national and international information sources via computer. This curriculum is being offered to Penn State's Berks, Delaware County and Mont Alto campuses. The New Media Center, initiated by Penn State's School of Communications, integrates interactive media into the curriculum.

#### **Southeastern Pennsylvania Consortium**

A \$100,000 Verizon - Pennsylvania grant to the Southeastern Pennsylvania Consortium for Information Technology and Training gives students and faculty at its eight member colleges access to distance learning using interactive video technology. Interactive video demonstration sites will be established on the campuses of Beaver and Neumann Colleges. This project will link the eight colleges within the consortium (Beaver, Cabrini, Chestnut Hill, Gwynedd-Mercy, Holy Family, Immaculata, Neumann, and Rosemont). This will enhance faculty development, foster the expansion of community outreach activities for grades K-12 and enrich programs and job training for teachers and students in economically disadvantaged areas.



#### **University of Pittsburgh**

Verizon - Pennsylvania provided \$45,000 for the Computerized Testing Project of the University's External Studies Program. This funding will allow students at remote locations to take tests using distance learning technology without having to make the long trip to Pittsburgh.

A grant for \$45,700 was given to the University of Pittsburgh by Verizon - Pennsylvania for a project entitled Teaming Up: Pitt and Pennsylvania Schools (TUPPS). This project enhances education through University and School District collaboration and targets some rural communities in western Pennsylvania, including Armstrong, McKean, and Washington Counties.

#### **State System of Higher Education**

Verizon - Pennsylvania contributed \$15,000 to the State System of Higher Education to provide Bell Atlantic Scholarships to one student from each of the 14 State System universities and one from the Dixon University Center in Harrisburg. Such an initiative will offer motivated and deserving students from all regions of the state an opportunity to attain their educational goals.

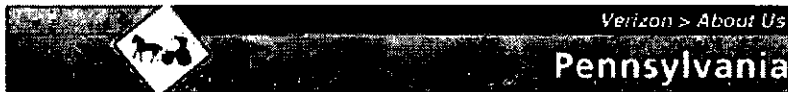
#### **Montgomery County Community College**

After much research, Montgomery County Community College (MCCC) recognized the need to provide degrees through a distance learning format and approached Verizon - Pennsylvania for support. A \$10,000 corporate grant will allow MCCC to begin the training of faculty from MCCC and other colleges and universities in the Delaware Valley. In addition, MCCC strives to achieve its goals through ventures with other institutions, such as the WHY? Consortium and the Institute of Academic Technology. Verizon - Pennsylvania is pleased to partner with MCCC in its mission to highlight the benefits of education through telecommunications technology.



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### Advancing Education

### Future School Grants

Grants awarded to the following Pennsylvania schools afforded them the opportunity to bring advanced technology to their classrooms. Projects included the use of telecommunications to innovate teaching methods, expand student access to information, foster better communications between parents, teachers, and administrators, and improve administrative efficiency.

- [Upper St. Clair Township School District](#)
- [Overbrook Educational Center - Philadelphia](#)
- [Harmony Area School District](#)
- [Lancaster County Area Vocational Technical School \(AVTS\)](#)
- [Great Valley School District](#)

[Library Initiatives](#)

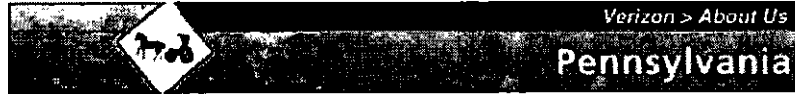
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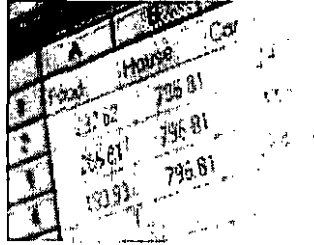
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## Building The Economy



### Business Retention and Expansion Program

In 1987, Verizon - Pennsylvania created a nationally acclaimed community-based program to keep businesses in Pennsylvania and foster their expansion. To date, the program has reached approximately 9,000 businesses and launched 61 projects.

### Pennsylvania Advantage and Telecommunications

The publication *The Pennsylvania Advantage and Telecommunications*, is a blueprint for a wide-ranging and concerted effort to attract and develop businesses and jobs to Pennsylvania, blending telecommunications infrastructure and services with traditional economic development. The work is the result of a partnership between Verizon - Pennsylvania, the Pennsylvania Department of Commerce and the Pennsylvania Economic Development Association (PEDA).

The *Pennsylvania Advantage and Telecommunications* suggests statewide *economic development objectives*, reviews the many strengths and assets available to businesses in the state, and recommends 19 industry sectors for target marketing.

### FutureSites

This initiative is an outgrowth of the *Pennsylvania Advantage and Telecommunications* concept. Its goal is to market Pennsylvania as an attractive and profitable home for data communications/data intensive firms. FutureSites provides detailed information on work force quality and availability, office space costs, financing options, telecommunications services, and quality of life.

Initially, FutureSites focused on Beaver County, Altoona, Northeastern Pennsylvania, the Lehigh Valley and the Harrisburg area. That effort, credited with attracting three businesses and 800 new jobs, was expanded to include the Greater Philadelphia and Williamsport regions, as well as Westmoreland and Indiana counties. Currently, FutureSites is responsible for winning six businesses and nearly 4,000 jobs in Pennsylvania.

### Strategy 21 Partnership

Verizon - Pennsylvania, an original partner, helped shape the organizational structure of the Regional Strategy for Industry Competitiveness, or Strategy 21. This partnership of 21 organizations promotes initiatives to enhance the Philadelphia region's competitiveness in the international marketplace. Officials of utilities, economic development groups, higher education and the Port of Philadelphia are part of Strategy 21.

### PA Tax Blueprint Study

A \$25,000 Verizon - Pennsylvania grant supports a study initiated by Governor Ridge and the Secretary of Revenue. This study will provide an analytical framework to evaluate tax policy options that will lead to the development of a fair and competitive tax base for all Pennsylvanians.

### **Small Business Support Center**

Verizon - Pennsylvania and Verizon - New Jersey partnered to support the Small Business Support Center, an initiative to provide financial and business development assistance to Philadelphia's and Camden's previously underserved, inner city small business communities. This funding will assist in the economic development of the Philadelphia, Camden Empowerment Zones.

### **Historic Pennsylvania Documentary**

Verizon - Pennsylvania is proud to announce its sponsorship of "Historic Pennsylvania," a public television program that features historical sites in rural and urban communities throughout the state of Pennsylvania. Through an innovative blend of music and cinematography, the viewer travels through three centuries of history.

### **University of Scranton**

#### **Business Advancement and Distance Learning and Training Infrastructure**

Verizon presented a \$100,000 grant to the University of Scranton in support of its Business Advancement and Distance Education and Training Infrastructure project. Using the Internet, distance learning, and other teleconferencing technologies, this initiative will enhance consulting and collaboration between the University, the Small Business Resource Center, government agencies, and economic development organizations in rural Pike, Wayne, and Monroe counties.

This initiative is another chapter in Verizon's Pennsylvania Advantage program which provides grants and fosters partnerships that support technology, education, and economic development.



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## Fostering Competition

### Full Service Network

Verizon - Pennsylvania is committed to delivering a state-of-the-art telecommunications network in Pennsylvania by 2015. This evolutionary network will have the capability to deliver advanced services including enhanced voice and data service, video, and image.

Since 1994, all Verizon - Pennsylvania customers have benefitted from "Intelligent Signalling." This technology helps deliver Verizon value-added services, options that add ease, convenience, and security to basic telephone service. Another plus of Intelligent Signalling: the Advanced Intelligent Network, an architecture that lets customers customize services to meet their needs.

As part of its commitment, Verizon - Pennsylvania will provide digital switching to all customers by the year 2000. High speed digital switches are the framework of advanced services such as Integrated Services Digital Network (ISDN), which allows simultaneous voice, data, and video transmission over the same telephone line. ISDN is "available anywhere" in Pennsylvania since 1995.

In 1998, Verizon - Pennsylvania launched a high speed data communications service for residential customers called Asymmetric Digital Subscriber Line (ADSL). This platform will allow consumers to receive data from the Internet, or to connect to their office's local area networks, at speeds up to 100 times faster than today's fastest analog modems (56 Kbps analog modems.)

<a href="#">Full-Service Network</a>
<a href="#">Regulatory Reform</a>
<a href="#">Universal Service</a>
<a href="#">Regional Toll</a>
<a href="#">Area Code Changes</a>

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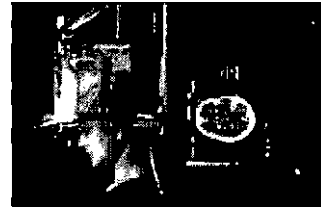
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## Improving Health Care

### Health Care Initiatives

The Information Superhighway can address complex healthcare and social service issues that challenge our rural and urban areas. Using custom-driven software and multi-media workstations, social workers, clinics, and hospitals can be linked to provide services to all, while improving the quality, increasing the access, and decreasing the cost of providing care.

These networks can also be enhanced with other applications that assist in scheduling appointments and archiving documents on patient histories. Using Integrated Services Digital Network (ISDN), high-speed connections to online services combine voice, data, and video signals on Verizon telephone lines at speeds that are nine times faster than conventional modems.


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### Geisinger Foundation

Verizon - Pennsylvania worked with Geisinger Medical Center to develop a telecommunications network to link rural doctors and hospitals in Renovo, in Clinton County, and Jersey Shore in Lycoming County, with specialists at Geisinger Medical Center in Danville. Verizon - Pennsylvania's \$400,000 grant also provided new opportunities to expand health care services in the Geisinger service area, especially in the rural communities, through the use of telemedicine, teleradiology, medical imaging, and video teleconferencing. This project serves as a role model for high quality, cost-efficient health care in rural Pennsylvania.

### Pennsylvania Rural Health Telecommunications Network

PA HealthNet was established to use advanced telecommunications technology (telemedicine, teleradiology, and desktop medical conferencing) to provide equal access to quality health care in both rural and urban areas. Verizon - Pennsylvania's \$150,000 grant helped the effort to expand these health services to additional sites in Pennsylvania. Twelve institutions are participating in the PA HealthNet project: Wayne Memorial Hospital, the Northeastern Veterans Center, Cameron County Health Care Center, Bradford Regional Hospital, Charles Cole Memorial Hospital, Glendale Regional Medical Center, Temple University Hospital, Milton S. Hershey Medical Center, University of Pittsburgh Medical Center, Soldiers and Sailors Hospital, Laurel Health Center and Philadelphia College of Osteopathic Medicine.

### Franciscan Health System

Verizon - Pennsylvania provided funding to the Franciscan Health System in an effort to enhance physician access to the health care information network. Through advanced telecommunications technology, doctors and patients will access information accurately and expediently.

### Home Nursing Agency

The Home Nursing Agency and Verizon - Pennsylvania wrote a prescription for high-tech home care. Verizon's two-way interactive video conferencing network helped the agency improve health care services for rural residents in a nine county area of South Central Pennsylvania. This project ensures that

rural communities share the benefits of advances in telecommunications technology to improve the quality of care and reduce costs.



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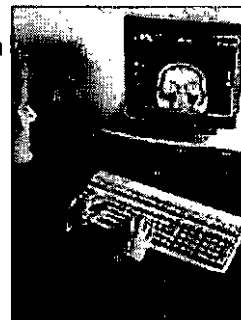
## Improving Health Care

### Telemedicine

*The 500 Mile Stethoscope  
Moving Down the Information Highway*

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A specialized form of videoconferencing, telemedicine involves remote diagnostics, consultation, and education demonstrations between health care institutions. The benefits include improved quality of care and improved access to healthcare. Telemedicine can reduce costs and provide specialized care to underserved rural and urban populations. This application can be combined with video mail or health and fitness videos, before and after medical procedures, in easing patient concerns and questions while reducing routine telephone calls and office visits.



Technology can improve management to more locations and lower overhead, which could have a significant impact on organizational profits and the quality of care. Telemedicine can improve the effectiveness of professional medical resources in the business environment and serve patients more conveniently. Some of the potential benefits of telemedicine include:

- Expanding the availability and productivity of expensive specialists
- Identifying and directing patients to the most qualified and profitable treatment regimen for their needs
- Providing an accelerated and efficient diagnosis
- Expanding on-site services to the patient
- Deflecting unnecessary patient encounters
- Providing communications and administrative resource sharing

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## Improving Health Care

### Medical Imaging

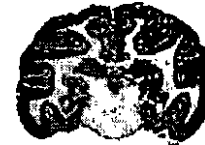
With the advanced capabilities of digital transmission, the ability to send quality medical images within a hospital, across town, or across the country is here today.

Physicians may send and receive medical images and sound - such as echocardiograms, CAT scans, and MRIs - instantly. The combination of speed and quality can be crucial in an emergency.

Specialists separated by geography may make decisions together by hearing sounds or viewing images simultaneously. Since medical imaging is done as either on-call, overread, or hospital-to-hospital, the speed of the line is determined by the size of the file and how fast a preliminary or permanent diagnosis needs to be made.

Healthcare organizations, including private and community hospitals, clinics, emergency centers, sub-acute care facilities, nursing homes, imaging centers, insurance companies, and laboratories, will be interconnected to the future. The vision of a healthy community is becoming a reality as both primary and specialty physicians are connecting with each other and the surrounding organizations they support.

<b>Health Care Initiatives</b>
<b>Telemedicine</b>
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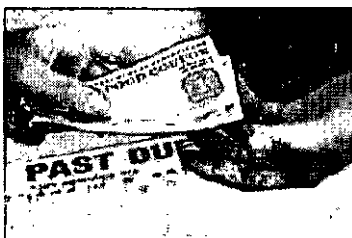
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## Low Income Programs

*Getting and Keeping Your Phone Service Connected*

<a href="#">Lifeline Service</a>
<a href="#">UTAP Program</a>
<a href="#">Link Up America</a>



Verizon - Pennsylvania offers three programs to help our low income Pennsylvania Residence customers get or keep their telephone service: [Lifeline Service](#), [UTAP Program](#), and [Link Up America](#). If you have a low income and do not have phone service now or may lose your phone service, you may qualify for these programs.

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## Diversity Awards/Successes

### Accessibility Keeps Customers With Disabilities in Touch

March 2, 2000

Our AccessAbility Web site is providing information to customers with disabilities about our growing line of call-management services that offer communication and lifestyle assistance.

Customers who sign up can automatically receive e-mail messages about new services and discounts on services and packages tailored to their personal profile.

"The AccessAbility Web site was an innovation designed to give this group of customers an information resource of their own," said Bob Baublitz, manager-Consumer Marketing. "But this e-mail function adds depth to our tie with these customers."

He said the interactivity represents a new level of customer care for consumers with disabilities. It's a tool for keeping them aware of news, information and developments they care about.

"Over time, there may be events and activities, sponsorships and information that are keyed to geography, disability type or company product," Baublitz said. He cited the recent introduction of 711 dialing for access to telecommunications relay services in Massachusetts for text telephone (TTY) users as the kind of news that could be shared via e-mail.

Customers who visit the site will be invited to identify their individual disabilities and indicate the kinds of information that they would like to receive from us. We will then use their enrollment form to direct e-mail messages to them about our products and services whenever it's appropriate.

"Our intent is to inform," Baublitz said. "This will not be junk mail. In fact, that's why we're asking for customer-specific information, so that what we send out is of interest to the individual customer."

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"My Verizon News"

2000-12-06

### Verizon Joins VeteransAdvantage Program

Verizon will participate in the VetRewards program, a new service to be offered by VeteransAdvantage, a new private-sector company for military veterans and their families.

Starting in January, members of VeteransAdvantage will be able to earn VetRewards points when they buy select products and services online from a co-branded Verizon-VeteransAdvantage Web site that Verizon will create. VetRewards will be applied toward purchases at the VetRewards online store at <http://www.veteransadvantage.com>.

"We want to reward our vets for their service and sacrifice that has preserved America and its free-enterprise system," said H. Scott Higgins, president and founder of VeteransAdvantage. "Verizon's participation in our VetRewards program represents a tremendous boost to our efforts to work with the U.S. business community and give something back to veterans and their families. "Verizon is the first national company to participate in this VetRewards program and we take our hats off to this corporate leader," said Higgins.

"Verizon is delighted to form this new alliance with VeteransAdvantage," said Bruce Gordon, president-Retail Markets. "We hope VeteransAdvantage members will take advantage of this opportunity to buy great communications products and services while earning reward points towards other purchases. "Verizon is extremely proud to be the first corporate participant for this innovative program to reward veterans and their families."

To obtain VetRewards, veterans must register at <http://www.veteransadvantage.com> for a VetAdvantage membership card. The card will be free through Veterans Day 2001 to veterans and their families who register in the first 90 days after the card is issued in January. From that site, veterans will be able to access the special co-branded VeteransAdvantage/Verizon site to sign up for select Verizon services. For example, a member who purchases Caller ID through VeteransAdvantage will be eligible for 500 VetRewards points. Points accrue toward purchase of other goods and services through the online VetRewards store. Members will be able to redeem VetRewards for selected books, videos, digital videodiscs, computers and other electronics. Offers will change and other products will be added in the future.

There are more than 26 million veterans nationwide. Combined with their families, they total more than 70 million consumers.



Comprehensive Daily News Summary

March 1, 2000

**BELL ATLANTIC AIDS CUSTOMERS WITH DISABILITIES**

Saying that Bell Atlantic wants to help its customers with disabilities stay up-to-date on the growing line of call-management services that can provide communications and life-style assistance, a Feb. 29 news release reports that now, customers who enroll at the company's Web site can automatically receive e-mail messages about new services and discounts on services and packages tailored to their personal profile.



**November 6, 2000**

## **BET.com Sponsorship Provides Online Link to African-American Market**

Verizon recently agreed to be the prominent sponsor of Black Entertainment Television's BET.com Lifestyle Web site, becoming the exclusive local, long-distance and wireless telecommunications firm to advertise on BET.com.



This sponsorship, which began in late October, exemplifies and reinforces Verizon's continued commitment to diversity in the marketplace.

BET.com will receive \$1 million per contract year, for a minimum of three years. In return, Verizon will have exclusive opportunities to:

- Advertise to BET.com customers through quarterly e-mails with special offers designed for BET.com online browsers.
- Sponsor articles on Verizon products and services throughout the Lifestyle Web site.
- Place promotional, product-related messages in BET.com's monthly online newsletter.
- Provide a "communications channel" designed to provide customers information about their bill and other Verizon products and services offered in their area.

Forrester Research estimates that 36 percent of the nation's 31 million African Americans will be online by the end of 2000, with a 74 percent increase expected by the end of 2001. The agreement with BET.com offers Verizon the ability to reach a large portion of the African-American market and promote specially designed, bundled, and priced products and services such as voice mail, Caller ID or Call Waiting and packages like the Big Deal, Value Pack or Call Manager.

"Verizon is excited about this sponsorship, which provides a unique opportunity to strengthen our link to the African-American community and positions us to be a leader in this market," said Gregg R. Smith, director-Consumer Ethnic Markets. "It extends our ability to offer affordable, customized product and service bundles to this and other diverse customer segments, allowing them to tailor their telecommunications choices to fit their lifestyle."



## Diversity Awards/Successes

### Foundation, Employees Team Up to Aid UNCF Scholars

February 24, 2000

The Bell Atlantic Foundation has presented a \$170,928 donation to the United Negro College Fund (UNCF) in support of the organization's Corporate Scholars and Leaders for the Future program.

The contribution stems from a collaboration between the Foundation and the Consortium of Information and Telecommunications Executives (CITE), a Bell Atlantic employee resource group that represents more than 2,000 African-American employees.

CITE and the Foundation worked in partnership on a major fund-raising campaign for the UNCF last year. The four-month campaign raised more than \$35,000 from employees, which was matched by the Foundation. In addition, the Foundation made a \$100,000 grant to the UNCF.

"Obtaining a college degree is vitally important in our increasingly complex and information-driven society," said Suzanne DuBose, president-Bell Atlantic Foundation. "It is my fervent hope that the partnership we've forged between our employees, the Bell Atlantic Foundation and the UNCF will continue for many years to come."

The donation is part of a number of activities that we've supported as part of Black History Month.

[Home](#) | [Diversity Management Guide](#) | [Strategy & Policy](#) | [Diversity Team](#) | [Diversity Awards/Successes](#)  
[Educational Tools & Services](#) | [Exercises](#) | [Scenarios](#) | [Resources](#) | [Glossary](#) | [Calendar](#)

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## Diversity Awards/Successes

### Foundation Helps International Students Win Top Science Prizes

May 18, 2000

Two Bell Atlantic Foundation-sponsored high school teams captured top honors last week at the prestigious International Science and Engineering Fair (ISEF) in Detroit, Mich.

A three-student team from Thailand received first prize and \$1,000 for its research surveying and classifying amphibian species found in that country's northeast province.

Three students from Indonesia received one of only three awards in the medical and health category. The team found that cornsilk can lower high glucose levels and can potentially be used as an alternative to expensive patented drugs used to treat diabetes.

More than 1,200 students from 45 countries earned the right to compete at ISEF by winning top prize at a local, regional, state or national science fair.

This is the fifth year that the Foundation has provided funding for a Bell Atlantic International program that encourages students to participate in science fairs. In addition to Thailand and Indonesia, we've also sponsored teams from the Philippines and the United Kingdom.

Dan Petri, president-International Telecommunications, said our sponsorship reflects Bell Atlantic's commitment to education and technology, and our growing international presence.

[Home](#) | [Diversity Management Guide](#) | [Strategy & Policy](#) | [Diversity Team](#) | [Diversity Awards/Successes](#)  
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**October 23, 2000**

**Verizon to Invest \$10 Million  
With Hispanic Equity Fund**

▼ Verizon will commit \$10 million to a private equity fund that the U.S. Hispanic Chamber of Commerce (USHCC) is establishing to make investments in privately owned Hispanic businesses.

President and co-CEO Ivan Seidenberg made the announcement earlier this month at the chamber's 21st annual national convention and business exposition.

"As a brand new company with nationwide scope and global ambitions, Verizon has a major stake in ensuring that Hispanic citizens have full access to opportunities in the American economy," Seidenberg said. "The Hispanic Chamber of Commerce recognizes how important access to capital will be for the Hispanic community's full participation, and we're proud to join it in this partnership for prosperity."

Verizon Investment Management Corp., which oversees the company's pension and savings plan assets, will commit the money to the USHCC Private Equity fund. The fund will invest in small and medium-size companies operating in the United States and Puerto Rico.

In addition to contributing to the USHCC's investment fund, Verizon plans to spend approximately \$200 million this year on goods and services purchased directly from Hispanic-owned businesses.

The Verizon Foundation — the first and only corporate foundation in the United States whose online site is completely bilingual — also will contribute approximately \$10 million this year to organizations benefiting the Hispanic community. Most of our contributions will go toward projects involving education, technology and literacy, including our recent \$100,000 donation to the Hispanic Scholarship Fund.

January 24, 2000

NEWS RELEASES

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ADULTS WITH DISABILITIES CENTER RECEIVES BELL ATLANTIC FOUNDATION GRANT

A Jan. 19 news release reports that the Norristown, Pa.-based MBF Center is happy to announce a \$10,000 grant from the Bell Atlantic Foundation to expand the quality of life for individuals with disabilities through the use of technology.

Bell Atlantic Today

June 7, 2000

## GRANTS HELP PREPARE MASS., N.J. STUDENTS FOR HIGH-TECH FUTURES

As the telecom market grows and the labor market tightens, Bell Atlantic is stepping up our commitment and support of programs that educate and help prepare students for careers in the communications industry.

In Massachusetts, the Bell Atlantic Foundation announced more than \$500,000 in grants yesterday for school-to-career initiatives that creatively use technology in education. The 19 grants will benefit groups in more than 60 communities.

Bob Mudge, president of Bell Atlantic-Massachusetts, said schools, businesses and communities have to work together to help students prepare for the workplace.

"We're facing an increased need for employees who possess solid academic knowledge, strong technical and computer skills, effective work habits and interpersonal skills," Mudge said. "These grants will help address that need."

The grants target grades 7 through 12 in public and private school districts that collaborate with institutions of higher education, community groups, nonprofit agencies or businesses.

In New Jersey, more than 100 students from across the state will graduate this school year from TEC2000, a Bell Atlantic-sponsored program that helps schools prepare students for careers in the telecommunications industry.

TEC2000 provides students with the basic knowledge and understanding of communications network design, telephone equipment and computer networks, and satellite and wireless communications services. Students in the program work in a hands-on learning lab that includes a telephone pole network.

"With TEC2000 programs in urban, rural and suburban technical schools statewide, Bell Atlantic is creating opportunities for students across the cultural spectrum and building a work force that reflects that diversity," said Peter Ventimiglia, vice president-External Affairs for Bell Atlantic-New Jersey.

The program is also being expanded to serve students in New York and Pennsylvania.

**SUPPLEMENTAL INFORMATION (con't.)**

**RESOURCE GROUPS:**

Verizon has an employee Diversity Council and numerous diversity-related employee resources including videos, activity kits and measurement tools.

Employee resource groups provide opportunities for employees who choose to learn from each other how they might continually increase their personal and business capabilities -- for the benefit of themselves, their Verizon teams, and their customers, clients and stakeholders. These employee advocacy groups, which are formally established to promote respect for the uniqueness of each individual, are open to all active and retired employees who support the goals of the particular resource group. Current employee resource groups and their goals/missions are:

- **American Indian/Alaskan Native Support Society (AIANSS)**  
Educates and acknowledges through cultural exchange, the historical and contemporary contributions of American Indians; and enhances the development, advancement and recruitment of American Indians in Verizon.
- **Asian Focus Group (AFG)**  
Supports the overall mission of the corporation through the development, recognition, advancement and recruitment of Asians, Asian Americans and Pacific Islanders.
- **Women's Association of Verizon Employees (WAVE)**  
Provides leadership in developing and advancing all women, and works as a catalyst for change in response to gender issues. Represents its membership to benefit all employees and to contribute to corporate goals.
- **Veterans Advisory Board of Verizon (VABVZ)**  
Acts as a resource for veterans' observances and events.
- **Consortium of Information and Telecommunications Executives (CITE®)**  
Increases the effectiveness of African American and other minority employees, and adds value to Verizon and the broader community. Supports education programs for members and scholarships to the community.



**SUPPLEMENTAL INFORMATION (con't.)**

**RESOURCE GROUPS: (con't.)**

- **Disabilities Issues Awareness Leaders (DIAL)**  
Acts as a resource to raise awareness of issues facing people with disabilities. Provides information and support and develops recommendations for Verizon as a provider of services and as an employer.
- **Gay, Lesbian, Bisexual Employees and Transgender Employees of Bell Atlantic and Their Allies (GLOBE)**  
Provides support and promotes awareness and understanding of gay, lesbian and bisexual employees and the issues they face. Acts as a resource to Verizon in addressing the gay segment of the marketplace.
- **Hispanic Support Organization (HSO)**  
Encourages development and recruitment, and promotes inclusion, recognition, and advancement of Hispanics, see **Exhibit 16**.
- **INROADS Network Association (INA)**  
Creates an atmosphere within Verizon that fosters the incorporation, identification, development and promotion of INROADS interns and alumni--an atmosphere that will allow them to prosper and employ their particular talents and contributions to the mutual benefit of Verizon and the INROADS community as a whole.

Bell Atlantic Today

May 31, 2000

### HSO HONORED FOR FUND-RAISING, MENTORING OF LATINO YOUTH

The Hispanic Support Organization, a Bell Atlantic employee resource group, has been recognized by the ASPIRA Association for its fund-raising efforts and mentoring programs that benefit Latino youth in New York, New Jersey and other areas across our region.

The HSO is a long-time supporter of ASPIRA and has worked closely with the group on fund-raising events and other initiatives.

Al Torres, director-Corporate Telecommunications Services and president-HSO, said *many employee members of HSO have volunteered their time to work as mentors for young people.*

HSO has also received the Eleanor Roosevelt Community Service Award from the governor of New York for its work with Hispanic youth in the state.

ASPIRA is a national non-profit organization dedicated to the education and leadership development of Puerto Rican and other Latino youth. ASPIRA takes its name from the Spanish verb aspirar, which means to aspire.

Employees interested in serving as mentors can call Torres on (212) 395-4462.

**SUPPLEMENTAL INFORMATION (con't.)**

**ADDITIONAL DIVERSITY-RELATED EFFORTS:**

Verizon's diversity leadership efforts in 2000 were recognized in the following ways, see **Exhibit 17**.

- Verizon on *Fortune*'s 50 Best for minorities
- Funding for the Public Television Documentary on Rev. Leo Sullivan
- Celebrating Women Past, Present
- Hispanic Heritage Celebration
- Deaf, Hard of Hearing Awareness Day
- Initiatives Make Communicating Easier for Disabled
- Partnership Provides Training for People with Disabilities
- Diversity on Corporate Boards

***NOTE:*** Certain information contained in the Human Resources Section of the Report is excerpted from Verizon's Affirmative Action Program which is the authority should there be any inconsistencies.

Bell Atlantic Today

June 29, 2000

BELL ATLANTIC NAMED TO FORTUNE'S 50 BEST COMPANIES FOR MINORITIES

For the third consecutive year, Bell Atlantic has been named to Fortune magazine's annual list of the 50 best companies for minorities. The list and accompanying articles appear in the July 10 issue.

Fortune said each company on the list makes an "exemplary commitment to diversity at every level -- from the makeup of its new hires, to the suppliers it chooses to work with, to the charities it supports."

Fortune cited our training sessions that help minority vendors build e-commerce sites and our efforts to help minority suppliers win subcontracts from our biggest prime suppliers. Bell Atlantic ranked 34th on the Fortune list.

Chairman and CEO Ivan Seidenberg said employees should be pleased with the recognition. He noted, however, that there is still much work to be done.

"I believe we have the right strategies in place," Seidenberg said. "But we need to continue the progress we've made in such areas as minority hiring and procurement, as well as minority placement at all levels of the company, particularly the middle and senior levels."



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## Bell Atlantic Helps Fund Public TV Documentary on Rev. Leon Sullivan

*Humanitarian Efforts Around the World Chronicled*

June 15, 2000

**Media contact:** [Sharon Shaffer](#), 215-963-6200

**PHILADELPHIA** -- The life and achievements of human rights giant and long-time Philadelphia clergyman Rev. Leon Sullivan will be featured this month in a one-hour public television documentary.

Bell Atlantic contributed \$50,000 to help underwrite the documentary, along with an \$8,500 grant from the Bell Atlantic Foundation for development of a site on the World Wide Web about Sullivan.

Sullivan is perhaps best known for authoring the Sullivan Principles, an international code of equal opportunity. The principles were instrumental in ending racial apartheid in South Africa.

"Rev. Sullivan's life is one that should be chronicled and shared with all who treasure freedom and equal opportunity," said Daniel J. Whelan, president and CEO of Bell Atlantic - Pennsylvania. "It's unusual for Bell Atlantic to fund a film, but this is story that truly needs to be told," Whelan said.

The 60-minute film, "A Principled Man: Reverend Leon Sullivan," will be broadcast on WHYY-TV at 9 p.m. June 21 and will be repeated at 6 p.m. Sunday, June 25.

Sullivan became pastor of Zion Baptist Church in Philadelphia in 1950. During his 38-year tenure, the "Lion of Zion" extended the activities of the church to include a day care center, credit union, employment agency, community center for youth and adults, adult education classes, athletic teams, choral groups and family counseling services.

In 1988, he became Pastor Emeritus in order to spend his time educating, training and feeding the people of the developing nations of the world. Sullivan also helped expand the work of the Opportunities Industrialization Centers (OIC) of America and OIC International. Since its formation in 1964, OIC has provided skills training to over three million people of all races, ages and genders. There currently are 46 OIC centers in 18 countries.

Born in 1922, Sullivan grew up in Charleston, W.Va. He graduated from Garnet High School and West Virginia State College. He holds degrees from Columbia University and Union Theological Seminary. Before coming to Philadelphia in 1950, Sullivan worked closely with the Rev. Adam Clayton Powell in Harlem.

Bell Atlantic is at the forefront of the new communications and information industry. With more than 44 million telephone access lines and more than 20 million wireless customers worldwide, Bell Atlantic companies are premier providers of advanced wireline voice and data services, market leaders in wireless services and the world's largest publishers of directory information. Bell Atlantic companies are also among the world's largest investors in high-growth global communications markets, with operations and investments in 23 countries.

# The Wave

## EMPLOYEE COMMUNICATION

March 6, 2000

## Celebrating Women Past, Present

To celebrate Women's History Month, the Association of Bell Atlantic Women (ABAW) will unveil a Women's History Month Display on March 3 in the lobby of our headquarters building in New York City.

The display features 21 of the National Women's Hall of Fame inductees, who represent 16 categories.

The display's theme is "Come Stand Among Great Women," and it features 21 of the National Women's Hall of Fame inductees. Its purpose is to heighten awareness about women of every race, class, and ethnic background in America who have played an historic role in the growth and strength of the United States in recorded and unrecorded ways.



**A Record of Achievement:** A display featuring 21 famous women in American history will make its way through our region, with stops in New York, Boston and Virginia. The women are all inductees to the National Women's Hall of Fame - from Lucretia Mott, a Quaker anti-slavery advocate who became a leader in the women's rights' movement, to Eileen Collins, the first American woman to pilot a spacecraft.

The exhibit will move to the lobby of 125 High St. in Boston from March 18-31, and then to the Court House Plaza in Arlington, Va., for the month of April. The display also will be used by the National Hall of Fame for two prestigious women's events:

- Beijing Plus 5, which will draw women from around the globe to New York on June 6-7; and
- The 2000 Hall of Fame Inductee ceremony on October 6-7 in Seneca Falls, N.Y., site of the 1848 Women's Rights Convention.

Also, on March 13 at 1095 Avenue of the Americas, ABAW will conduct its first regional conference. The daylong event will feature a variety of speakers, including Chairman and CEO Ivan Seidenberg. Maureen Helmer, chair of the New York Public Service Commission, will be the event's keynote speaker.



# *Hispanic Heritage Celebration*

**Wednesday - October 25th, 2000**

Time: 12:00 PM  
Place: 1717 Arch Street  
East Lobby

Guest Speakers/Refreshments/Entertainment

*Everyone is invited!*





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# The Wave

<http://www.bell-atl.com/empicomm>

May 8, 2000

News and Information for Bell Atlantic Employees

## Deaf, Hard of Hearing Awareness Day Set

Bell Atlantic will conduct our eighth annual Deaf And Hard Of Hearing Awareness Day on Thursday May 18 from 8:30 a.m. to 4 p.m. in the 23rd floor auditorium at 1095 Ave. of Americas in New York City.

The all-day event is sponsored by Community Affairs and is designed to offer employees and customers a review of new technologies and marketing programs, as well as updates on policy developments, community affairs and our continued work with our Universal Design Principles.

Those principles were adopted to make our products and services useful and convenient for as many people as possible, making simplified solutions to telecom needs the rule, not the exception.

John Rollo, executive director-Community Affairs, will provide an update on the work that his group and others in Bell Atlantic have done in the past year. Maura Breen, president and CEO of Bell Atlantic Communications, Inc. our long-distance subsidiary, also is scheduled to join the roster of speakers.

Maureen Woods, a teacher at the Lexington School for the Deaf, will discuss the contribution to society made by people who are deaf or hard of hearing, and a representative from the city's police department will talk about 911 emergency services.

**To register for the event, or to state any accommodation requirements, send a fax to Florence Camace at (212) 997-7440.**



# The Wave

EMPLOYEE COMMUNICATION

March 13, 2000

## Initiatives Make Communicating Easier for Disabled

One enables people in Massachusetts who are deaf, hard of hearing or speech impaired to reach Telecommunications Relay Service (TRS) centers in that state by dialing 711. The other helps customers with disabilities stay up-to-date on our growing line of call-management services.

Bell Atlantic has long been committed to serving customers with disabilities, and we use our Universal Design Principles to continually enhance the accessibility of current products and to guide the development of new products and services.

The new initiatives show that Bell Atlantic has a head start on complying with Section 255 of the Telecom Act, which requires telecom providers and equipment manufacturers to ensure that their products and services are accessible and useable for people with disabilities, if readily achievable.

Relay service allows people who are deaf, hard of hearing or speech impaired and use text telephones (TTYs) to communicate over the telephone network with people using standard telephones. Operators connect a person using a TTY with a standard phone user or vice versa. The operator relays the conversation between the two.

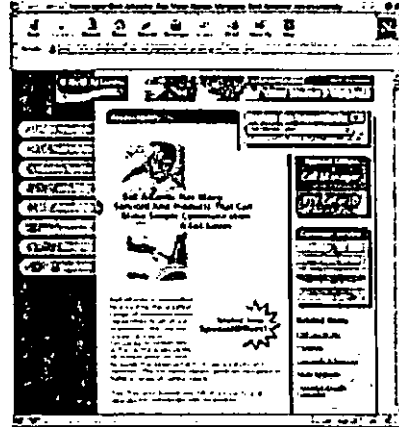
Massachusetts joined Hawaii and Maryland as the only states to offer 711 dialing for relay service. Every state in our region is scheduled to have three-digit access to relay service by the end of the year.

With our other innovation, customers who enroll at our AccessAbility Web site can automatically receive e-mail messages about new services and discounts on services and packages tailored to their personal profile.

For example, the news about introducing 711 dialing in Massachusetts would be shared via e-mail to AccessAbility subscribers.

Visitors to the site can now fill in an enrollment form that we will use to direct appropriate messages to customers. They're invited to identify their individual disabilities and to indicate the kinds of information that they would like to receive from us.

"Our intent is to inform," said Bob Baublitz, manager-Consumer Marketing. "This will not be junk mail. In fact, that's why we're asking for customer-specific information, so that what we send out is of interest to the individual customer."



Our AccessAbility Web site at [www.bellatlantic.com/AccessAbility](http://www.bellatlantic.com/AccessAbility) allows our customers with disabilities to receive e-mail about services and discounts tailored to their personal profile.

Bell Atlantic Today

April 25, 2000

## PARTNERSHIP PROVIDES JOB TRAINING FOR PEOPLE WITH DISABILITIES

Bell Atlantic and Abilities Inc. have joined forces to launch Train for 2000, an innovative program aimed at improving employment opportunities for people with disabilities in New York.

As part of the Train for 2000 program, Bell Atlantic will open our multimillion-dollar training facilities to people with disabilities and the staff of Abilities Inc. The program's goal is to train an average of two people per week through August.

"This partnership has one focus -- jobs," said John Rollo, executive director-Community Affairs. "By opening our training doors, we hope to provide the necessary computer, technical and business skills for people with disabilities on Long Island, and we hope that other corporations will follow our lead in providing business and technical instruction to people with disabilities."

Bell Atlantic's training facilities offer employees more than 500 courses including Windows 95, the Microsoft Office product line, Business Communications, Introduction to the Internet and Typing Tutor. The program is self-paced and is available during business hours.

People with disabilities who are seeking training so they can find a job may be referred to Abilities Inc. to be eligible for participation in Train for 2000.

The Train for 2000 pilot program won our Leaders in Excellence Award and has been recognized as a model program by the President's Task Force on Employment of People with Disabilities. In addition, the program has won regional and statewide recognition from the New York State Department of Education's Vocational and Educational Services for Individuals with Disabilities.

Daily News Summary, 4-17-00

#### ARTICLES DISCUSS DIVERSITY IN COMPANIES, BOARDS

Saying that service providers struggle to keep pace with their own workforces as the colors of America continue to blend, an article in TELE.COM (4/17) notes that the communications industry stacks up well against other providers. The article quotes Bell Atlantic executive Jacquelyn Gates. Discussing diversity on corporate boards of directors, a related article in the publication says that a random sample of boards finds that Bell Atlantic is something of a leader, with 20% minority representation.

**REPORT ON DIVERSITY TO THE PENNSYLVANIA  
PUBLIC UTILITY COMMISSION**

~PROCUREMENT SECTION~

**VERIZON PENNSYLVANIA INC.**

**APRIL 1, 2001**

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**Part 2 Utility Procurement Diversity Reports**

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**NARRATIVE ON M/W/DBE EFFORTS**

**INTRODUCTION:**

Verizon recognizes the importance of minority, women, and protected class markets in its vision of becoming "our customer's first choice in telecommunications and information technology". Minority, women, and protected class enterprises (M/W/DBEs) are important customers and suppliers to Verizon. As such, Verizon is committed to meeting and supporting the economic development objectives of the community and in the area of supplier diversity, Verizon is committed to including and utilizing these business enterprises as partners and suppliers to our business.

By the end of 2000, Verizon had purchased \$1.4 billion or 17.6% of its total procurement dollars in direct and indirect contracting from M/W/DBEs. This was an increase of over \$572 million from purchases made company-wide in the same period in 1999 from M/W/DBEs. In 2000, M/W/DBE suppliers have demonstrated their value by winning new contracts in areas such as telemarketing, telecommunications engineering and installation, construction, consulting and materials management. The products and services they provide directly contribute to Verizon's competitive position in the market place.

These successes demonstrate Verizon's commitment to supplier diversity. Verizon has actively worked with advocacy groups to recruit certified M/W/DBE firms. We have provided information seminars on how to do business with Verizon and how to respond to Response for Proposals (RFPs).

Verizon's determination is depicted in this document. Verizon's strategy is to recruit competitive firms, help them understand how to do business with Verizon and to work with internal customers to ensure maximum opportunities. These activities will result in more inclusion of diverse contractors in the supplier base, the development of our local and national economies, and the purchase of products and services for the corporation at competitive value.

**NARRATIVE ON M/W/DBE EFFORTS**

**INTERNAL EFFORTS:**

Verizon has a supplier diversity policy to offer minority and protected class businesses maximum opportunity to compete on an equal basis with all other suppliers in the strategic sourcing process. Verizon established a 14% target of total purchases in 2000, or \$1.12 billion in purchases from minority and women-owned suppliers (M/W/DBE) which it exceeded.

A Executive Director of Diversified Supplier Relations, two directors and their teams are assigned to manage the implementation of the supplier diversity initiative. The Diversified Supplier Relations Team is situated within the Corporate Sourcing Department to ensure direct involvement with the strategic sourcing activities. Representatives from this group are assigned to work with product and service sourcing groups and cross-functional teams to assess buying requirements and to identify opportunities for diversified suppliers. In addition, the team is responsible for:

- Identifying and verifying supplier information
- Establishing corporate strategy and utilization goals
- Tracking and reporting overall performance and expenditures
- Encouraging and assisting primary suppliers to develop plans to increase utilization of minority and protected-class businesses as subcontractors.
- Managing Verizon's outreach program
- External and internal training programs
- Monitoring legislation at federal and state levels in conjunction with Regulatory and External Affairs departments.

The following major initiatives were undertaken to attain the 2000 goal to increase M/W/DBE procurement:

- Senior executive advisory council was established representing key internal departments such as marketing, engineering, finance, operations, external and government affairs as well as diversity and ethics to champion supplier diversity initiative and monitor performance.

**NARRATIVE ON M/W/DBE EFFORTS (con't)**

**INTERNAL EFFORTS: (con't)**

- Supplier diversity team members were assigned to sourcing groups within specific product/service streams to accurately assess buying requirements and opportunities and provide input to include diversified suppliers in requests for quotation and proposals.
- Goals and objectives were established for both direct or first tier and subcontracting expenditures with diversified suppliers by line of business.
- Supplier diversity champions/ambassadors throughout Verizon user departments were utilized to stimulate internal demand for utilization of M/W/DBE contractors. Key departments include sourcing, engineering, marketing, operations, real estate, diversity and external affairs.
  - Diversified supplier utilization in subcontracting and second tier activity was made an integral part of supplier evaluation, negotiation in quotations and proposals as well as contract award.
- Top suppliers were required to increase diversified supplier utilization objectives and report performance on a quarterly basis. This performance was linked to prime supplier quality report cards.
  - Working committees were established with top network suppliers to identify minority suppliers for subcontracting opportunities in warehousing, distribution, engineering and installation and training of telecommunications products and services.
  - Special referrals of viable diversified suppliers were provided to primary suppliers to assist them in developing and growing their programs.



**NARRATIVE ON M/W/DBE EFFORTS (con't)**

**INTERNAL EFFORTS: (con't)**

- On-going training and education of sourcing and user department personnel was conducted and commitment was communicated to stakeholders throughout the corporation.
- Partnering with various minority advocacy groups expanded the pool of viable M/W/DBE suppliers. Procurement opportunities were communicated to these agencies to identify potential minority suppliers.
- In-house on-line database of M/W/DBE suppliers was used and made accessible to all user departments. This directory supplements external databases available from the National Minority Supplier Development Council, the U.S. Small Business Pro-Net system, and TRY-US that are used to identify and qualify viable suppliers and their capabilities to meet sourcing requirements.
- A corporate web site was created that describes the major reasons M/W/DBEs can provide competitive products and services, lists supplier selection criteria, provides diversity reports and Corporate Sourcing contacts and communicates successes. It also outlines what internal customers can do to help drive results.

**NARRATIVE ON M/W/DBE EFFORTS (con't.)**

**EXTERNAL EFFORTS:**

Through its Corporate Sourcing and External Affairs departments, Verizon continues to cultivate the outside marketplace to generate leads and recruit new and innovative diversified suppliers by sponsoring and participating in trade shows, seminars and conferences. Verizon also works with minority supplier development councils, trade associations and individual suppliers.

Verizon incorporates the Equal Opportunity clause in all contracts, leases, and purchase orders covered by Executive Order 11246, as amended, and its implementing regulations. Verizon's Corporate Sourcing organization oversees inclusion of the clause and is also responsible for sending written notification of the EEO/AA policy to subcontractors, vendors and suppliers, requesting appropriate action on their part.

Verizon affords the maximum practicable opportunity for minority and women-owned business enterprises to participate in its contracts and to act as suppliers of good and services to Verizon as is required at Part 1-1, Chapter 1 of the Code of Federal Regulations.

Verizon conducts supplier training, development and mentoring activities to enhance the capabilities of minority suppliers and to assist them in staying competitive and growing their businesses.

In addition to the *MWBE Guide for Doing Business with Verizon (Exhibit 1)*, in 2000, Verizon:

- Established the following web sites to provide guidance to MWBEs on how to do business with Verizon:
  - [www.bellatlantic.com/diversity/supplier](http://www.bellatlantic.com/diversity/supplier)
  - [www.gte.com/Aboutgte/Organization/Supply/supplierge/supplidiver](http://www.gte.com/Aboutgte/Organization/Supply/supplierge/supplidiver)

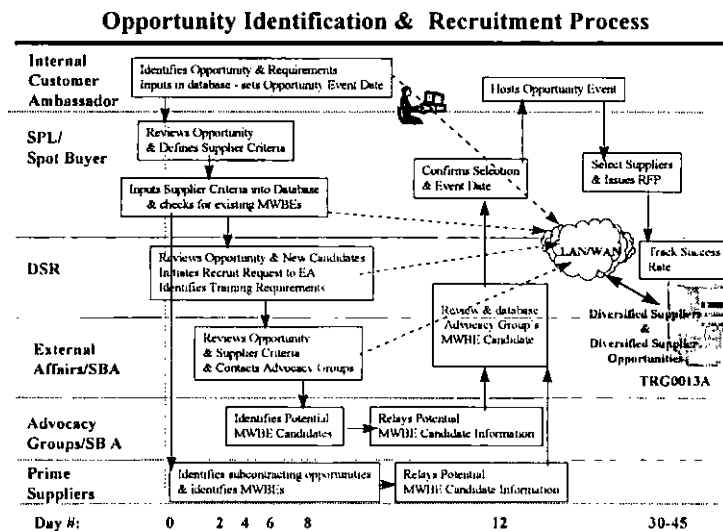
**Exhibit 2** contains sample documents from the website including:

- Online registration for suppliers looking to do business with Verizon
- Supplier selection criteria and business code of conduct
- Frequently asked questions
- Listing of pending requests for proposal (RFPs)
- Listing of upcoming events and in-house fairs
- Articles of interest such as mentoring, accessing capital, e-commerce, leveraging technology, partnerships and alliances
- Prime supplier subcontracting performance online reporting

**NARRATIVE ON M/W/DBE EFFORTS (con't)**

**EXTERNAL EFFORTS: (con't)**

- Established targeted mentoring and supplier development programs for minority suppliers in telecommunications high-tech areas. To date approximately ten MWBEs capable of providing engineering and installation services as well as equipment are actively engaged in this area. This project signified the introduction of several MWBE suppliers to an area of the business that had not been traditionally accessible.
- Established M/W/DBE Opportunity and Recruitment process that will allow advocacy groups to participate in Verizon's procurement process.



- Conducted in-house opportunity fairs and external training seminars for minority suppliers covering the following areas. In 2000, a total of 5 in-house vendor fairs were held covering advertising, information technology, network operations, as well as the following topics:
  - Understanding E-commerce and E-business Strategies
  - Engineering and Installation services for Central Office
  - How to do business with Verizon
  - Supplier quality requirements and supplier selection criteria
  - Responding to Request for Proposals (RFPs)

**NARRATIVE ON M/W/DBE EFFORTS (con't)**

**EXTERNAL EFFORTS: (con't)**

Verizon continues to maintain and improve liaison with numerous external advocacy groups. The Company is represented in organizations that promote the interests of minority, women and other protected class owned businesses. Some of these organizations are listed below:

- National Minority Supplier Development Council (“NMSDC”) and Women’s Business Enterprise Council corporate member as well as regional members in affiliated councils in Verizon’s footprint. These regional councils are: Maryland/DC, Harrisburg, Pittsburgh, NMSDC of PA-NJ-DE, Virginia, New York/New Jersey, Tidewater, New England, Upstate New York, Connecticut. Verizon has invested \$150,000 in the NMSDC’s Business Consortium Fund, a loan guarantee fund for minority-owned businesses.
- Verizon is an active member of the NMSDC Telecommunications Industry Group (“TIG”) that consists of carriers, original equipment manufacturers and distributors. This group meets quarterly to develop minority business opportunities within the telecommunications industry. See **Exhibit 3** for an article from the *Minority Business News-USA* regarding the partnership between TIG and NMSDC on the “MWBE e-Spot Buy” initiative.
- Verizon formed a partnership and signed a Memorandum of Understanding with the U.S. Small Business Administration to increase procurement opportunities for minority and women-owned businesses.
- Verizon co-sponsored the Telecommunications Industry Supplier Diversity Challenge. The Challenge is to the industry service providers and Original Equipment Manufacturers to target 10% of all procurement with MWBEs. Fourteen telecom industry members signed the challenge at the SUPERCOMM Telecommunications convention in Atlanta in 1999 and 2000.

**NARRATIVE ON M/W/DBE EFFORTS (con't)**

**EXTERNAL EFFORTS: (con't)**

Other affiliations include:

- National Urban League
- National Association for the Advancement of Colored People
- The Wall Street Project/Rainbow Push Coalition
- National Minority Business Council
- Women's Business Enterprise Council
- National Association of Women Business Owners
- U.S. Hispanic Chamber of Commerce
- Asian American Business Council
- Native American Business Alliance
- Local minority chambers of commerce and business development groups

Verizon advertises in publications distributed throughout the country to identify new and minority, women and other protected class suppliers capable of providing the products and services purchased.

In addition to regional and local minority business journals throughout the Verizon footprint, supplier diversity advertisements are included in key publications as listed below:

- MBE Magazine
- Hispanic Magazine
- Business News USA
- Minority Business and Employment Times

**NARRATIVE ON M/W/DBE EFFORTS (con't)**

**EXTERNAL EFFORTS: (con't)**

Some external efforts specific to Pennsylvania in 2000 are described below:

- Gold Sponsor and participant National Minority Supplier Development Council Procurement of PA-NJ-DE
- Sponsor Minority Enterprise Development Week – Philadelphia
- West Philadelphia Enterprise Center – E-commerce Training (see **Exhibit 4**)
- Sponsor African American Economic Development Conference (see **Exhibit 5**)
- Berks County Chamber of Commerce Small Business Fair - Exhibitor
- Women's Business Development Center – Seminar on How to do Business with Verizon

Verizon received considerable recognition in for its efforts to support M/W/DBEs:

- Seidenberg Honored for Supplier Diversity (see **Exhibit 6**)
- Promises Made, Kept to Wall Street Project (see **Exhibit 7**)
- Charter Member of the Billion Dollar Roundtable (see **Exhibit 8**)
- Founder and Corporate Supporter Appreciation Award – Women's Business Development Center, Philadelphia, 2000

**Verizon  
Code of Business Conduct**

Verizon is committed to diversity. We serve a diverse customer population, and we strive to have an employee body that reflects that diversity. This commitment extends to our supplier relationships. We believe that having a wide range of suppliers is critical to our success. Just as we should have employees that relate to our customers, speak their language, reflect their tastes and preferences, so should our suppliers. It builds customer loyalty, stimulates economic growth, and taps into the innovation and entrepreneurship we need to compete. By including Minority, Women, Vietnam Era Vets & Disabled Owned Business Enterprises (MWBEs) in our supplier chain, we accomplish two goals. We position our business for success, and we contribute to the economic prosperity of the communities we serve.

*Chuck Lee and Ivan Seidenberg: CO-CEOs*



- All suppliers are expected to honor Verizon's Code of Business Conduct. Accordingly Suppliers shall:
- ☞ protect Verizon property & proprietary information
  - ☞ avoid conflicts of interest
  - ☞ provide equal opportunity without discrimination
  - ☞ maintain complete & accurate records
  - ☞ maintain environment free of harassment
  - ☞ protect Verizon's reputation

**CERTIFIED MWBEs ARE**  
=>51% Owned, Operated & Controlled by  
Minority, Women, Vietnam Era Vet and/or  
Disabled person(s).

**COMPETITIVE MWBEs**  
leverage cost, quality, service & technologies.

**Business conduct is guided by  
Verizon's values of:**  
Integrity, Respect, and Service.



**Verizon Corporate Sourcing**  
Diversified Supplier Relations  
240 E. 38th Street, 23rd Fl. New York, NY 10016



**MWBE Guide for  
Doing Business with  
Verizon**

Competitive MWBEs  
contribute to the success of  
Verizon  
and the prosperity  
of the communities we serve!

EXHIBIT 1 (P)

## VERIZON CORPORATE SOURCING

Verizon Corporate Sourcing manages the procurement process for the Corporation. Its mission:

"To optimize Verizon's purchasing dollars by driving a competitive procurement process while focusing on continuous improvement in total cost, quality, service and technologies." Suppliers are evaluated on their ability to deliver on five key components: technologies, practices, quality, service and total cost.

### OUR FOCUS

Verizon follows a strategic sourcing process that offers a level playing field to all suppliers. Verizon views its suppliers as playing a vital role in marketplace success --providing maximum economic value to customers through the offering of products and services that meet or exceed Verizon requirements.

Verizon reserves the right to select suppliers who will participate in the procurement process. Verizon cannot and does not promise to transact business with all suppliers.

### DIVERSIFIED SUPPLIER RELATIONS

Verizon is committed to diversity and believes in providing equal opportunity to all suppliers, including Minority, Women, Vietnam Era Veterans & Disabled-owned Business Enterprises (MWBEs).

Through its Diversified Supplier Relations (DSR) team, Verizon seeks to maximize MWBE supplier utilization. DSR holds information seminars, provides coaching and facilitates networking events. These activities are designed to improve MWBEs' success in competitive procurement while providing the corporation with needed products and services at competitive prices.

We encourage MWBEs who can provide valuable products and services to contact DSR.

## WHAT DOES VERIZON LOOK FOR IN A SUPPLIER?

1. Competitive and "Value added" capabilities.
2. Proven track record and references.
3. MWBE in good financial standing.
4. Quality processes (ISO 9000 or equivalent).
5. Electronic Data Interchange (EDI) for product purchases & payments - Y2K Compliant.
6. Core competency in supplier's line of business.
7. Understanding of Verizon's Business.
8. Ability to market company aggressively.
9. Ability to provide multiple services and serve multiple customers.
10. Certification as an MWBE entity in USA.  
Verizon accepts certification from state or federal agencies or from Women's Business Enterprise National Council (212) 818-9424 or National Minority Supplier Development Council (212) 944-2430 or Association for Service Disabled Veterans (415) 949-3751. (MWBE owners must be US citizens.)

### Requests for Proposal (RFPs)

Verizon runs competitive bids through an RFP process. Suppliers should comply with all procedural requirements and address all the key elements of the RFP.

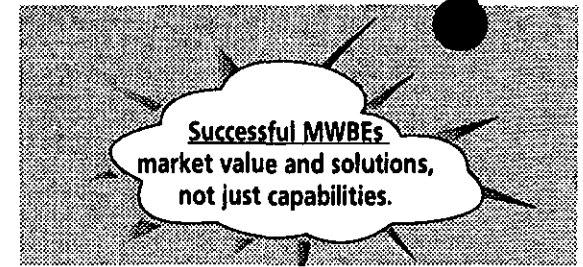
#### VERIZON RFP ELEMENTS:\*

**Acknowledgment:** Form provided to accept or decline opportunity.

**Statement of Work:** Identifies products & services being sought by company. Also indicates geographic area and critical requirements.

**Draft of General Agreement:** Outlines terms and conditions of the contract.

\*At times suppliers are given the latitude to respond in creative ways or to a portion of an RFP.



### PRODUCT & SERVICE STREAMS

Sourcing Process Leaders (SPLs) head cross-functional teams and manage the procurement process. Verizon categorizes its purchases into the following product and service streams:

- Advertising, Promotion, Printing and Marketing, Professional Services / Office Administration Products & Services.
- Human Resources, Employee Benefits & Training.
- Computer Equipment & Related Software, Corporate Telecom Services.
- Real Estate Operations, Fleet & Logistics Services.
- Outside Plant Products/Services, PICS, Power, Test & Performance Monitoring.
- Switching & Operations Support Systems, Network Data Equipment & ISP.
- Transmission / Broadband.

### DSR Registration

To register with Verizon Diversified Supplier Relations, and find out about opportunities, please visit our website at:  
[www.bellatlantic.com/diversity/supplier](http://www.bellatlantic.com/diversity/supplier)





## Diversity Awards/Successes

### Web Site Helps Broaden Base of Diversified Suppliers

January 7, 2000

To build awareness and expand purchasing commitments with minority and women-owned businesses, Corporate Sourcing has launched an Internet Web site for potential and current suppliers, as well as an intranet site for employees.

The Internet site, located in the "For Your Business" section of our home page ([www.bellatlantic.com](http://www.bellatlantic.com)), offers guidance to businesses owned by minority, women, Vietnam Era veterans and disabled persons seeking to do business with Bell Atlantic.

"Eliminating most of the paperwork will allow us to respond more quickly to potential and current suppliers," said Ray Moya, director-Diversified Supplier Relations.

Corporate Sourcing has also unveiled a site on the CWW (<http://emsprod.bellatlantic.com/corpsrc/index.htm>) that provides up-to-date information on our minority spending and what employees can do to help.

"Employees who know of a minority supplier are encouraged to provide our Web address and ask this business to go online and register," Moya said.

Moya said launching the two new sites will help Bell Atlantic meet our commitment to spend \$1.2 billion with minority and women-owned businesses through the end of 2000.

[Home](#) | [Diversity Management Guide](#) | [Strategy & Policy](#) | [Diversity Team](#) | [Diversity Awards/Successes](#)  
[Educational Tools & Services](#) | [Exercises](#) | [Scenarios](#) | [Resources](#) | [Glossary](#) | [Calendar](#)

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*Welcome to*  
 Corporate Sourcing and  
 Diversified Supplier Relations  
*Within this web site you will find:*

- ⊙ What's in the News
- ⊙ Frequently Asked Questions
- ⊙ Verizon Corporate Sourcing
- ⊙ Supplier Responsibilities
- ⊙ Registration
- ⊙ Pending Requests for Proposal



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## What's in the News?

Verizon hits new supplier diversity highs in 1999. For 1999, the corporation conducted more than \$896 million in business transactions with Minority, Women, Vietnam Era Vets and Persons with Disability Business Enterprises.

## News Briefs

- [Mentoring: A Guide for MW/DV BE's](#)
- [How to Leverage Technology](#)
- [Implementing E-Commerce: What is Required?](#)
- [About Venture Capitalists. A Little Background](#)
- [Verizon E-Commerce Seminars Help Minority Firms "Bridge the Digital Divide"](#)



Verizon Chairman Ivan Seidenberg is presented an Appreciation Award on June 1, 2000, from the National Minority Supplier Development Council, Inc. (Pennsylvania/ New Jersey/Delaware Chapter), for the corporation's "supplier diversity" programs.



Verizon earns the City News (Newark, N.J.) Competitive Inner City Corporate Award, "For creating a climate that fosters the development and growth of competitive inner city businesses throughout New Jersey."



Four MW/DV BE-certified Verizon suppliers win Supplier of the Year Awards, including Avanti/Case-Hoyt Corp., Hartling Communications, Central Pennsylvania Transportation Inc., and Ameriphone Inc.



Verizon earns a B+ grade on a Telecommunications Industry Report Card from the NAACP.



Verizon earns a B+ grade on a Report Card from the NAACP.



Verizon makes LATINA Style Magazine's Top 50 Companies For Latinas (Hispanic Women) to Work For in the U.S.



Verizon makes Hispanic Magazine's list of Top 25 Supplier Diversity Programs.



Verizon joins a leading Telecommunications Industry group to challenge the industry to make 10% of purchases with MW/DV BE's.



Verizon received the 1999 Corporation of the Year Award from the National Coalition of Minority Businesses.

-  Corporate Pillar of the Year - Greater Washington Ibero American Chamber of Commerce
-  Fortune Magazine's 50 Best Companies for Blacks, Asians and Hispanics
-  Ramon Moya, Director, Verizon Diversified Suppliers Relations, presented Corporate Appreciation award from National Hispanic Business Group
-  Corporate Diversity Award - Minority Enterprise Business Council - Philadelphia
-  Corporate Award for Dialogue of Diversity - Verizon Washington
-  America's 15 Top Corporations for Women Business Enterprises

**Prime Suppliers:** For the first-quarter (Y2K) Supplier Diversity Performance Report, you may include a new category of MW/DV BE support - - dollars spent *mentoring* a Verizon MW/DV BE or *hosting* a Verizon MW/DV BE Opportunity Seminar. The instructions that come with the new downloadable form provide the details. See [For Prime Suppliers](#).

**Feedback:** If you have questions or suggestions regarding the information in the Verizon Supplier Diversity Initiative web site, please contact a [Diversity Process Leader](#).

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## Events

EVENT	PLACE	DATE	TIME
<p>Educational Seminar for MWBE Suppliers  <b>B2B E-Commerce: Bridging the Digital Divide</b></p> <p>An educational conference for certified Minority, Women, Disadvantaged Veteran Business Enterprises (MW/DV BE's) that are interested in learning the basics of Business-to-Business E-Commerce. Verizon will host the conference, with the Telecommunications Industry Group (TIG).</p>	<p>185 Franklin Street                      Lecture Hall                      Boston, MA</p>	<p>July 11,                      2000</p>	<p>8:30 to                      Noon</p>
<p>Educational Seminar for MWBE Suppliers  <b>B2B E-Commerce: Bridging the Digital Divide</b></p> <p>An educational conference for certified Minority, Women, Disadvantaged Veteran Business Enterprises (MW/DV BE's) that are interested in learning the basics of Business-to-Business E-Commerce. Verizon will host the conference, with the Telecommunications Industry Group (TIG).</p>	<p>Verizon, 1095 Avenue                      of the Americas, New                      York, N.Y.</p>	<p>June 14,                      2000</p>	<p>8:30 to                      Noon</p>
<p>Educational Seminar for MWBE Suppliers  <b>B2B E-Commerce: Bridging the Digital Divide</b></p> <p>An educational conference for certified Minority, Women, Disadvantaged Veteran Business Enterprises (MW/DV BE's) that are interested in learning the basics of Business-to-Business E-Commerce. Verizon will host the conference, with the Telecommunications Industry Group (TIG).</p>	<p>The Enterprise                      Center, 4548 Market                      Street, Philadelphia,                      Pa.</p>	<p>April 27,                      2000</p>	<p>8:30 to                      Noon</p>
<p>Educational Seminar for MWBE Suppliers  <b>B2B E-Commerce: Bridging the Digital Divide</b></p>			

An educational conference for certified Minority, Women, Disadvantaged Veteran Business Enterprises (MW/DV BE's) that are interested in learning the basics of Business-to-Business, E-Commerce. Verizon will host the conference, with the Telecommunications Industry Group (TIG).

The Sphinx Club,  
1315 K Street NW,  
Washington, D.C.      March 22, 2000      8:30 to Noon

For registration and to receive additional information, please complete and return the following Microsoft Word 97® form. [Click here: attendees.doc](#)

EVENT	PLACE	DATE	TIME
<p>Educational Seminar for MWBE Suppliers Successful Procurement With Verizon A seminar co-sponsored by Verizon's Hispanic Support Organization (HSO) and Verizon's Corporate Sourcing organization for Hispanic business enterprises (HBEs). Two concurrent sessions will cover 1) The Sourcing Process and successful supplier strategies, 2) The importance of the Quality process and 3) Business-to-Business E-Commerce. Approximately 20 Verizon Hispanic suppliers (direct and subcontractors) will display their capabilities.</p>	<p>Brooklyn Marriott Hotel</p>	<p>Feb. 18, 2000</p>	<p>4 p.m. to 5:15 p.m.</p>

For registration and to receive additional information, please complete and return the following Microsoft Word 97® form. [Click here: hso.doc](#)

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Verizon Supplier Selection Criteria

*What do we look for in Suppliers?*

1. Competitive and "Value Added" capabilities.
2. Proven track record and references.
3. Good financial standing.
4. Quality processes (ISO 9000 TL 9000 or equivalent).
5. Electronic Data Interchange (EDI) or E-commerce for product purchases & payments.
6. Y2K Compliant.
7. Core competency in supplier's line of business.
8. Understanding of Verizon's business.
9. Ability to market the company aggressively.
10. Ability to provide multiple services and serve multiple customers.
11. Technological capabilities (Hardware & Software).
12. Meet OSHA standards for product and services safety standards.
13. Minority/Women/Vietnam Era Vets & Persons with Disability Business Enterprises (MW/DV BEs) are required to have third party MW/DV BE Certification.

Verizon reserves the right to select suppliers who will participate in the procurement process. Verizon cannot and does not promise to transact business with all suppliers.

**Feedback:** If you have questions or suggestions regarding the information in the Bell Atlantic Supplier Diversity Initiative web site, please contact a Diversity Process Leader.

**Bell Atlantic**  
*Code of Business Conduct*

All suppliers are expected to honor Verizon's Code of Business Conduct, which Sourcing Process Leaders discuss in detail with suppliers.

In essence, the Code of Business requires suppliers to:

- Ⓢ Protect Verizon property and information.
- Ⓢ Avoid conflicts of interest.
- Ⓢ Provide equal opportunity without discrimination.
- Ⓢ Maintain complete and accurate records.
- Ⓢ Maintain an environment free of harassment.
- Ⓢ Protect Verizon's reputation.
- Ⓢ Maintain complete and accurate records.

Business conduct is guided by Verizon's values of:

- Ⓢ Integrity
- Ⓢ Customer Commitment
- Ⓢ Respect
- Ⓢ Excellence

These values are expressed through Verizon's Guiding Principles:

- Ⓢ Accountability
- Ⓢ Teamwork
- Ⓢ Continuous Learning

Verizon is committed to worker safety, public health and environmental protection. Verizon will use only those contractors whose record demonstrates compliance with applicable safety, environmental and transportation laws and regulations. Verizon anticipates our contractors' continued adherence to recognized safety, environmental and transportation standards.

**Feedback:** If you have questions or suggestions regarding the information in the Verizon Supplier Diversity Initiative web site, please contact a [Diversity Process Leader](#).

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## *How to Apply for Pending Requests for Proposal*

Verizon runs competitive bid procurements through an RFP process. Suppliers should comply with all procedural requirements and address all the key elements of the RFP.

### Verizon RFP Elements:

- 1. Acknowledgment:** Form provided to supplier to accept or decline opportunity to respond with proposal. (Must be returned.)
- 2. Statement of Work (SOW):** Identifies products & services being sought by Verizon. SOW also identifies geographic area and critical response requirements.
- 3. Draft of General Agreement:** Outlines terms and conditions of the contract. At times suppliers are given the latitude to respond in creative ways or to a portion of an RFP. Suppliers who do not return acknowledgement, may not be considered for future bids.
- 4. RFP Caveats:** Verizon reserves the right to select suppliers it will include in its competitive procurement process.

For information on how to register as a new MW/DV BE, see the FAQs or [click here](#).

Suppliers are selected based on core competencies, technical expertise, quality processes, financial condition and geographic coverage.

**Note:** If direct procurement is not available, it is recommended that sub-contracting opportunities be pursued. Verizon requires its prime suppliers to sub-contract to MW/DV BEs.

## *Pending Requests for Proposal*

### Suppliers: To be considered for one of the RFPs - -

1. Please communicate with Verizon Corporate Sourcing Contact listed below.
2. To do this, [click here](#) to download the Request Form to be considered for a Pending Request for Proposal (RFP). The Request Form is in Microsoft Word 97®.
3. E-mail the completed form, as an attachment, to [DSR@bellatlantic.com](mailto:DSR@bellatlantic.com)
4. In your e-mail, include the following as the Subject Line: "Request Form for RFP (name of it here)"
5. If you are an MW/DV BE supplier, you **MUST** include as another attachment a completed copy of the [Supplier Registration Form](#), for sharing with Corporate Sourcing teams that are evaluating MW/DV BE suppliers for possible inclusion on Bidder's Lists for RFPs.
6. Please address your e-mail to [DSR@bellatlantic.com](mailto:DSR@bellatlantic.com)

**RFP Description (\$**

"estimates" for relative SIZE of projects, NOT precise amount to be AWARDED.)	Est. RFP Issue Date	Verizon Contact
<b>Direct Mail (U.S. Mail only, East &amp; Mid-West)</b>		
RFP: \$12M est. Lettershop, constructing mail packages, personalization & mailing. Some hand assembly. 24/7	1/2001	Sophia Eyassu <a href="mailto:Sophia.Eyassu@Verizon.com">Sophia.Eyassu@Verizon.com</a>
<b>Premiums: Service Anniversary &amp; Retirement Awards Program (U.S. including Hawaii); via E-commerce</b>	6/2001.	Sophia Eyassu <a href="mailto:Sophia.Eyassu@Verizon.com">Sophia.Eyassu@Verizon.com</a>
RFP: \$8M/yr.est. Experience designing programs.		
<b>Office &amp; Consumable Data Supplies (for employee use in U.S., including Hawaii)</b>		
RFP: \$30M/yr. est. Office supply distributors. E-commerce & customer service required. Next day product delivery.	9/2000	Sophia Eyassu <a href="mailto:Sophia.Eyassu@Verizon.com">Sophia.Eyassu@Verizon.com</a>
<b>Advertising Agency for Recruitment Services</b>		
RFP: \$3.5M est. Existing recruitment services specialty a must. Knowledge of college campus recruitment & "diversified" media required; in-house creative (brochures, Internet, research, etc.).	TBD	Sophia Eyassu <a href="mailto:Sophia.Eyassu@Verizon.com">Sophia.Eyassu@Verizon.com</a>
<b>Stock (roll paper) for use in Bill Print Centers for checks</b>	1/2001	Sophia Eyassu <a href="mailto:Sophia.Eyassu@Verizon.com">Sophia.Eyassu@Verizon.com</a>

RFP: \$5M est. National.		
<b>Copier Paper</b> RFP: \$4.5M est. National.	2/2001	Sophia Eyassu <a href="mailto:Sophia.Eyassu@Verizon.com">Sophia.Eyassu@Verizon.com</a>
<b>Custom Forms RFP:</b> \$7M est.		
Manufacture, store, pack, ship forms throughout company (nationally).	1/2001	Sophia Eyassu <a href="mailto:Sophia.Eyassu@Verizon.com">Sophia.Eyassu@Verizon.com</a>
<b>Automotive Parts</b>		
RFP: \$25M est. Southern N.J.	12/1/2000	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
<b>Automotive Parts</b>		
RFP: \$1M est. Maryland	3/1/2001	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
<b>Towing Services</b>		
RFP: \$5M est. Eastern N.J.	2/1/2001	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
<b>Vehicle Maintenance</b>		
RFP: \$80,000 est. Central Pa.	6/1/2001	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
<b>Vehicle Maintenance</b>		
RFP: \$.6 est. New Jersey	7/1/2001	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
<b>Vehicle Maintenance</b>		
RFP: \$1M est. Metro Boston	6/1/2001	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
<b>Trailer Acquisitions</b>		
RFP: \$2M est. Northeast	1/1/2001	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
<b>"Tyvek" Coveralls</b>		
RFP: \$5M est.	10/15/2000	Stephen Bornet <a href="mailto:Stephen.F.Bornet@Verizon.com">Stephen.F.Bornet@Verizon.com</a>
<b>Contract Services for Outside Plant (OSP)</b>		
RFP: \$12M/yr. est. Conduit & Manhole Construction (outside plant sub-surface); Eastern Pa.	3/1/2001	Stephen Bornet <a href="mailto:Stephen.F.Bornet@Verizon.com">Stephen.F.Bornet@Verizon.com</a>
<b>Contract Services for Outside Plant</b>		

**(OSP)**

RFP: \$13.5M/yr. est. Conduit Construction & Manhole Repair Northern Va.	10/2000	Stephen Bornet <a href="mailto:Stephen.F.Bornet@Verizon.com">Stephen.F.Bornet@Verizon.com</a>
<b>OSP Engineering &amp; Drafting Services (multi-yr.)</b>		
RFP: \$2.5M/yr. est. Florida: Tampa, Clearwater, St. Pete., Sarasota, Plant City	10/2000	Stephen Bornet <a href="mailto:Stephen.F.Bornet@Verizon.com">Stephen.F.Bornet@Verizon.com</a>
<b>OSP Engineering &amp; Drafting Services (multi-yr.)</b>		
RFP: \$2.5M/yr. est. Texas (all)	10/2000	Stephen Bornet <a href="mailto:Stephen.F.Bornet@Verizon.com">Stephen.F.Bornet@Verizon.com</a>
<b>Outside Plant Construction</b>		
\$5.5M est. Western Wa.	10/2000	Stephen Bornet <a href="mailto:Stephen.F.Bornet@Verizon.com">Stephen.F.Bornet@Verizon.com</a>
<b>Buried Service Wire Installation</b>		
RFP: \$3.8M/yr. est. Central & Eastern Virginia	10/2000	Stephen Bornet <a href="mailto:Stephen.F.Bornet@Verizon.com">Stephen.F.Bornet@Verizon.com</a>
<b>General Underground Construction, multi-year</b>		
RFP: \$1.5M est. Conduit, manhole, live cable. Raritan District, N.J. 4 crews. 2-hr. response time, 24 hrs.	12/2000	Stephen Bornet <a href="mailto:Stephen.F.Bornet@Verizon.com">Stephen.F.Bornet@Verizon.com</a>
<b>General Line/Buried Construction</b>		
RFP: \$1.5M/yr. est. Harrisburg, Pa.	10/2000	Stephen Bornet <a href="mailto:Stephen.F.Bornet@Verizon.com">Stephen.F.Bornet@Verizon.com</a>
<b>Various Outside Plant Telecom. Products</b>		
RFP: \$3-5M/yr. est.	12/2000	Stephen Bornet <a href="mailto:Stephen.F.Bornet@Verizon.com">Stephen.F.Bornet@Verizon.com</a>
<b>Building Security Guard Services (recruitment &amp; management)</b>		
RFP: \$16M/yr. est. Northeast, including	6/2001	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Verizon.com">Marsha.E.Gambles@Verizon.com</a>

Washington, D.C. <b>Corp. Security Consultation/Card Reader Access Installation</b>	3/2001	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
RFP: \$1M/yr. est. Arch. design, prof. construction mgt. for Northeast & Washington, D.C.		
<b>Bundled House Services, 100 Buildings</b>	1/10/2001	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
RFP: \$2.5M/yr. est. Janitorial, lawn, snow plow services		
<b>Cafeteria Equip. Maint. Services &amp; Fire Suppression Systems, 34 locations</b>	11/1/2000	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
RFP: \$1M/yr. est. Northeast, licenses required		
<b>Cafeteria Services (breakfast &amp; lunch), 34 locations</b>	11/1/2000	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
RFP: \$4M/yr. est. Northeast, no subsidized facilities		
<b>Lighting: Bulbs, Tubes, Starters, Ballasts</b>	10/20/2000	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
RFP: \$.25/yr. est. Distributor for GE, Sylvania, Phillips; Northeast		
<b>Vending Services New England</b>	11/1/2000	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
RFP: \$2M/yr. est. Stock, maintain, repair food vending machines at 200 locations.		
<b>Elevator Maintenance (preventive &amp; emergency, installation), Northeast</b>	10/2000	Marsha Gambles <a href="mailto:Marsha.E.Gambles@Bellatlantic.com">Marsha.E.Gambles@Bellatlantic.com</a>
RFP: \$1M est.		

**Management of Skilled Trades - Small General Contractors for "small" facility maintenance & repair, such as dry wall & door replacements.**

11/2000

Marsha Gambles  
[Marsha.E.Gambles@Bellatlantic.com](mailto:Marsha.E.Gambles@Bellatlantic.com)

RFP: \$5.1M/yr. est.  
 Throughout Northeast,  
 2-4 hr. response times.  
 Licensed/insured.  
 Projects up to \$50K.

**Management of Skilled Trades - Electrical Contractors, Facility Maintenance**

3/3/2001

Marsha Gambles  
[Marsha.E.Gambles@Bellatlantic.com](mailto:Marsha.E.Gambles@Bellatlantic.com)

RFP: \$3.7M/yr. est.  
 Projects up to \$50K.  
 Licensed/insured.  
 Northeast.

**Management of Various Skilled Trades (Plumbers, Painters, Overhead Door Repair)**

3/1/2001

Marsha Gambles  
[Marsha.E.Gambles@Bellatlantic.com](mailto:Marsha.E.Gambles@Bellatlantic.com)

RFP: \$5.6M/yr. est.  
 Projects up to \$50K.  
 2-4 hr. response times. Northeast.

**Full Tractor Trailer, Van & Flats Service - -48 states**

10/2000

Marsha Gambles  
[Marsha.E.Gambles@Bellatlantic.com](mailto:Marsha.E.Gambles@Bellatlantic.com)

RFP: \$15M est.  
 For general commodities.

**Feedback:** If you have questions or suggestions regarding the information in the Bell Atlantic Supplier Diversity Initiative web site, please contact a [Diversity Process Leader](#).

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## *What Prime Suppliers can do to help.*

Actively include qualified MW/DV BE's as subcontractors in Verizon procurements.

Ensure subcontracted MW/DV BE's are certified.

Consider the mentoring of MW/DV BE's.

Partner with Verizon to host MW/DV BE Information and Opportunity Seminars.

Provide supplier diversity Quarterly Performance Reports to Bell Atlantic.

Download the new fill-in-the-blank form (an automatically calculating spreadsheet in Microsoft Excel 97®) for reporting your Verizon Quarterly Performance Report



**Feedback:** If you have questions or suggestions regarding the information in the Verizon Supplier Diversity Initiative web site, please contact a Diversity Process Leader.

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## Frequently Asked Questions

**Why do business with Minority, Women, Vietnam-Era Vets and Persons with Disability?**

Minorities, Women, Vietnam Era Vets and Persons with Disability are important customers to Verizon. They represent a valued percentage of Verizon's revenue. In addition the inclusion of MW/DV BEs in the our supplier base contributes directly to the growth of the communities that we serve. This inclusion, in turn, contributes to the growth of our business.



**Is Verizon's MW/DV BE program a set-aside program?**

No, Verizon's Corporate Sourcing organization runs a competitive bid process that enables all suppliers to compete for Verizon's business. All suppliers are expected to deliver quality products and services at a competitive prices. Once these base line requirements are met, Verizon gives consideration to certified MW/DV BEs.

**What is Verizon's Policy regarding MW/DV BE Business Enterprises?**

Verizon is committed to diversity and believes in providing equal opportunity to all suppliers, including Minority, Women, Vietnam Era Veterans and Persons with Disability.

**How can I register my MW/DV BE firm with Verizon?**

Submitting a Verizon MW/DV BE Registration Form does NOT guarantee the supplier business with Verizon and does NOT make the supplier an approved, qualified, or authorized supplier for Verizon.

Verizon purchases are conducted through competitive bid processes. In addition, third-party MW/DV BE certification (see below) is required in order to participate in Verizon's Supplier Diversity program.

☉ [Registration online](#)

(For registration, there is no need to mail company brochures, annual reports, diagrams, photographs, etc.)

**Who may I contact in the Diversified Supplier Relations organization for more information? For their areas of technical specialty [click here](#).**

- [Ray Moya](#) - Director
- [Sophia Eyassu](#) - Diversity Process Leader
- [Marsha Gambles](#) - Diversity Process Leader
- [Sherry Embrey](#) - Diversity Process Leader



**What does Certified MW/DV BE mean?**

MW/DV Business Enterprises must be at least 51% owned and 100% controlled and managed by a Minority, Women, Vietnam Era Veteran or Persons with Disability.

**Where can MW/DV BE's get Certified?**

<b>Advocacy Organization</b>	<b>Contact</b>	<b>Telephone #</b>	<b>Fax #</b>
<u>Association for Service Disabled Veterans</u>	John Lopez	650-949-3751	650-949-0336
<u>National Minority Supplier Development Council</u>	Call to find the Regional Council serving your area	212-944-2430	212-719-9611
<u>Native American Business Alliance</u>	Sully Sullivan	248-456-8943	248-788-3723
<u>US PAN Asian American Chamber of Commerce - Asian American Supplier's Council</u>	Ray Torreon	202-296-5221	202-296-5225
<u>Women's Business Enterprise National Council</u>	Juliette Tracy Goldman	202-872-5515	202-872-5505

(Persons with disability must have a physical handicap, such as blindness or loss of use of limbs.)

**Feedback:** If you have questions or suggestions regarding the information in the Bell Atlantic Supplier Diversity Initiative web site, please contact a Diversity Process Leader.

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**1. Feedback:** If you have questions or suggestions regarding the information in the Verizon Corporate Sourcing and Supplier Diversity web site, please send an e-mail to [DSR@bellatlantic.com](mailto:DSR@bellatlantic.com) or contact a Diversity Process Leader below.

**2.** For information on how to register with Bell Atlantic as a new MW/DV BE, see the Frequently Asked Questions pages or [click here](#).

**3.** In order to be considered for a Pending Request for Proposal, MW/DV BEs must first be registered with Verizon. See FAQ's to download the [registration form](#).



For additional information, please contact:

### Sophia Eyassu

Diversity Process Leader: Advertising, Prof. Services, Office Admin., H.R., Benefits, Training, Communications Equipment  
E-mail: [Sophia.Eyassu@bellatlantic.com](mailto:Sophia.Eyassu@bellatlantic.com)

### Marsha Gambles

Diversity Process Leader: Fleet, Logistics, Travel, Real Estate, Computer Equipment & Software  
E-mail: [Marsha.E.Gambles@bellatlantic.com](mailto:Marsha.E.Gambles@bellatlantic.com)

### Sherry Embrey

Diversity Process Leader: Switching, OSS, Transmission, Broadband, Outside Plant, PIC's, Power  
E-mail: [N.Sharon.Embrey@bellatlantic.com](mailto:N.Sharon.Embrey@bellatlantic.com)

### Stephen Bornet

SPL, Strategic Web-Site Developer  
E-mail: [Stephen.F.Bornet@bellatlantic.com](mailto:Stephen.F.Bornet@bellatlantic.com)

### Ramon Moya

Director  
Diversity Supplier Relations  
E-mail: [Ramon.A.Moya@bellatlantic.com](mailto:Ramon.A.Moya@bellatlantic.com)

**Feedback:** If you have questions or suggestions regarding the information in the Bell Atlantic Supplier Diversity Initiative web site, please contact a [Diversity Process Leader](#).

### Joseph Anderson

Executive Director  
Diversity Supplier Relations  
E-mail: [Joseph.j.Anderson@bellatlantic.com](mailto:Joseph.j.Anderson@bellatlantic.com)

**Feedback:** If you have questions or suggestions regarding the information in the Bell Atlantic Supplier Diversity Initiative web site, please contact a [Diversity](#)

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## *What's in the News?*

### **Mentoring: A Guide for MW/DV BE's**

Mentoring is one of the most sought out venues by Minority and Women Business Enterprises. If your business needs mentoring, the best way to approach it is to have clear objectives and identify specific areas in which you want mentoring. If you seek mentoring from a large corporation, like Bell Atlantic, have a strategy that maintains mentoring as the focus. However, trying to get business through mentoring creates confusion and ultimately a strenuous relationship.

Successful mentoring is a direct result of focusing on the specific business areas in which your company requires assistance. Businesses normally need mentoring in one or more of the following areas: 1) business strategy, 2) e-commerce, 3) human resource planning, 4) financing, 5) legal, 6) marketing, 7) production, 8) product delivery, and 9) technology. It is important to peel back the onion and identify specific sub-categories. For example, you may need mentoring in marketing, but specifically in the development of an advertising strategy for the products and services you sell. Or it may be on how to leverage market intelligence to make a sale.

In the area of business strategy, you may want to understand how to approach partnerships: Whether to follow a vertical or horizontal integration strategy, or whether a merger or acquisition strategy makes sense for your business. The more specific the better. Lack of clarity normally leads to confusion on the part of the "mentor" and frustration on the part of the "mentee." Most mentoring failures are a direct result of unclear goals, roles, responsibilities and expectations.

Before you seek mentoring be sure to have a complete business plan in hand. (The Small Business Administration can assist you with this free of charge. They have lots of information on their web site at <http://www.sba.gov>) The business plan process will assist in identifying your strengths and weaknesses. Looking for a mentor without a business plan will create an undue burden on the mentor, as much of the time will be spent on trying to understand your business model.

When you approach large business customers, it is important not to request mentoring, while pursuing a business opportunity. This approach results in a mixed message to your customer. At a minimum it will raise doubts about whether you can deliver on your business proposition. If you want mentoring, seek it in an area outside of the business relationship with your customer. This strategy will go a long way toward supplying the guidance you need, while sustaining a positive business relationship.

As a strategy, you also should spread your mentoring requirements across multiple business customers. This provides multiple inputs and proves less burdensome to one mentor. Keep in mind that a mentor can help you to move toward where you want to go, or to provide insight into other avenues. Mentors are not in a position to recommend what business direction to pursue, nor should they.

It is important to set a time limit for the mentoring engagement (6 to 18

months). Time lines help ensure that both the mentor and the mentee are focused on achieving an objective. At the end of mentoring process, you should not only have demonstrable results, but should have gained the knowledge to move ahead independently. The personal growth and independence is what will generate more business.

-- Jeannie Diefenderfer, Sr. VP, Corporate Sourcing, Verizon Communications

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## *What's in the News?*

### About Venture Capitalists: A Little Background

Access to capital is a major topic of discussion for most entrepreneurs. Success in finding funds to incubate or grow the business requires an understanding of Venture Capitalist objectives and strategies. Unless an MW/DV BE can align itself with those goals and objectives, it will be difficult to acquire investment in the business.

Venture Capital is a mechanism for obtaining funds for a business, and like a business loan, it requires a return on investment. Unlike loans, the funds are provided in exchange for equity ownership in the business. The exchange for equity gets you the funds without having to make the monthly loan payments, therefore allowing you better use of the cash flow. Venture Capital normally takes the form of common stock, preferred stock convertible to common stock, or debentures convertible to common stock.

The amount of the "Rate of Return" is probably where most business owners fall off their chairs. A venture capitalist's objective is to obtain above-market rates of return. Current per annum market rates of return for high-risk investments are in the 25 to 30% range. This becomes the floor for most venture capitalists. If you are looking for venture capital, you must be willing to offer high rates of return. You should keep in mind that 75%, or even 30%, of a \$1 billion dollar company is better than 100% of a \$10 million company.

Typically, Venture Capitalists do not get involved in the management of the business. If the concept is good, but the confidence level of the management team is low, the Venture Capitalist will insist on changes to the management team and to the board of directors. They will bring market, technical or business expertise and key contacts to the enterprise. Venture Capitalists get involved in managing the business when the business owner fails to live up to the commitments of the relationship, and/or when the investment is at risk.

A Venture Capitalist typically invests in businesses with high growth potential. Companies with new products or in emerging markets are normal targets for venture capitalists. Venture Capitalists love high potential products that have little competition in the marketplace. If you are looking for capital just to ease your cash flow, a Venture Capitalist is not the person to seek.

It is important to understand that a Venture Capitalist is not looking for a long-term relationship. A Venture Capitalist expects the rate of return to materialize and to be out of the relationship within 4 to 7 years. This means that you have to plan for the VC's exit. At maturity, VC's may seek a management Buy-Out, the issuance of a Initial Public Offering of stock (an IPO), or have the enterprise merged into or purchased by another company.

If an MW/DV BE is going to approach a venture capitalist, we recommend the following:

1. Have a business plan ready. Focus on the products/service, the business model, the growth and execution plans and the exit strategies.

2. Provide current and post investment financial projections for the business. Normally VC's look for three-year projections.
3. Specify the amount and timing of the funds you require (i.e, how much, by when). Capital financial can be obtained for various stages of the business' development. Be very clear as to what the funds will be used for.
4. Project the time frame for completion of the relationship and the maturity of the investment.
5. Identify how the VC will liquidate the investment and realize a return.

Venture Capital is available from a number of sources; Individuals, Private Venture Capital Funds, Investment Bankers, Government Venture Funds, Public Venture Funds, Institutional Venture funds, Institutional Venture Capital Pools, SBIC's and SSBIC's. One suggestion is to look at the following organizations: Black Enterprise-Greenwich Street Project Fund, National Minority Supplier Development Council - Business Consortium Fund, and the Small Business Investment Consortium Fund (SBIC).

-- Jeannie Diefenderfer, Senior Vice President, Corporate Sourcing, Verizon Communications

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## *What's in the News?*

### Implementing E-Commerce: What is Required?

This brief article does not cover all the details, but it will arm you with enough knowledge to keep consultants from raking you over the coals. Specifically, let's examine hardware requirements.

Without hardware you can't get there. Hardware is required to develop and update your web site, to host the web site and to connect to the Internet. To develop and update your web site, a PC or Apple computer will suffice. While processor speed is important, adequate Random Access Memory (RAM) and hard-drive Storage space are more critical. Current applications are memory hogs. A minimum of 64 MBs (megabytes) of RAM is recommended. If you plan to run 3 or more applications simultaneously go with 128 MBs.

Storage space is also critical. If you load Microsoft 98, MS Office and MS Front page, you will find that you have consumed over 400 MBs of space. After you load other applications, create a couple of files and databases, you will find that a 1Gigabyte hard disk is not enough. Most computers today come with a 4Gigabyte hard disks. If you plan to do any video, go for a larger hard disk. You will also find that backing up information on floppy disks is too time consuming, go with a Jazz or Zip drive. You may go with a "writeable" CD ROM, but keep in mind that you can only store the information once on some CDs.

You can use a PC or Apple computer to host your site. If your web site is successful however, you may not have enough computer resources to do other things, like updating your web site and downloading customer information. Unless you have an understanding of the fine art of managing traffic on a web server, you may want to have someone else do the hosting. Business web site hosting services are provided by most Internet Service Providers or by Internet yellow pages providers, such as Bell Atlantic's Big Yellow Pages.

Access to the Internet can be obtained via telephone lines, cable modems or Digital Subscriber Loop (such as ADSL, HDSL or XDSL) service. If you are going to host your own web site, you will need 24 hour per day, 7 day per week (24X7) access to the Internet. Using a regular telephone line for 24X7 access to the Internet, however, can be costly and frustrating to potential customers trying to reach you via phone. Add a dedicated line for this activity. The best telephone lines have a maximum rate of 56 kbps. At this speed you will lose more customers than you will gain. Telephone lines are fine if all you need to do is access your remote web site for occasional changes. But consider using high-speed lines (see below) with faster services, such as DSL.

Cable modems offer higher throughput than telephone lines. In the short term they can be a good alternative. Yet, as more people in your neighborhood jump on cable modems' shared technology, your Internet service will begin to slow down dramatically.

As high speed DSL telephone service becomes more readily available, it will be the best alternative for 24x7 Internet access. It will also come in handy as



your need for downloading and updating web site information increases. The speeds range from 314 kbs to 9 Mbps. You receive consistent speed and no chance of interference from neighbors who may want to download music or video from the Internet.

So, the first steps in getting your business's web site up consist of setting up your computer and accessing the network. Get a feel for how often you will need to make updates and download web information. Shop around for the service that best meets these requirements.

-- Jeannie Diefenderfer, Senior VP, Corporate Sourcing, Verizon Communications

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## *What's in the News?*

### How to Leverage Technology

All businesses will need to leverage technology if they are to remain competitive in the marketplace. MW/DV BEs in particular will need to aggressively embrace it if they are to effectively compete. Here are some tips that will help you succeed in today's work environment:

- Learn as much and as quickly as you can about the emerging technologies through which business-to-business commerce will be conducted.
- Connect with others who already have experience in using "enabling technology" to enhance their business models.
- Include technology in your business solution proposals to customers and detail how it will make you a better supplier.
- Use current window of "B2B" (Business to Business) confusion as an opportunity to leap-frog over incumbent competitors.
- Use the Internet to reach beyond your traditional definition of customer sets.
- Don't let the "fear of technology" constrain your business vision; rather, use it to expand your value proposition beyond what you can do today.
- Ensure that whatever technology you use adds value to your bottom line, not just the pages of your web site.
- ALWAYS include enabling technology in your strategic business plan and then EXECUTE the plan!

--Jeannie Diefenderfer, Senior VP, Corporate Sourcing, Verizon Communications

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## Partnerships and Alliances

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Our Strategic Alliances, Community Relations, and External Affairs organizations are our link to the community. These teams are responsible for understanding such issues as public policy, diversity, universal service, and technology access. They then are able to help guide corporate philanthropy, governance, human resources, and procurement.

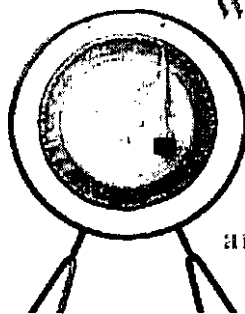
Visit [In the Community](#).

Ethnic and Premium Markets develops partnerships with experts on in-culture marketing and advertising to more effectively identify and respond to our customers' needs.

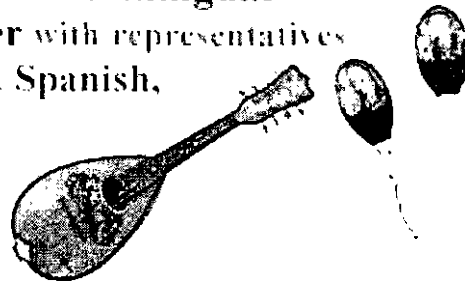
The Verizon Foundation is the company's philanthropic organization to support our communities from Maine to West Virginia – and is recognized as one of the top corporate donors to minority organizations.

The Foundation also supports employee volunteerism through the Verizon Pioneers (active and retired employees) and the Employee Resource Groups.

Visit [Verizon Foundation](#).



We established a **multilingual Call Center** with representatives who speak **Spanish, Chinese, Russian, and Korean.**



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## Supplier Diversity

Our goal is to attract and retain top-quality, diverse contractors as our suppliers and at the same time stimulate growth in those local and national economies by utilizing their products and services.

As part of the Rainbow/PUSH Wall Street Project, we established a \$50 million "Discovery Fund" to be managed by five minority-owned investment firms.

In 1998, we formed a Minority Supplier Initiative partnership with the U.S. Small Business Administration to increase procurement opportunities for minority and women-owned businesses.

Our Supplier Excellence Award recognizes suppliers who made a significant contribution toward supporting our business requirements and our customers' needs.

We are also an active corporate member or participant in several minority supplier organizations.

Visit [Supplier Diversity Initiative](#).

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Minority Business, All  
 News, USA 5/15

*Jeannie Diefenderfer*  
 Vice President  
 Corporate Sourcing

### Telecommunications Industry Group Bridges the Digital Divide for MWBEs

As technologies and industries converge, corporations seek suppliers who can deliver significantly larger economies of scale and scope. This phenomenon is resulting in more and more small businesses being repositioned to second, third or even fourth tier suppliers within the supply chain. This situation is increasingly frustrating to community business advocacy groups and potential suppliers. Minority and women customers prefer corporations that provide business opportunities to small businesses within their communities.

In order to provide more opportunities to small minority and protected class businesses, the Telecommunications Industry Group (TIG) is spearheading the "MWBE e-Spot Buy" initiative. The "spot buys" are opportunities that are normally under \$25,000 and that do not require a formal RFP process. The deployment of this platform with strategic certifying minority procurement councils will provide a vehicle for a significant number of certified small businesses to supply products and services directly to large corporations.

The TIG has partnered with the National Minority Supplier Development Council (NMSDC) for its initial deployment of "e-spot buy." The NMSDC is the premiere minority procurement council in the country with a 25-year history, 38 regional councils, 301 corporate members, more than 15,000 certified minority businesses and a Minority Business Enterprise Database (MBESYS). Key to selecting NMSDC as the trial partner is the council's insistence in conducting site surveys in its certification process. Once successful, the TIG will partner with other comparable certifying councils.

In conjunction with the system upgrade, the TIG will spearhead e-business training to MWBEs throughout the country. The e-business training will include "What is e-business?" and "How to implement e-business?" Bell Atlantic hosted the first session for the TIG in Washington, DC on March 22, 2000.

This initiative provides TIG and other NMSDC corporate members with an opportunity to increase the competency of MWBEs in the area of e-business and include small MWBEs in the supply chain. The TIG is composed of Telecom Industry companies such as Bell Atlantic, GTE, SBC Corp., Bell South, AT&T, Lucent, Alcatel, Nortel Networks, Fujitsu

Bell Atlantic Today

April 21, 2000

#### E-COMMERCE TRAINING SESSIONS SCHEDULED FOR PHILADELPHIA

Bell Atlantic will host the second in a series of e-commerce training sessions for minority and women-owned business enterprises (MWBEs) next Thursday, April 27, in Philadelphia.

The sessions demonstrate our commitment to supplier diversity by providing MWBEs with the tools necessary to compete for contracts with Bell Atlantic.

Joining us in this endeavor is an association of telecom service providers and equipment manufacturers.

Titled "Bridging the Digital Divide for MWBEs," the session will be conducted at The Enterprise Center at 4548 Market St. The session will provide an understanding of business-to-business e-commerce transactions and how to implement them.

Dan Whelan, president and CEO of Bell Atlantic-Pennsylvania, and Jeannie Diefenderfer, vice president-Corporate Sourcing, will open the session.

Corporate Sourcing conducted its first training session last month in Washington, D.C.

Additional e-commerce training sessions for MWBEs are planned for New York (June 14) and Boston (July 11). For additional information about the Philadelphia event, contact Sophia Eyassu on (212) 338-7146 or go to [www.bellatlantic.com/diversity/supplier](http://www.bellatlantic.com/diversity/supplier).

## **E- Commerce Educational Seminar**

### **“Bridging the Digital Divide”**

**April 27, 2000**

#### **AGENDA**

- Location:** \*The Enterprise Center at 4548 Market Street, Philadelphia, PA
- Hosted By:** Bell Atlantic and The Telecommunications Industry Group of the NMSDC (TIG) in partnership with the U.S. Dept. of Commerce.
- Audience:** Minority and Women-Owned businesses who seek to grow their firms by utilizing the Internet and Business to Business technologies. These short discussions will give them an overview of the Internet and an awareness of basic E-Commerce concepts and terminologies.
- 
- 8:00AM-8:30AM**      **\*\*Continental Breakfast**
- 8:30AM-8:55AM**      **Welcome, Opening Remarks and Acknowledgements:**  
Leroy Nunery, Board Member, The Enterprise Center  
Daniel J. Whelan, President & CEO - BA Pennsylvania  
Jeannie Diefenderfer, Vice President - BA Corp. Sourcing  
Joan Kerr, Director of Supplier Diversity, SBC & Spokesperson for TIG
- 
- 9:00AM-10:10AM**      **Panel Discussion “ What is E-Commerce?” (20 min presentations)**  
Moderator - Sophia Eyassu, BA Diversified Supplier Relations  
Presenter #1- Sue Fuson, Nortel Networks - “E-Business Best Practices”  
Presenter #2- Michael Berkeley, Xpedior - “E-Business Strategy”  
Presenter #3- Marbu Brown, Telcordia - “Essential Technologies”
- 10:10AM-10:25AM**      **Q&A**
- 10:25AM-10:40AM**      **Break**
- 10:40AM-12:10PM**      **Panel Discussion: “How to Implement E-Commerce?”**  
Moderator: Marsha Gambles, BA Diversified Supplier Relations  
Presenter #4- Justina Nixon, BA Network Data - “Internet Access Methods & Security”  
Presenter #5- Barry Dubin, Lucent Technologies - “Portal Strategies”  
Presenter #6- John Miller & Maria Martinez, Telcobuy.com - “The E-Business Value Chain”  
Presenter #7- Juan Veiga, BA Yellow Pages “Creating & Advertising Websites”
- 
- 12:10PM-12:25PM**      **Q&A**
- 12:25AM-12:30PM**      **Closing Remarks - Jeannie Diefenderfer, Vice President BA Corp. Sourcing**  
**\*The Enterprise Center Auditorium is leased compliments of Xpedior**  
**\*\*Continental Breakfast sponsored by Telcobuy.com**



## *"Bridging the Digital Divide for MWBEs"*

### **E-business Training for MWBEs**

**April 27, 2000**

#### **Bell Atlantic Hosts an E-Business Training Seminar**

In partnership with the Telecommunications Industry Group (TIG)  
Second of four seminars in the Northeast (others planned for NY/NJ & MA)

##### "What is e-Business?"

- e-Business Best Practices
- e-Business Supply Based Management
- e-Business-to-Business Transactions

##### "How to Implement e-Business"

- e-Marketing/Sales
- e-Business Software
- Internet Access Options

BA/NMSDC "e-Spot Buy" and Year 2000 RFP information via Internet.

Location:

The Enterprise Center

4548 Market Street

Philadelphia, PA 19139

Time: 8:00 AM to 12:00 PM

*Seating is limited to 200 MW/DV Business Enterprises*

RSVP with Company & Attendee Name, Address and Tel. Number  
by April 13 to "dsrmail@bellatlantic.com" or Fax to 212-476-5248

TIG & NMSDC Corporate Partner Corporations

Alcatel USA, AT&T, Bell South, Fujitsu, GTE,  
IBM, Lucent, Nortel, SBC & Telcordia.

In partnership with the Minority Business Development Agency of  
the U.S. Dept. of Commerce




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## *What's in the News?*

### Verizon E-Commerce Seminars Help Minority Firms 'Bridge the Digital Divide'

Verizon's Corporate Sourcing organization is hosting a series of Educational and Training Seminars designed to help small, minority and women-owned businesses "bridge the digital divide" that separates them from the benefits of e-commerce. The Telecommunications Industry Group (TIG) of the National Minority Supplier Development Council and the Minority Business Development Agency of the U.S. Department of Commerce serve as co-host for the events, which are being conducted in Washington D.C. (March 22), Philadelphia (April 27), New York (June 14), and Boston (July 11).

The Washington event drew nearly 200 minority, women, disabled, and veteran-owned business enterprises (MW/DV BEs). Verizon, six of its prime suppliers (Lucent, Nortel Networks, Centech, WWT/Telcobuy.com, Xepeida and Telcordia) and two sister companies (Data Solutions Group and BA Directory Services) provided the knowledge to educate participants.

The training and educational component of the seminar targeted minority firms with limited knowledge of e-commerce, as well as those seeking information about this new medium. Covered topics included Internet Access, Internet security and firewalls, web page development, and hardware and software requirements. "We wanted to provide useful information to these suppliers on how to develop e-business strategies, business-to-business e-commerce, essential e-commerce technologies, portal strategies, and marketing and sales techniques - - in essence, the building blocks of e-commerce," said Jeannie Diefenderfer, Vice President of Corporate Sourcing.

Marie Johns, President and CEO of Verizon Washington, who welcomed participants, focused on Verizon's commitment to the small business community. "We want to bridge the e-business knowledge gap that keep minority and women businesses from competing effectively for Verizon's business," said Ms. Johns.

Corporate Sourcing also partnered with its e-commerce suppliers to host a networking fair. "We wanted our primes and MWBEs to work together and help BA leverage e-commerce technologies to improve our competitive position in the market place," said Ms. Judith Spitz, Vice President Network Systems Advanced Technology (TRG). Sixty certified MWBEs met with 30 of the corporation's prime suppliers. MW/DV BE firms were selected for this session based on their experience and expertise in e-commerce. Their skills include the areas of advanced web development and design, web middleware (Java, XML, SGML), logistics management (order processing and fulfillment, as well as call center manager), and web database development.

Corporate Sourcing's VP Jeannie Diefenderfer noted that the corporation's procurement from MW/DV BE firms totaled \$896 million of total purchases in 1999, exceeding an 11% target, with this year's target raised to 14%. She said she was gratified by the overwhelmingly positive feedback the company received from follow-up surveys about the seminars and the team work displayed by External Affairs, Corporate Sourcing, Information Services.

The Philadelphia, New York and Boston events are being hosted by Verizon Corporate Sourcing and the External Affairs departments in each state. Employees seeking more information about these events may refer to the Supplier Diversity Initiative web pages at <http://www.bellatlantic.com/diversity/supplier>. Events such as these e-commerce gatherings lay the groundwork for additional minority procurements during the upcoming year.

For additional information, please send e-mail to [DSR@bellatlantic.com](mailto:DSR@bellatlantic.com)

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## ■ 21<sup>st</sup> Century Business Strategies

Verizon Communications was a major sponsor of an economic development conference for African Americans, held in late September, at the Pennsylvania Convention Center in Philadelphia. The conference was designed to facilitate face-to-face contact between large companies and African-American owned firms in the Philadelphia region.

The three day conference offered various workshops and panel discussions designed to educate attendees to topics ranging from business financing to international trade opportunities. The program was designed to attract 500 par-



*Sponsor, keynote speakers and presenter, standing from left: Bruce Gordon, President of Retail Markets, Verizon Communications; Philadelphia Mayor John F. Street; and Robert W. Bough, President/CEO of the Philadelphia Tribune.*

ticipants for the conference and an additional 200 corporate representatives to the networking activities. "This is an educational conference during which the participants will learn techniques, strategies, and skills that can assist them in starting a new business or growing their existing business," said Bruce Gordon, President of the Retail Market Group, Verizon Communications and a keynote speaker at the



*Discussing the need for a sound business plan, from left: Clive Hammond, President of the Philadelphia African-American Chamber of Commerce; Jim K..., Director of External Affairs, Verizon Pennsylvania; A. Bruce C..., Chairman of the Philadelphia African-American Chamber of Commerce and President of Crawley Haskins & Rodgers.*

event. "A major focus of the conference is to establish a forum to bring African-American businesses together with non African American business institutions in areas of mutual interests. As an added component, the conference will present a business trade fair and business development luncheon to provide the opportunity for contact with representatives of corporations."

Mayor John F. Street of Philadelphia gave the opening address on the first day of the conference and U.S. Rep. Harold E. Ford Jr., D-Tenn., delivered the keynote address at the end of the conference. "There is no single greater threat to future economic prosperity, national security and social stability than an unprepared and underskilled workforce," said the Tennessee Democrat. "If American business is to compete and win, we must take bold steps to close the gap between the skills our workers have and the skill the marketplace demands."



# Diversity Awards/Successes

## Seidenberg Honored for Supplier Diversity

June 12, 2000

Chairman and CEO Ivan Seidenberg recently received recognition from the National Minority Supplier Development Council for his leadership in promoting diversity and minority business development.

The council noted Bell Atlantic's commitment to seek out minority and women-owned business enterprises (MWBES) and to increase our spending with these suppliers.

In 1999, Bell Atlantic spent \$896 million with MWBES, or 11.4 percent of our total supplier spending, exceeding our target of 11 percent. Our 1999 results also exceeded the 10-percent spending commitment we made to the SuperComm Telecommunications Industry Supplier Diversity Challenge.

Jeannie Diefenderfer, vice president-Corporate Sourcing, said this year we exceeded our first-quarter objective of 11.1 percent by spending \$252 million, or 14.3 percent, in direct and subcontract purchases with MWBES.

"The annual target is 14 percent, and we are well-positioned to meet it," Diefenderfer said.

One reason we're succeeding in meeting these goals is that we're giving MWBES the tools they need to compete for contracts with us. For example, we're sponsoring seminars for MWBES such as the e-commerce training sessions scheduled for June 14 at our headquarters in New York.

The National Minority Supplier Development Council also recognized Denise Fenstermaker, sourcing process leader-Corporate Sourcing, for her efforts as treasurer and board member of the council.

The council's goal is to bring together corporations and minority suppliers located in Pennsylvania, New Jersey and Delaware for procurement opportunities.

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## Diversity Awards/Successes

### Promises Made, Kept to Wall Street Project

January 14, 2000

Bell Atlantic is making good on our promise to help minority firms reap the rewards that come with managing millions of corporate pension-fund dollars and by supplying other financial services.

In comments to the Rainbow/PUSH Wall Street conference in New York City yesterday, Chairman and CEO Ivan Seidenberg said Bell Atlantic has significantly increased our use of minority-owned or operated financial services firms in the past year and that we plan to use even more this year.

Seidenberg was one of a select group of business leaders who joined President Clinton and Rainbow/PUSH Coalition leader Rev. Jesse Jackson during the event which is designed to challenge corporations to end what the coalition has called a "trade deficit" with minority vendors and consumers.

Seidenberg said minority firms now provide a broad array of financial services to Bell Atlantic, including pension-fund investment management, commercial paper placement and bond underwriting. Seidenberg said a minority firm will soon begin handling up to 25 percent of our stock repurchasing.

"That's just the beginning," he said. "We're dedicated to involving even more minority businesses as auditors, bankers, investment managers and brokers."

To further underscore our commitment, Seidenberg said that Jim Cullen, who is retiring as president and COO, will make a personal commitment to provide executive consulting and support directly to Rev. Jackson. In addition, Bill Todd, director-Strategic Alliances, will be loaned to the Wall Street Project to offer his expertise in digital PCS wireless technology.

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# ***NEWS RELEASE***



**FOR IMMEDIATE RELEASE**  
**March 28, 2001**

**Contact:**  
**Gwen Sparks**  
**212-395-7716**  
**[gwen.sparks@verizon.com](mailto:gwen.sparks@verizon.com)**

## **Verizon Recognized as Corporate Leader For Supplier Diversity**

### ***Company Named to Billion Dollar Roundtable and To Working Woman's 'Top 30' List***

**NEW YORK** – Verizon Communications has received two prestigious awards for its track record with minority and women-owned businesses.

Verizon purchased more than \$1.3 billion in goods and services from minority and women-owned suppliers last year, making the company a charter member of the elite Billion Dollar Roundtable. The roundtable, a project of *Minority Business News U.S.A.* and *Women's Enterprise Magazine*, includes a select circle of corporations that each spend more than \$1 billion annually with minority and women-owned businesses.

Verizon is also one of the country's top 30 companies for supplier diversity, according to *Working Woman* magazine. The company was selected following the magazine's first supplier diversity survey, which appears in its April 2001 issue. In compiling the list, *Working Woman* considered companies that spend a significant percentage of purchasing dollars with women and

minority-owned firms. It also measured how well companies reach out to diverse suppliers in the community and promote supplier diversity within their organizations.

Last year, Verizon exceeded its goal to purchase 14 percent of its procurement budget with women and minority suppliers. In 2001, the company plans to spend 16 percent with these businesses.

“These are both great honors for Verizon and proof that we are meeting our own commitment to award more business to minority and women-owned firms,” said Jeannie Diefenderfer, Verizon senior vice president for Corporate Sourcing. “We pledged to increase our spending with minority suppliers to \$1 billion by the end of 2000, and we’ve exceeded that goal. A diverse supplier base is a key component to Verizon’s success. Minority and women-owned businesses provide innovative ideas and quality goods and services that help Verizon to be more competitive.”

Verizon, and its predecessor companies Bell Atlantic and GTE, have a long-standing commitment to supporting minority and women-owned businesses. Verizon contributed \$10 million in 1999 to a private equity fund sponsored by *Black Enterprise Magazine* and Citigroup to finance growth of minority and women-owned businesses. In 2000, Verizon contributed another \$10 million to the United States Hispanic Chamber of Commerce equity fund for the development of Hispanic-owned businesses.

Verizon’s Corporate Sourcing organization actively recruits qualified minority and women suppliers to submit competitive bids for company purchases. The company also joins forces with advocacy groups such as the National Minority Supplier Development Council and the Women’s Business Enterprise National Council to identify and mentor minority and women-owned businesses. To help minority suppliers do business with the company, Verizon holds

seminars to assist firms in responding to Verizon's requests for proposals, creating advertising and implementing e-business technologies. Minority suppliers can register their business online and find more information at [www.verizon.com/diversity/suppliers](http://www.verizon.com/diversity/suppliers).

Verizon Communications (NYSE:VZ) is one of the world's leading providers of communications services. Verizon companies are the largest providers of wireline and wireless communications in the United States, with nearly 109 million access line equivalents and more than 27.5 million wireless customers. Verizon is also the world's largest provider of print and online directory information. A Fortune 10 company with approximately 260,000 employees and more than \$63 billion in annual revenues, Verizon's global presence extends to 40 countries in the Americas, Europe, Asia and the Pacific. For more information on Verizon, visit [www.verizon.com](http://www.verizon.com).

####

ON THE INTERNET: Verizon news releases, executive speeches and biographies, news media contacts and other information are available at Verizon's News Center on the World Wide Web ([www.verizon.com/news](http://www.verizon.com/news)). To receive news releases by email, visit the News Center and register for personalized automatic delivery of Verizon news releases.



**NARRATIVE ON M/W/DBE EFFORTS (con't.)**

**SUBCONTRACTING EFFORTS:**

Following is a copy of Verizon's Subcontracting Plan - Information for Prime Contractors and Suppliers.

## **Primary Supplier Compliance with Minority, Woman-owned and Protected Class (PC) Business Enterprises Utilization**

### **1. Supplier Commitment.**

The Primary Supplier agrees to provide opportunities for Certified <sup>1</sup>Suppliers identified as Minority<sup>2</sup>, Woman<sup>3</sup>-owned<sup>4</sup> Business Enterprises (“MWBE”)<sup>5</sup> and Protected Class<sup>6</sup> Business Enterprises (“PC”), (hereinafter “Diversified Suppliers”) in accordance, at a minimum, with the terms and conditions of this Section.

### **2. Primary Supplier Commitments.**

#### **A. Diversified Supplier Utilization Plan.**

The Primary Supplier must submit an approved Diversified Supplier Utilization Plan (“Plan”) within 60 days after execution of this Agreement, if not already supplied in the RFP response.

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<sup>1</sup> Currently certified as MWBE or PC by an authorized certifying body, such as NMSDC, WEBANK, or other similar local, state, or federal certifying body, among others.

<sup>2</sup> “Minority” is defined as a business of which at least 51% of the ownership and control is held by individuals who are members of a minority group, and of which at least 51% of the net profits accrue to members of a minority group. Such persons include, but are not limited to U. S. Citizens of African American; Hispanic, Asian<sup>2</sup>, Subcontinent Asian and Pacific Island origins; Native American Indians, native Hawaiians, and Alaskan natives; “Control” is defined as having overall fiscal/legal responsibility and exercising the power to make policy decisions; Asian, Subcontinent Asian and Pacific Island origins means U.S. citizens whose origins are from Japan, China, the Philippines, Vietnam, Korea, Samoa, Guam, U.S. Trust Territory of the Pacific Islands (Republic of Palau), the Northern Mariana Islands, Laos, Kampuchea (Cambodia), Taiwan, Burma, Thailand, Malaysia, Indonesia, Singapore, Burnei, Republic of the Marshall Islands, or the Federated States of Micronesia. “Subcontinent Asian Americans” means U.S. citizens whose origins are from India, Pakistan, Bangladesh, Sri Lanka, Bhutan, and Nepal. “Native Americans” means American Indians, Eskimos, Aleuts and Native Hawaiians.

<sup>3</sup> “Women-owned” is defined as a business that is at least 51% owned and controlled by a woman or women. Such women's business enterprise shall further be classified as either minority or non-minority women-owned business, depending upon the greater portion of ownership; “Owned” is defined as at least 51% of the business or in the case of a publicly owned business, at least 51% of the stock is owned either by a minority or women; “Control” is defined as having overall fiscal/legal responsibility and exercising the power to make policy decisions;<sup>3</sup>

<sup>4</sup> Owned is defined as at least 51% of the business or in the case of a publicly owned business, at least 51% of the stock owned either by a minority or women. Transfer of ownership or purchase of an existing business by a minority (or non-minority women) from a non-minority (or non-minority male), that remains actively involved in the operation of the business, does not qualify as a minority-owned or women-owned business.

<sup>5</sup> A “minority business” or “women-owned business” may be an individual partnership, a joint venture or a corporation, other than an employee of a Verizon company.

<sup>6</sup> A “Protected class” is defined as a business that is at least 51% owned and controlled by an owner or owners who are Vietnam era veterans or who are disabled as defined by the American With Disabilities Act. This classification can also include agencies that employ 51% or more disabled persons;

The Plan must include a statement that the Primary Supplier will achieve MWBE and PC Percent Commitments specified in this section, and a commitment to report results utilizing the reporting method described below:

**Contract Specific Reporting.**

The Primary Supplier must relate MW/DV BE expenditures to specific Verizon contracts and track them by using the Contract Specific method of reporting (see attachments A & B) of the Prime Supplier MW/DV BE Quarterly Report found on line at <http://www.bellatlantic.com/diversity/supplier>. In this case, the Primary Supplier will also provide:

- (1) A list of the name(s) and address(s) of any Diversified Suppliers the Primary Supplier has identified to use in support of this Agreement,
- (2) A description of the products/services or scope of work to be performed by Diversified Suppliers and,
- (3) The percentage or volume of contract work to be performed by each such firm.

The list of Diversified Suppliers by the Primary Supplier in its (Contract-Specific) Diversified Supplier Utilization Plan form shall constitute:

- a representation by the Primary Supplier to Verizon in regard to the Diversified Supplier(s) that: (a) it intends to use the firm for the work specified in the Diversified Supplier Utilization Plan; (b) on the basis of information known to it and after reasonable inquiry, it believes such Diversified Supplier(s) to be technically and financially qualified to perform the work specified, and that the firm is available to perform the work; and (c) the Diversified Supplier(s) identified is currently certified as MWBE or PC by an authorized certifying body<sup>7</sup>
- A commitment that the Primary Supplier will enter into a contract with each such Diversified Supplier (or approved substitutes) in accordance with their Diversified Supplier Utilization Plan.
- A commitment by the Primary Supplier that it will not substitute a Diversified Supplier listed in its Diversified Supplier Utilization Plan without notifying Verizon.

Unless the Primary Supplier has a reasonable belief that use of a designated Diversified Supplier will potentially cause personal injury or damage to property, or that such Diversified Supplier has engaged in illegal or unethical behavior, no substitution(s) of Diversified Supplier(s) designated on the

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<sup>7</sup> See note 1, *infra*.

Primary Supplier's Utilization Plan Form may be made without notifying Verizon in writing, citing the specific reason(s) for substitution.

**B. Primary Supplier MWBE and PC Percent Commitment.**

The Primary Supplier shall engage the services of certified Diversified Supplier(s) for an amount equivalent to at least "fifteen" percent (15%) of dollars spent under this Agreement, during the initial year of the Agreement's term; or provide for a one percent (1%) continuous year over year improvement up to fifteen percent (15%) in MWBE and PC utilization over the life of the Agreement ("MWBE and PC Percent Commitment").

**C. Primary Supplier Compliance; Standards and Remedies.**

- I. **Compliance Standards.** Verizon has the right to determine compliance by the Primary Supplier with the Diversified Supplier Utilization Plan and the MWBE and PC Percent Commitments (hereinafter collectively the "MWBE and PC Commitments") established in this Section. Verizon may determine that the Primary Supplier is achieving its MWBE and PC Commitments as set forth in this Section by examining reports received from the Primary Supplier, performing on-site inspections, conducting progress meetings regarding work required by the Agreement, contacting involved Diversified Supplier, or through other Verizon actions taken in the ordinary course of administering the Agreement.
- II. **Quarterly Compliance Reports.** "Verizon Diversified Supplier Subcontracting Reports", shall be submitted to the Verizon's Diversified Supplier Relations Representative by the Primary Supplier, as required by this agreement, no later than fifteen (15) days following the end of each quarter. This document is intended to provide a reporting mechanism to monitor the Primary Supplier's progress in achieving its MWBE and PC Commitments as set forth in this Section.
- III. **Updates.** An annual update of the Primary Supplier's Diversified Supplier Utilization Plan will be required to ensure compliance with this Agreement's provision for continuous year over year improvement.
- IV. **Commercially Reasonable Efforts.** If the MWBE and PC Percent Commitments of the Primary Supplier are not achieved for any two consecutive reporting periods or such longer period as Verizon deems appropriate or justified, the Primary Supplier must demonstrate that commercially reasonable efforts were utilized to accomplish the MWBE and PC Percent Commitments by providing documentary evidence to Verizon. Such documentary evidence shall include but not be limited to: advertisement in general circulation media, trade publications and small business media soliciting the performance of services of certified MWBE and PC businesses related to the field of business regarding the products and services which are subject matter of this Agreement, written notification to certified MWBE and PC businesses requesting proposals specific to the products provided for and/or services performed under this Agreement, and written acknowledgment that MWBE and PC businesses' interest in providing such products or performing such services is under consideration.

- V. Commitments Not Achieved.** In the event that the Primary Suppliers MWBE and PC Commitments hereunder are not achieved and the Primary Supplier can not demonstrate to the reasonable satisfaction of Verizon that commercially reasonable efforts were made to accomplish such MWBE and PC Commitments, as indicated in IV above, such failure shall constitute an occasion of default and Verizon reserves the right and shall have the option to invoke the default and termination provisions of this Agreement. Verizon in addition to Article(s) of this Agreement pertaining to default and termination shall have all other rights and remedies available at law and in equity and under this Agreement. Verizon may also require that the Primary Supplier, upon request, submit additional documentation and information concerning the Primary Supplier's performance in achieving its MWBE and PC Commitments and compliance with its Diversified Supplier Utilization Plan.
- VI. Cure Period for Commitments Not Achieved.** Should the Primary Supplier continue to fail to achieve the MWBE and PC Commitments of this Agreement or any amendments thereto after having been given notice of such failure to meet its MWBE and PC Commitments, and failing to cure such Commitments within thirty (30) days of receiving such notice by achieving its requirements, the Primary Supplier shall be in default and no further cure shall be permitted.
- VII. Supplier Report Card.** In addition, the Primary Supplier's ability to achieve its MWBE and PC Commitments shall reflect upon and shall contribute to the Primary Supplier's overall grade on the Supplier Report Card or other performance measurement(s).

# Bell Atlantic Supplier Registration Form



## Instructions for Supplier Diversity Performance Reports: *Form A and Form B*

**(Please Note:** For dollars being reported on this form, all MW/DV BEs must be CERTIFIED by one of these third-party organizations: The National Minority Supplier Development Council, Inc.; Women's Business Enterprise National Council; the Association for Service Disabled Veterans; U.S. PAN Asian Am. C. of C., or be recognized by the Native American Business Alliance.)

1. **What's new?** A new category of MW/DV BE support has been added: Prime supplier dollars spent mentoring a Bell Atlantic MW/DV BE or hosting a BA MW/DV BE Opportunity Seminar. This includes the manager's time for the development and oversight of either of these projects, as well as all sponsoring expenses. Both new categories of expenses may be added to a prime supplier's other MW/DV BE purchases. See below for a new table (#5D.1 & 5D.2) for properly recording of these dollars.
2. **Recording Expenditures:** Complete the Bell Atlantic SUPPLIER DIVERSITY PERFORMANCE REPORT (Form "A") to report MW/DV BE expenditures and the DIVERSIFIED SUPPLIERS REPORT (Form "B") to identify MW/DV BEs used. If a supplier provides products and services in more than one product category, please fill out an additional form for EACH product/service category, and one for the TOTAL company.
3. **Quarterly Recording:** Cells are *NOT CUMULATIVE* (year to date), as in previous reports.

### FORM A - Supplier Diversity Performance Report

1. **Reporting Entity:** Enter the complete name, address, and telephone number of the Entity (corporation, company, partnership, individual consultant, etc.) and name of contact person.
2. **Product/Service (Lines of Business) Provided:** Enter a brief description of your business (product/service) under which this falls, i.e., Switching Systems and Equipment, Cable and Wire, Transmission Systems, Professional Services, Computer Products and Services, etc.
3. **Bell Atlantic Contract #'s or Purchase Order #'s:** Enter your Bell Atlantic contract number(s) and/or purchase order number(s). Submit one for each group of products or services, or one for the whole company.
4. **Prime Supplier Diversity objective for current year:** As a Per Cent (%) of Sales to BA.
5. **(5A) Payments to MW/DV BE Subcontractors:** Report MW/DV BE expenditures directly related to fulfilling a specific Bell Atlantic contract. All payments made to MW/DV BE suppliers are subcontracted dollars and are reported under 5A. Provide actual expenditures by M/WBE/PC category (for the three month period) in the spaces provided. Complete yellow areas.

**(5B) Allocation of MW/DV BE Content of Cost of Goods Sold \* :** Use this reporting method when you can not track MBE/WBE/PC payments to a specific contract. In this case, we will accept the MW/DV BE portion of the Cost of Goods Sold for products and services purchased by Bell Atlantic. If a sub-component of a product or service is provided by an MW/DV BE, the prime supplier may report that portion of cost of the product or service as "MW/DV BE Content of Costs of Goods Sold." You may calculate the MW/DV BE dollar cost per unit and multiply it by the number of units sold (for manufacturing) to Bell Atlantic. If a sub-component of a service is provided by an MW/DV BE, this same methodology may be used.

\* **Cost of Goods Sold** = Sub-component(s) cost in entire product/service.

EXAMPLE: A \$100 Per Unit Product or Service			
MW/DV BE	COG Cost Per Unit	Total Units Sold to BA	Total COG Cost
XYZ Company	\$30	10,000	\$300,000

# Bell Atlantic Supplier Registration Form

**(5C) Payments through MW/DV BE Value Added Resellers (VARs):** Report MW/DV BE expenditures that are contracted through a VAR under item 5B. Provide actual expenditures by MW/DV BE category in the spaces provided.

**(5D.1 & 5D.2) Mentoring/Hosting:** A new category of MW/DV BE support has been added - Prime supplier dollars spent mentoring a Bell Atlantic MW/DV BE or hosting a BA MW/DV BE Opportunity Seminar. This includes the manager's time for the development and oversight of either of these projects, as well as all sponsoring expenses. Include manager's time (costs) associated with coaching, mentoring, and educational tuition for BA MW/DV BEs. Both new categories of expenses may be added to a prime-supplier's other MW/DV BE purchases.

**(5E) Grand Totals:** Automatically computed, if using the downloaded spreadsheet.

**6. Total Sales to Bell Atlantic:** Enter actual quarterly (not cumulative) sales to Bell Atlantic. The cumulative total (year to date) will be automatically calculated in the last column.

**7. Actual MW/DV BE participation as a Per Cent of Sales to BA:** If using downloaded spreadsheet, this total is calculated automatically.

**8. Please e-mail the completed form as an attachment to - - DSR@bellatlantic.com**

**MBE** = Minority Business Enterprise (African, Asian, Hispanic & Native Americans)

**WBE** = White Female Business Enterprise

**PC** = Protected Class (Veterans & Handicapped)

## **FORM B - Diversified Suppliers Report for I.D. of MW/DV BE Subcontracts Used**


**1. Completing form:** Identify and classify MW/DV BE subcontractors used by function, ethnicity and gender.

**2. Prime Suppliers:** Entities that do not identify MW/DV BE suppliers are required to state the reason. They also must sign-off that MW/DV BEs used are third-party certified and are required to submit a letter confirming this from a Company Officer.

**3. Please e-mail the completed form as an attachment to - - DSR@bellatlantic.com**

## 2000: Prime Supplier MW/DV BE Quarterly Report

(Note: All MW/DV BEs must be certified by a third-party organization -- such as the NMSDC, MBENC, SBA, Govnt . . .)

<b>FORM A</b>	See Tab below for Instructions Suppliers: Please fill in only the <b>YELLOW CELLS</b> . **													
<b>1. Reporting Entity:</b> Name: _____ Address: _____ _____ Contact: _____ Telephone #: _____ FAX #: _____ E-Mail Address: _____		<b>2. Existing Product/Service Provided: **</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Line of Business</th> <th style="width: 50%;">Product/Service</th> </tr> </thead> <tbody> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </tbody> </table> <p style="text-align: center;">** Use Extra Worksheet, if needed.</p>	Line of Business	Product/Service										
Line of Business	Product/Service													
<b>3. Existing BA Contract #s &amp;/or Purchase Order #s: **</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Contract/P.O. #</th> <th style="width: 50%;">Product/Service</th> </tr> </thead> <tbody> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </tbody> </table>		Contract/P.O. #	Product/Service					<b>4. Your Year's MW/DV BE Objective (%):</b> 0%						
Contract/P.O. #	Product/Service													

(\*\* Use Extra Worksheet, if needed).

5A. Payments to Certified MW/DV BE Subcontractors:	Enterprise % of Supplier Sales	MBE-African American	MBE-Asia	MBE-Hispanic	MBE-Native	Woman Bus. Entrps.-MBE	PC-Vietnam/Disabled Veterans	Mixed MBE	Total MBE Sales (Subcon.)
1st Qtr. - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2nd Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3rd Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
4th Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Yr. to Date - 2000	0%**	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Complete Yellow Areas Only. Form performs automatic calculations (roll-ups).

\* One Quarter only, NOT Year to Date. \*\* Does not "roll-up."

5B. Allocate Content of Cost of Goods Sold:	Enterprise % of Supplier Sales	MBE-African American	MBE-Asia	MBE-Hispanic	MBE-Native	Woman Bus. Entrps.-MBE	PC-Vietnam/Disabled Veterans	Mixed MBE	Total MBE Sales (COG)
1st Qtr. - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2nd Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3rd Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
4th Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Yr. to Date - 2000	0%**	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Complete Yellow Areas Only. Form performs automatic calculations (roll-ups).

\* One Quarter only, NOT Year to Date. \*\* Does not "roll-up."

5C. Sales through	Enterprise % of	MBE-African American	MBE-Asia	MBE-Hispanic	MBE-Native	Woman Bus.	PC-Vietnam/	Mixed MBE	Total MBE



## 2000: Prime Supplier MW/DV BE Quarterly Report

(Note: All MW/DV BEs must be certified by a third-party organization - - such as the NMSSDC, MBENC, SBA, Govnt . . . .)

MWBE/DV BE Resellers: VARS	Supplier Sales	American				Entrps.- MBE	Disabled Veterans		Sales (VARS)
1st Qtr. - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2nd Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3rd Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
4th Qtr* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Yr. to Date - 2000	0%**	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Complete Yellow Areas Only. Form performs automatic calculations (roll-ups).

\* One Quarter only, NOT Year to Date. \*\* Does not "roll-up."

5D.1 Expenses Associated With BA MW/DV BE Mentoring	Enterprise % of Supplier Sales	MBE-African American	MBE-Asia	MBE-Hispanic	MBE-Native	Woman Bus. Entrps.- MBE	PC-Vietnam/ Disabled Veterans	Mixed MBE	Total MBE (Mentor)
1st Qtr. - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2nd Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3rd Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
4th Qtr* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Yr. to Date - 2000	0%**	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Complete Yellow Areas Only. Form performs automatic calculations (roll-ups).

\* One Quarter only, NOT Year to Date. \*\* Does not "roll-up."

5D.2 Expenses Associated With Hosting BA Op'ty. Seminars	Enterprise % of Supplier Sales	MBE-African American	MBE-Asia	MBE-Hispanic	MBE-Native	Woman Bus. Entrps.- MBE	PC-Vietnam/ Disabled Veterans	Mixed MBE	Total MBE (Op'ty)
1st Qtr. - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2nd Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3rd Qtr.* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
4th Qtr* - 2000	0%	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Yr. to Date - 2000	0%**	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Complete Yellow Areas Only. Form performs automatic calculations (roll-ups).

\* One Quarter only, NOT Year to Date. \*\* Does not "roll-up."

	Enterprise % of Supplier Sales	MBE-African American	MBE-Asia	MBE-Hispanic	MBE-Native	Woman Bus. Entrps.- MBE	PC-Vietnam/ Disabled Veterans	Mixed MBE	Grand Total MBE Sales
<b>GRAND TOTAL - 2000</b>									
<b>YR. TO DATE:</b>	0%**	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Please e-mail the completed form to:  
DSR@bellatlantic.com

<< Calculated automatically





MWBE RFP Questionnaire:

Verizon Communications is committed to diversity and believes in providing equal opportunity to diversified suppliers, otherwise known as minority and women-owned business enterprises (M/WBE). As such, we make every effort to utilize M/WBE firms to the fullest extent possible. Verizon is also committed to establishing long-term agreements with other suppliers who share our vision and dedication to the principles set forth in our policy regarding minority and women-owned business enterprises.

As a potential Supplier to Verizon Communications, in any proposal submitted to us, you must provide information which demonstrates a high level of commitment to the inclusion and participation of diversified suppliers (M/WBE) in support of our requirements. Participation will be measured based on the amount of business that you would give to diversified suppliers (M/WBE) under your proposal. It is Verizon's position that, in the long run, doing business with minority and women-owned business enterprises is a win/win for Verizon, you, as the Supplier, and all diversified suppliers (M/WBE) involved.

As a part of your response to our Request for Proposal, please provide the following:

1. Indicate whether you are a diversified Supplier (Minority or Women-Owned Business Enterprise). If so, attached a copy of formal certification obtained from any federal, state or local agency, private corporation or advocacy organization that confirms M/WBE qualifications.
3. Attach the Scope of Work that will be attributable to diversified Supplier firms (M/WBE).
4. Please provide a list of firms that would be providing this service.
5. Specify the percentage of fees that will be provided to diversified Supplier firms (M/WBE).

<b>UTILITY PROCUREMENT DIVERSITY REPORTS</b>
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**REPORTS:**

Following are two reports related to procurement from M/W/DBE suppliers as of December 31, 2000.

1. The Utility Procurement Diversity Report exhibits Verizon's<sup>1</sup> activity in five major categories:
  - Purchases by Verizon Pennsylvania made with M/W/DBE suppliers.
  - M/W/DBE subcontracting efforts on behalf of Verizon Pennsylvania's major suppliers.
  - Purchases by Verizon Services Corp. for which charges are allocated to Verizon Pennsylvania.
  - M/W/DBE subcontracting efforts on behalf of Verizon Services Corp.'s major suppliers for which charges are allocated to Verizon Pennsylvania.
  - Purchases by Verizon Network companies with Pennsylvania-located M/W/DBE suppliers.
  
2. The Mechanized Accounts Payable System Report exhibits products and services, as categorized by Verizon, procured by Verizon Pennsylvania directly from M/W/DBE suppliers. A chart describing Verizon's categories is included.

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<sup>1</sup>These reports reflect the activity of the former Bell Atlantic - Pennsylvania now Verizon Pennsylvania, i.e., the reports do not include activity of the former NYNEX or former GTE.

**VERIZON PENNSYLVANIA  
PROCUREMENT DIVERSITY REPORT  
(\$ M)**

**As of December 31, 2000**

<b>EXPENDITURES</b>	<b>TOTAL (\$)</b>	<b>MBE (\$)</b>	<b>% TOTAL (%)</b>	<b>WBE (\$)</b>	<b>% TOTAL (%)</b>	<b>M/WBE (\$)</b>	<b>% TOTAL (%)</b>	<b>DBE (\$)</b>	<b>%TOTAL (%)</b>	<b>M/W/DBE (\$)</b>	<b>% TOTAL (%)</b>	<b>VENDOR (#)</b>
<b>BY VZ PA</b> Direct	1073.10	46.51	4.33	27.56	2.57	74.07	6.90	0.00	0.00	74.07	6.90	147
<b>BY VSC ALLOCATED TO VZ PA</b> Direct	583.44	45.13	7.74	4.98	0.85	50.11	8.59	0.00	0.00	50.11	8.59	39
<b>TOTAL</b> Direct	1656.54	91.64	5.53	32.54	1.96	124.18	7.50	0.00	0.00	124.18	7.50	186
<b>VSC/OTCs SUB- CONTRACT</b>		40.78		19.96								
<b>BY VSC/OTCs WITH PA-BASED M/W/DBE</b> Direct		12.09		110.12								

**PRIVATE - This information is Proprietary and Confidential**

PRODUCT CATEGORY	TOTAL DOLLARS		BLACK	HISPANIC	ASIAN	AMER. INDIAN	SUBCON ASIAN AMERICAN
9999 DESCRIPTION UNKNOWN							
	1,022,009,109.28	FEMALE:	0.00	0.00	1,000.00	6,538.78	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	7,538.78	7,538.78	0.00	
1000 AUDIOVISUAL							
1002	290.53	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
1100 ELECTRONIC EQUIPMENT							
	572.15	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
1102	5,069.16	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
1104	407,381.06	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
1400 CHEMICALS & MATERIALS							
1403	2,118.20	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	1,257.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			1,257.00	0.00	1,257.00	59.34	
1407	1,142.10	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
1500 OFFICE EQUIPMENT/SERV & SUPPLI							

NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE BELL ATLANTIC COMPANIES EXCEPT UNDER WRITTEN AGREEMENT

PRODUCT CATEGORY	TOTAL DOLLARS		BLACK	HISPANIC	ASIAN	AMER. INDIAN	SUBCON ASIAN AMERICAN
1501	15,540.75	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
1505	1,562.46	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	1,562.46	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			1,562.46	0.00	1,562.46	100.00	
1600	FURNITURE & SERVICES						
1604	827.50	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
1609	375,991.36	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	375,991.36	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			375,991.36	0.00	375,991.36	100.00	
1800	PAPER & PAPER PRODUCTS						
1808	2,998.66	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
1900	POWER UNITS & ACCESSORIES						
1913	99,039.89	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	99,039.89	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			99,039.89	0.00	99,039.89	100.00	
2100	PRINTING						
2101	3,937.33	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	

NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE BELL ATLANTIC COMPANIES EXCEPT UNDER WRITTEN AGREEMENT



PRODUCT CATEGORY	TOTAL DOLLARS		BLACK	HISPANIC	ASIAN	AMER. INDIAN	ASIAN AMERICAN
2112	14,023.00	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2200 SAFETY PRODUCTS/EQUIPMENT SERV							
	178.60	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	178.60	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			178.60	0.00	178.60	100.00	
2201	933.88	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2202	422.57	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2300 SERVICES & SUPPLIES BLDG. MAIN							
2301	344.99	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2302	553,249.55	FEMALE:	0.00	0.00	0.00	115,085.71	0.00
		MALE:	438,163.84	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			438,163.84	115,085.71	553,249.55	100.00	
2304	26,350.00	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2307	66.92	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	

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PRODUCT CATEGORY	TOTAL DOLLARS		BLACK	HISPANIC	ASIAN	AMER. INDIAN	SUBCON ASIAN AMERICAN
2308	4,000.99	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2311	131.00	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2314	48,322.75	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2320	4,715.84	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	4,715.84	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			4,715.84	0.00	4,715.84	100.00	
2323	90,708.78	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2324	8,313.65	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2400	FUEL OIL & GASOLINE						
2401	503.14	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2500	SERVICES, TRANSPORTATION						
2504	1,218.25	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	1,218.25	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			1,218.25	0.00	1,218.25	100.00	

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PRODUCT CATEGORY	TOTAL DOLLARS		BLACK	HISPANIC	ASIAN	AMER. INDIAN	SUBCON ASIAN AMERICAN
2505	130,823.63	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2600 CONSTRUCTION/CONTRACTORS							
2601	25,470.00	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	25,470.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			25,470.00	0.00	25,470.00	100.00	
2602	141,156.62	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	2,400.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			2,400.00	0.00	2,400.00	1.70	
2604	1,968.37	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2605	4,260.26	FEMALE:	0.00	0.00	3,633.78	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	3,633.78	3,633.78	85.29	
2700 VEHICLES							
2702	48,306.25	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	4,499.32	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			4,499.32	0.00	4,499.32	9.31	
2703	63,818.38	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2800 VEHICLES ACCESSORIES & SUPPLIES							
2802	20,231.61	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	

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PRODUCT CATEGORY	TOTAL DOLLARS		BLACK	HISPANIC	ASIAN	AMER. INDIAN	SUBCON ASIAN AMERICAN
			0.00	0.00	0.00	0.00	
2803	765.00	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	765.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			765.00	0.00	765.00	100.00	
2900	ADVERTISING/MARKETING						
2901	1,112.35	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2906	4,926.70	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
2908	90,501.02	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
3500	HEALTH CARE ADMINISTRATION						
3504	21,704.41	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
4000	COMP PROD & SERV (EXCEPT MF)						
4002	2,450.00	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
4006	27,206.12	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
4008	127,781.90	FEMALE:	0.00	0.00	0.00	0.00	0.00

NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE BELL ATLANTIC COMPANIES EXCEPT UNDER WRITTEN AGREEMENT

ACCOUNTS PAYABLE SYSTEM  
 MINORITY/PROTECTED CLASS SUMMARY REPORTS  
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PRODUCT CATEGORY	TOTAL DOLLARS		BLACK	HISPANIC	ASIAN	AMER. INDIAN	SUBCON ASIAN AMERICAN
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	0.00
			0.00	0.00	0.00	0.00	
4018	7,970.95	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	0.00
			0.00	0.00	0.00	0.00	
4100	FIBER OPTIC SYSTEMS & SUPPORT						
	110.13	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	0.00
			0.00	0.00	0.00	0.00	
4200	OUTSIDE PLANT						
4201	910.57	FEMALE:	910.57	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	0.00
			0.00	910.57	910.57	100.00	
4202	61,875.84	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	0.00
			0.00	0.00	0.00	0.00	
4210	7,040.05	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	0.00
			0.00	0.00	0.00	0.00	
4211	13,225.10	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	13,225.10	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	0.00
			13,225.10	0.00	13,225.10	100.00	
4214	2,362,478.76	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	0.00
			0.00	0.00	0.00	0.00	
4228	117,298.58	FEMALE:	0.00	0.00	0.00	0.00	0.00

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PRODUCT CATEGORY	TOTAL DOLLARS	BLACK	HISPANIC	ASIAN	AMER. INDIAN	SUBCON ASIAN AMERICAN
		MALE: 0.00	0.00	117,298.58	0.00	0.00
		*** SUMMARY: MINORITY MALES 117,298.58	MINORITY FEMALES 0.00	TOT MIN DOLLARS 117,298.58	PERCENT MINORITY 100.00	
4229	25,185.99	FEMALE: 0.00	0.00	0.00	0.00	0.00
		MALE: 0.00	0.00	0.00	0.00	0.00
		*** SUMMARY: MINORITY MALES 0.00	MINORITY FEMALES 0.00	TOT MIN DOLLARS 0.00	PERCENT MINORITY 0.00	
4231	4,409.21	FEMALE: 0.00	0.00	1,609.89	0.00	0.00
		MALE: 0.00	0.00	0.00	0.00	0.00
		*** SUMMARY: MINORITY MALES 0.00	MINORITY FEMALES 1,609.89	TOT MIN DOLLARS 1,609.89	PERCENT MINORITY 36.51	
4232	2,251.45	FEMALE: 0.00	0.00	0.00	0.00	0.00
		MALE: 0.00	0.00	0.00	0.00	0.00
		*** SUMMARY: MINORITY MALES 0.00	MINORITY FEMALES 0.00	TOT MIN DOLLARS 0.00	PERCENT MINORITY 0.00	
4300	CABLE & WIRE					
4301	55,515.10	FEMALE: 0.00	0.00	0.00	0.00	0.00
		MALE: 0.00	0.00	0.00	0.00	0.00
		*** SUMMARY: MINORITY MALES 0.00	MINORITY FEMALES 0.00	TOT MIN DOLLARS 0.00	PERCENT MINORITY 0.00	
4302	2,830.52	FEMALE: 0.00	0.00	0.00	0.00	0.00
		MALE: 2,830.52	0.00	0.00	0.00	0.00
		*** SUMMARY: MINORITY MALES 2,830.52	MINORITY FEMALES 0.00	TOT MIN DOLLARS 2,830.52	PERCENT MINORITY 100.00	
4303	6,569.09	FEMALE: 0.00	0.00	0.00	0.00	0.00
		MALE: 164.97	6,404.12	0.00	0.00	0.00
		*** SUMMARY: MINORITY MALES 6,569.09	MINORITY FEMALES 0.00	TOT MIN DOLLARS 6,569.09	PERCENT MINORITY 100.00	
4400	SWITCHING SYSTEMS & EQUIPMENT					
4401	37,427.89	FEMALE: 0.00	0.00	0.00	0.00	0.00
		MALE: 0.00	0.00	28,287.29	0.00	0.00
		*** SUMMARY: MINORITY MALES 28,287.29	MINORITY FEMALES 0.00	TOT MIN DOLLARS 28,287.29	PERCENT MINORITY 75.58	
4409	373,889.66	FEMALE: 0.00	0.00	0.00	0.00	0.00

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PRODUCT CATEGORY	TOTAL DOLLARS	BLACK	HISPANIC	ASIAN	AMER. INDIAN	SUBCON ASIAN AMERICAN
		MALE: 0.00	0.00	0.00	0.00	0.00
	*** SUMMARY:	MINORITY MALES 0.00	MINORITY FEMALES 0.00	TOT MIN DOLLARS 0.00	PERCENT MINORITY 0.00	0.00
4411	3,187,297.84	FEMALE: 0.00	0.00	0.00	0.00	0.00
	MALE: 3,187,297.84	0.00	0.00	0.00	0.00	0.00
	*** SUMMARY:	MINORITY MALES 3,187,297.84	MINORITY FEMALES 0.00	TOT MIN DOLLARS 3,187,297.84	PERCENT MINORITY 100.00	0.00
4412	41,536,123.00	FEMALE: 0.00	0.00	0.00	0.00	0.00
	MALE: 41,536,123.00	0.00	0.00	0.00	0.00	0.00
	*** SUMMARY:	MINORITY MALES 41,536,123.00	MINORITY FEMALES 0.00	TOT MIN DOLLARS 41,536,123.00	PERCENT MINORITY 100.00	0.00
4600 TRANSMISSIONS SYSTEMS						
4601	33,671.90	FEMALE: 0.00	0.00	0.00	0.00	0.00
	MALE: 0.00	0.00	0.00	0.00	0.00	0.00
	*** SUMMARY:	MINORITY MALES 0.00	MINORITY FEMALES 0.00	TOT MIN DOLLARS 0.00	PERCENT MINORITY 0.00	0.00
4610	546,401.28	FEMALE: 0.00	0.00	0.00	0.00	0.00
	MALE: 0.00	0.00	0.00	0.00	0.00	518,100.00
	*** SUMMARY:	MINORITY MALES 518,100.00	MINORITY FEMALES 0.00	TOT MIN DOLLARS 518,100.00	PERCENT MINORITY 94.82	0.00
5000 PREMISE EQUIPMENT						
5001	178,150.78	FEMALE: 0.00	0.00	0.00	0.00	0.00
	MALE: 0.00	0.00	0.00	0.00	0.00	0.00
	*** SUMMARY:	MINORITY MALES 0.00	MINORITY FEMALES 0.00	TOT MIN DOLLARS 0.00	PERCENT MINORITY 0.00	0.00
5006	37,177.01	FEMALE: 0.00	0.00	0.00	0.00	0.00
	MALE: 0.00	0.00	0.00	0.00	0.00	0.00
	*** SUMMARY:	MINORITY MALES 0.00	MINORITY FEMALES 0.00	TOT MIN DOLLARS 0.00	PERCENT MINORITY 0.00	0.00
5100 SERVICES, OTHER PROFESSIONAL						
5101	45,645.13	FEMALE: 0.00	0.00	0.00	0.00	0.00
	MALE: 0.00	0.00	0.00	0.00	0.00	0.00
	*** SUMMARY:	MINORITY MALES 0.00	MINORITY FEMALES 0.00	TOT MIN DOLLARS 0.00	PERCENT MINORITY 0.00	0.00

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PRODUCT CATEGORY	TOTAL DOLLARS		BLACK	HISPANIC	ASIAN	AMER. INDIAN	SUBCON ASIAN AMERICAN
5105	15,935.40	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	15,935.40	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			15,935.40	0.00	15,935.40	100.00	
5146	56,358.33	FEMALE:	0.00	0.00	0.00	0.00	0.00
		MALE:	0.00	0.00	0.00	0.00	0.00
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	
			0.00	0.00	0.00	0.00	
TOTAL:	1,073,107,296.52	FEMALE:	910.57	0.00	6,243.67	121,624.49	0.00
		MALE:	45,595,753.94	105,444.01	161,630.43	0.00	518,100.00
		TOTAL COUNTS:	23	3	9	3	1
		*** SUMMARY:	MINORITY MALES	MINORITY FEMALES	TOT MIN DOLLARS	PERCENT MINORITY	TOT MIN COUNT
			46,380,928.38	128,778.73	46,509,707.11	4.33	39

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ACCOUNTS PAYABLE SYSTEM  
 MINORITY/PROTECTED CLASS SUMMARY REPORTS  
 PROTECTED CLASS EXPENDITURE REPORT

PRODUCT CATEGORY	TOTAL DOLLARS	NON-MINORITY WOMEN	VETERAN	DISABLED	HANDICAPPED	PROTECTED CLASS	PERCENT PROTECTED
9999 DESCRIPTION UNKNOWN	1,022,009,109.28	23,090,722.68	2,629,293.18	0.00	0.00	25,720,015.86	2.52%
1000 AUDIOVISUAL							
1002	290.53	290.53	0.00	0.00	0.00	290.53	100.00%
1100 ELECTRONIC EQUIPMENT							
	572.15	572.15	0.00	0.00	0.00	572.15	100.00%
1102	5,069.16	5,069.16	0.00	0.00	0.00	5,069.16	100.00%
1104	407,381.06	407,381.06	0.00	0.00	0.00	407,381.06	100.00%
1400 CHEMICALS & MATERIALS							
1403	2,118.20	861.20	0.00	0.00	0.00	861.20	40.66%
1407	1,142.10	1,142.10	0.00	0.00	0.00	1,142.10	100.00%
1500 OFFICE EQUIPMENT/SERV & SUPPLI							
1501	15,540.75	15,540.75	0.00	0.00	0.00	15,540.75	100.00%
1505	1,562.46	0.00	0.00	0.00	0.00	0.00	0.00%
1600 FURNITURE & SERVICES							
1604	827.50	827.50	0.00	0.00	0.00	827.50	100.00%
1609	375,991.36	0.00	0.00	0.00	0.00	0.00	0.00%
1800 PAPER & PAPER PRODUCTS							
1808	2,998.66	2,998.66	0.00	0.00	0.00	2,998.66	100.00%
1900 POWER UNITS & ACCESSORIES							
1913	99,039.89	0.00	0.00	0.00	0.00	0.00	0.00%
2100 PRINTING							
2101	3,937.33	3,937.33	0.00	0.00	0.00	3,937.33	100.00%
2112	14,023.00	14,023.00	0.00	0.00	0.00	14,023.00	100.00%
2200 SAFETY PRODUCTS/EQUIPMENT SERV							
	178.60	0.00	0.00	0.00	0.00	0.00	0.00%
2201	933.88	933.88	0.00	0.00	0.00	933.88	100.00%
2202	422.57	0.00	0.00	0.00	0.00	0.00	0.00%
2300 SERVICES & SUPPLIES BLDG. MAIN							
2301	344.99	344.99	0.00	0.00	0.00	344.99	100.00%
2302	553,249.55	0.00	0.00	0.00	0.00	0.00	0.00%
2304	26,350.00	26,350.00	0.00	0.00	0.00	26,350.00	100.00%
2307	66.92	66.92	0.00	0.00	0.00	66.92	100.00%
2308	4,000.99	4,000.99	0.00	0.00	0.00	4,000.99	100.00%

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ACCOUNTS PAYABLE SYSTEM  
 MINORITY/PROTECTED CLASS SUMMARY REPORTS  
 PROTECTED CLASS EXPENDITURE REPORT

PRODUCT CATEGORY	TOTAL DOLLARS	NON-MINORITY WOMEN	VETERAN	DISABLED	HANDICAPPED	PROTECTED CLASS	TOTAL	PERCENT PROTECTED
2311	131.00	131.00	0.00	0.00	0.00	131.00	100.00%	
2314	48,322.75	48,322.75	0.00	0.00	0.00	48,322.75	100.00%	
2320	4,715.84	0.00	0.00	0.00	0.00	0.00	0.00%	
2323	90,708.78	90,708.78	0.00	0.00	0.00	90,708.78	100.00%	
2324	8,313.65	8,313.65	0.00	0.00	0.00	8,313.65	100.00%	
2400 FUEL OIL & GASOLINE								
2401	503.14	503.14	0.00	0.00	0.00	503.14	100.00%	
2500 SERVICES, TRANSPORTATION								
2504	1,218.25	0.00	0.00	0.00	0.00	0.00	0.00%	
2505	130,823.63	130,823.63	0.00	0.00	0.00	130,823.63	100.00%	
2600 CONSTRUCTION/CONTRACTORS								
2601	25,470.00	0.00	0.00	0.00	0.00	0.00	0.00%	
2602	141,156.62	138,756.62	0.00	0.00	0.00	138,756.62	98.30%	
2604	1,968.37	1,968.37	0.00	0.00	0.00	1,968.37	100.00%	
2605	4,260.26	626.48	0.00	0.00	0.00	626.48	14.71%	
2700 VEHICLES								
2702	48,306.25	43,806.93	0.00	0.00	0.00	43,806.93	90.69%	
2703	63,818.38	63,818.38	0.00	0.00	0.00	63,818.38	100.00%	
2800 VEHICLES ACCESSORIES & SUPPLIES								
2802	20,231.61	20,231.61	0.00	0.00	0.00	20,231.61	100.00%	
2803	765.00	0.00	0.00	0.00	0.00	0.00	0.00%	
2900 ADVERTISING/MARKETING								
2901	1,112.35	1,112.35	0.00	0.00	0.00	1,112.35	100.00%	
2906	4,926.70	4,926.70	0.00	0.00	0.00	4,926.70	100.00%	
2908	90,501.02	90,501.02	0.00	0.00	0.00	90,501.02	100.00%	
3500 HEALTH CARE ADMINISTRATION								
3504	21,704.41	21,704.41	0.00	0.00	0.00	21,704.41	100.00%	
4000 COMP PROD & SERV (EXCEPT MF)								
4002	2,450.00	2,450.00	0.00	0.00	0.00	2,450.00	100.00%	
4006	27,206.12	27,206.12	0.00	0.00	0.00	27,206.12	100.00%	
4008	127,781.90	0.00	127,781.90	0.00	0.00	127,781.90	100.00%	
4018	7,970.95	7,970.95	0.00	0.00	0.00	7,970.95	100.00%	
4100 FIBER OPTIC SYSTEMS & SUPPORT								
	110.13	110.13	0.00	0.00	0.00	110.13	100.00%	
4200 OUTSIDE PLANT								

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ACCOUNTS PAYABLE SYSTEM  
 MINORITY/PROTECTED CLASS SUMMARY REPORTS  
 PROTECTED CLASS EXPENDITURE REPORT

PRODUCT CATEGORY	TOTAL DOLLARS	NON-MINORITY WOMEN	VETERAN	DISABLED	HANDICAPPED	PROTECTED CLASS	TOTAL CLASS	PERCENT PROTECTED
4201	910.57	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
4202	61,875.84	61,875.84	0.00	0.00	0.00	0.00	61,875.84	100.00%
4210	7,040.05	7,040.05	0.00	0.00	0.00	0.00	7,040.05	100.00%
4211	13,225.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
4214	2,362,478.76	2,362,478.76	0.00	0.00	0.00	0.00	2,362,478.76	100.00%
4228	117,298.58	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
4229	25,185.99	25,185.99	0.00	0.00	0.00	0.00	25,185.99	100.00%
4231	4,409.21	2,799.32	0.00	0.00	0.00	0.00	2,799.32	63.49%
4232	2,251.45	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
4300	CABLE & WIRE							
4301	55,515.10	55,515.10	0.00	0.00	0.00	0.00	55,515.10	100.00%
4302	2,830.52	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
4303	6,569.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
4400	SWITCHING SYSTEMS & EQUIPMENT							
4401	37,427.89	9,140.60	0.00	0.00	0.00	0.00	9,140.60	24.42%
4409	373,889.66	373,889.66	0.00	0.00	0.00	0.00	373,889.66	100.00%
4411	3,187,297.84	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
4412	41,536,123.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
4600	TRANSMISSIONS SYSTEMS							
4601	33,671.90	33,671.90	0.00	0.00	0.00	0.00	33,671.90	100.00%
4610	546,401.28	28,301.28	0.00	0.00	0.00	0.00	28,301.28	5.18%
5000	PREMISE EQUIPMENT							
5001	178,150.78	178,150.78	0.00	0.00	0.00	0.00	178,150.78	100.00%
5006	37,177.01	37,177.01	0.00	0.00	0.00	0.00	37,177.01	100.00%
5100	SERVICES, OTHER PROFESSIONAL							
5101	45,645.13	45,495.13	0.00	0.00	0.00	0.00	45,495.13	99.67%
5105	15,935.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
5146	56,358.33	56,358.33	0.00	0.00	0.00	0.00	56,358.33	100.00%
TOTAL FOR BUSINESS UNIT: VERIZON PENNSYLVANIA								
	1,073,107,296.52	27,556,135.67	2,757,075.08	0.00	0.00	0.00	30,313,210.75	2.82%
TOTAL COUNTS FOR BUSINESS UNIT: VERIZON PENNSYLVANIA								
	90	18	0	0	0	0	108	

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**PRODUCT SERVICE STREAM CODES FOR VERIZON EAST**

**1000 AUDIOVISUAL**

- 1001 Other
- 1002 Equipment (VHS, Etc)
- 1003 Supplies (Tapes, Discs)
- 1004 Service & Repair
- 1005 Audiovisual Rental

**1100 ELECTRONIC EQUIPMENT**

- 1101 Other
- 1102 Heaters
- 1103 Lamp & Lighting Equipment
- 1104 Elec & Electronic Measuring Eq
- 1105 Elec Components (Resistors, Diodes, Relays, Attenuators)
- 1106 Time Measurement Apparatus
- 1107 Switches
- 1108 Coil, Chokes, Filter, Inductor
- 1109 Adapter
- 1110 Fuses & Fuse Assemblies
- 1113 Inverters & Converters
- 1114 Elec Registers, Counters, Indicators
- 1115 Couplers
- 1116 Gauges, Electric
- 1117 Pumps & Compressors
- 1118 Batteries

**1400 CHEMICALS & MATERIALS**

- 1401 Other
- 1402 Abrasives
- 1403 Chemicals, Compounds & Gases
- 1405 Insulating Materials
- 1406 Plastic
- 1407 Packaging Materials
- 1408 Leather Goods
- 1409 Lubricants

**1500 OFFICE EQUIPMENT/SERVICE & SUPPLIES**

- 1501 Other
- 1502 Machine (Typewriters, Copiers, Calculators)
- 1503 Repair & Service
- 1504 Mailroom Equipment
- 1505 Micrographic Equipment
- 1506 Bar Code Equipment
- 1507 Art & Engineering Supplies
- 1508 Binders, Folders, & Indexes
- 1509 Stationery (Envelopes, Forms)
- 1510 Gen Ofc Supply (Pencils, Staples)
- 1511 Ribbons, Labels & Tapes
- 1512 Toners & Developers/Film
- 1513 Copier Supplies
- 1514 Computer/Word Processing Supplies
- 1516 Recharged Toner Cartridges
- 1517 Microfiche

**1600 FURNITURE & SERVICES**

- 1601 Other
- 1602 Filing Cabinets & Bookcases
- 1603 Carpets, Rugs & Linoleum
- 1604 Chairs, Desks, Tables, Parts
- 1605 Drafting Equipment
- 1606 Lockers & Parts
- 1607 Appliances
- 1608 Computer Furniture
- 1609 Partitions
- 1610 Furniture Repair/Refurbishment
- 1611 Installation Services

**1700 CUSTOMER BILLING SUPPLIES**

- 1701 Other
- 1702 Supplies (Paper, Envelopes)
- 1703 Services

**3500 HEALTH CARE ADMINISTRATION**

**1800 PAPER & PAPER PRODUCTS**

- 1801 Other
- 1802 Repro/Copier Paper
- 1803 Paper Towels
- 1804 Toilet Tissue
- 1805 Boxes, Cases & Bags
- 1806 Corrugated Cartons
- 1807 Computer Paper
- 1808 Paper Products (Wipes)

**1900 POWER UNITS & ACCESSORIES**

- 1901 Other
- 1902 Engines Motors
- 1903 Alternators & Generators
- 1904 Power Systems (Solar)
- 1905 Maintenance & Repair
- 1906 Un-Interruptable Power Systems (UPS)
- 1907 Emergency Engines
- 1908 C.O. Batteries
- 1909 Battery Rack
- 1910 Power Supp (Battery, Converters Power Board, Transformers, Generators, Rectifiers)
- 1911 Power Plants & Distribution
- 1912 Battery Acc (Hydromtr., Charger)
- 1913 Test Equipment

**2100 PRINTING**

- 2101 Other
- 2102 Printer Material (Ads, Bus Cards, Letterhead)
- 2103 Continuous & Snap-Out Forms
- 2104 Reproduction (Blueprint, Etc)
- 2105 Silk Screening
- 2106 Paper & Cloth Tags
- 2107 Bindery Wrks/Print Shop Supp
- 2108 Services (Graphics, Typesetting)
- 2109 Printer Card Forms
- 2110 Bar Code Labels
- 2111 Envelopes
- 2112 Printing (Handbooks, Financial, Manuals)
- 2113 Other Printed Forms

**2200 SAFETY PRODUCTS/EQUIPMENT/ SERVICES**

- 2201 Other
- 2202 Safety Eq (Fire Ext., Fire Alarms, Smoke Detectors)
- 2203 Protection Eq (Burglar Alarm, Card Key Sys, Protective Gate)
- 2204 Surveillance System (Closed Circuit TV)
- 2205 Locksmiths & Keys
- 2206 Security Guard & Patrol Sac
- 2207 Survival Products & Supplies (Traffic Cones, Signs, Etc)
- 2208 Wearing Apparel (Hardhats, Glasses, Uniforms, Etc)
- 2209 Climbing Equipment (Belts, Fasteners)

**2300 SERVICES & SUPPLIES, BUILDING MAINTENANCE**

- 2301 Other
- 2302 Janitorial
- 2303 Window Washing
- 2304 Snow Removal
- 2305 Air Conditioner/Refrigeration
- 2306 Bags
- 2307 Signs (Exterior & Interior)
- 2308 Clothwipes
- 2309 Janitorial Supplies 9Mop, Wax, Etc)
- 2310 Cleaners
- 2311 Bottled Water
- 2312 Maintenance Equipment
- 2313 Exterminating
- 2314 Landscaping

**4200 OUTSIDE PLANT CONT'D**

**2300 SERVICES & SUPPLIES, BUILDING MAINTENANCE CONT'D**

- 2315 Carpet/Draperly Cleaning
- 2316 Dismantling & Removal
- 2317 Waste Disposal, Hazard & Removal
- 2318 Water Treatment
- 2319 Elevator Maintenance
- 2320 Trash Removal
- 2321 Horticultural Services
- 2322 Painting (Int/Ext)
- 2323 Air Conditioning
- 2324 Recycling Services
- 2325 Lawn Maintenance

**2400 FUEL OIL & GASOLINE**

- 2401 Other
- 2402 Fuel Oil
- 2403 Fuels (Butane, Diesel, Gasoline, Propane, Etc.)
- 2404 Oils & Greases

**2500 SERVICES, TRANSPORTATION**

- 2501 Other
- 2502 Air Charter/Air Freight
- 2503 Moving/Storage
- 2504 General Hauling
- 2505 Delivery Services
- 2506 Warehousing
- 2507 Armored Car Service
- 2508 Tow Services
- 2509 Travel Services
- 2510 Courier/Messenger Service
- 2511 Trucking Services
- 2512 Material Handling Equipment

**2600 CONSTRUCTION/CONTRACTORS**

- 2601 Other
- 2602 Contractors, General
- 2603 Electrical Contractors
- 2604 Plumbing/Heat Air Contractors
- 2605 Welding Svcs, Metal Fabrication
- 2606 Carpenters
- 2607 Scaffolding

**2700 VEHICLES**

- 2701 Other
- 2702 Automobile, Sales, Lease, Rental
- 2703 Automobile Repair & Service
- 2704 Aerial Ladders & Cranes

**2800 VEHICLE ACCESSORIES & SUPPLIES**

- 2801 Other
- 2802 Vehicle, Parts & Supplies
- 2803 Vehicle Fluid (Gasoline, Oil, Lubricants, Fluids)
- 2804 Garage Equipment (Vacuum, Tools)
- 2805 Insignia
- 2806 Vehicle Washing Vacuum
- 2807 Skids, Platform, Pallets, Parts
- 2808 Tires/Tubes, Axles

**2900 ADVERTISING/MARKETING**

- 2901 Other
- 2902 Sales Promotion
- 2903 Agencies
- 2904 Video/Film Production & Services
- 2905 Direct Mail Services
- 2906 Graphic Art/Designers
- 2907 Public Announcements
- 2908 Promotional (Gifts, Novelties)
- 2909 Supplies & Equipment
- 2910 Telemarketing
- 2911 Market Research
- 2912 Management Consulting
- 2913 Education/Training Programs

**5000 PREMISE EQUIPMENT CONT'D**

- 3501 Other
- 3502 Medical Supplies
- 3503 Drug/Alcohol Services
- 3504 Health Care Services
- 3505 Other Rehabilitation Svcs

**3600 DIRECTORY PAPER & PRODUCTS**

- 3601 Other
- 3602 Paper
- 3603 Cover Stock
- 3604 Paper, Cover
- 3605 Directory Products
- 3606 Directory Distributions
- 3607 Photocomposition

**3800 COMPUTER PRODUCTS & SERVICES**

**MAINFRAMES**

- 3801 Other
- 3802 Mainframes
- 3803 Software Products/Packages-Licensed
- 3804 Maintenance Services

**4000 COMPUTER PRODUCTS & SERVICES**

**EXCEPT MAINFRAMES**

- 4001 Other
- 4002 Minicomputer Systems
- 4003 Microcomputer System
- 4004 Gen Purpose Computer Systems
- 4005 Management Systems (AOS)
- 4006 Data Communications Systems
- 4007 Data Processing Systems
- 4008 Peripherals (Modems, Printers)
- 4009 Software Prod/Packages-Unlicensed
- 4010 Visual Display Equipment
- 4011 Word Processing Equipment
- 4012 Local/Wide Area Network Systems
- 4013 Graphic Systems
- 4014 Timesharing Systems
- 4015 Computer Integrated Sys Design
- 4016 Computer Maintenance & Repair
- 4017 Computer Rental & Leasing
- 4018 Computer Maintenance & Repair
- 4019 Computer Programming
- 4020 Computer Consultant

**4100 FIBER OPTIC SYSTEMS & SUPPORT**

- 4101 Other
- 4102 Duct/Innerduct
- 4103 Fiber Optic Testing
- 4104 Fiber Optic Terminal Equipment
- 4105 Fiber Optic Splicing Equipment
- 4106 Fiber Optic Connectors

**4200 OUTSIDE PLANT**

- 4201 Other
- 4202 Construction Services
- 4203 Poles
- 4204 Pole Line Hardware (Guy, Anchor, Standwise, Wire Gnp)
- 4205 Poleline Inspection Service
- 4206 Protection (Station Cable/Wire)
- 4207 Feeder Distribution Interface (Pad, Pole Mount)
- 4208 Wire Joining Sys (Connector Mod)
- 4209 Cable Sheath Repair (Cable, Sealing Clamps)
- 4210 Pressurization Sys (Air Pipe, Air Dryers, Protectors, Valve)
- 4211 Structures & Enclosures (Manhole, CEVS/HUTS)
- 4212 Terminals (Strand, Pole/Wall, Blocks Wire)
- 4213 Test Equipment
- 4214 Conduit Systems & Conduit
- 4215 Closures (Cable, Wire, Splice, Retested)
- 4216 Cable Locating
- 4217 Trenching
- 4218 Dismantle, Removal (Cable)
- 4219 Dismantle, Removal (Pole)

- 4220 Wiring Devices (Connectors, Jacks, Plugs)
- 4221 Terminals, Insulated Strips, Blocks
- 4222 Line Transfer Equipment
- 4223 Line Treatment Equipment
- 4224 Conduit Fittings
- 4225 Ladders
- 4226 Encapsulant
- 4227 Ladders & Hardware
- 4228 Hardware (Nails, Nuts, Bolts)
- 4229 Industrial (Pipes, Fittings)
- 4230 Rope & Twine
- 4231 Hand & Power Tools
- 4232 Other Tools
- 4233 Tree Trimming

**4300 CABLE & WIRE**

- 4301 Other
- 4302 Fiber Optic Cable
- 4303 Copper Cable
- 4304 Miscellaneous Wire
- 4305 Cable Installation Tools

**4400 SWITCHING SYSTEMS & EQUIPMENT**

- 4401 Other
- 4402 Autocall Distributors
- 4403 Frame Systems (Conn, Blk, Strips)
- 4404 Toll, Tandem/Equal Acc Sys
- 4405 Local Systems (Digital, Analog)
- 4406 Switch Repair/Maintenance
- 4407 Operations Support Systems
- 4408 Adjunct Processors (E911, New Services, Platforms)
- 4409 Operator Services (Software, Hardware)
- 4410 C.O. Batteries
- 4411 Installation & Removals
- 4412 Equipment Sales
- 4413 Vaults

**4600 TRANSMISSIONS SYSTEMS**

- 4601 Other
- 4602 Amplifiers
- 4603 Carrier Systems
- 4604 Radio Systems (Microwave, Mobile, Analog, Digital)
- 4605 Microwave Systems
- 4606 Multiplexers
- 4607 Specialized Common Carriers
- 4608 Video Systems
- 4609 Digital Loop Carriers
- 4610 Plug-Ins
- 4611 Digital Cross Connect system
- 4612 Satellite Teleconferencing
- 4613 CATV Systems
- 4614 Signaling Equipment
- 4615 Test Equipment & Repair
- 4616 Measuring Devices

**5000 PREMISE EQUIPMENT**

- 5001 Other
- 5002 PBX Equipment/Adjuncts (Ana/Dig)
- 5003 Mounting (Plate/Bur Wire, Brkt)
- 5004 Stat Prod (Wire/Conn-Blk/Adpt Jacks, Plugs)
- 5005 Video Test Terminals
- 5006 Test System/Equipment
- 5007 Data Prod (Sets, Multiplex, Mdm., Printer, Kbd., Mntr)
- 5008 Bus Tel Eq (Key Sys/Converter Set/ Cable, Etc)
- 5009 Public Communication Sets
- 5010 Pub Communic Set Replace Pts (Dial/Coin Component)
- 5011 Pub Communic Encisr (Booth)
- 5012 Services (Pub Communication Refurbishment)
- 5013 Single Line Sets
- 5014 Miscellaneous (Sign, Instruction Card, Backboard)

- 5015 Supplies, Business Telephone
- 5016 Telephone Headsets, Handsets
- 5017 Telephone Booth Cleaning
- 5018 Picture Telephones
- 5019 Message Systems
- 5020 Music On-Hold System
- 5021 Public Address Equipment
- 5022 Intercept Equipment
- 5023 Selective Calling System
- 5024 Telephone/Videophone Security
- 5025 Paging System
- 5026 Terminating Equipment

**5100 SERVICES, OTHER PROFESSIONAL**

- 5101 Other
- 5102 Answering/Paging Services
- 5103 Catering Services
- 5104 Fionst
- 5105 Temporary/Clerical Help
- 5106 Collection Services
- 5107 Legal Services
- 5108 Property Management
- 5109 Appraisal Services, Real Estate
- 5110 Brokers, Agents, Real Estate
- 5111 Translators & Interpreters
- 5112 Publishers
- 5113 Book Stores
- 5114 Writing & Editing Services
- 5115 Aircraft Maintenance Service
- 5116 Food Service (Cafeteria)
- 5117 Energy Management Service
- 5118 Surveyors
- 5119 Vending Service
- 5120 Financial Services
- 5121 Construction Mgmt/Quality Control
- 5122 Contract Labor
- 5123 Corporate Witness
- 5124 Pollution Control
- 5125 Productivity/Time Management
- 5126 Architectural Services
- 5127 Environmental Engineering
- 5128 Chemical Engineering
- 5129 Civil Engineering
- 5130 Mechanical Engineering
- 5131 Geological Engineering
- 5132 Soil/Solar
- 5133 Right of Way
- 5134 Testing/Evaluation (Tanks, Water, Soil, Etc)
- 5135 Drafting Services
- 5136 Facilities/Space Planning
- 5137 Interior Designers/Decorators
- 5138 Art (Galleries, Lease/Rent)
- 5139 Third Party Leasing
- 5140 Photographers
- 5141 Photographic Eq & Supplies
- 5142 Engravers
- 5143 Photographic Consultants
- 5144 Safety Training
- 5145 Public Relations
- 5146 Engineering Consultants
- 5147 Real Estate Services
- 5148 Convention & Banquet Service

Ronald F. Weigel  
Director  
Government Relations

ORIGINAL



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M-00940557

April 2, 2001

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APR 2 11 31 AM '01  
SECRETARY'S BUREAU

Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
P.O. Box 3265  
Harrisburg, Pennsylvania 17105-3265

Dear Secretary:

In compliance with the Commission's Order and March 16, 1992 Secretarial Letter (M-00920329), Revisions to Section 516 Management Audit Policies and Procedures (Agenda Nos. FEB-92-C-3, FEB-92-C-5), and Revision to the Management Audit Policies and Procedures Regarding the Filing of Status Reports on Utilities' Diversity and Affirmative Action Plans M-00940558; the Commission's policy statement on Diversity at Major Jurisdictional Utility Companies, Docket M-00940557; and including improvements as recommended by the Utility Diversity Advisory Council in 1996, enclosed is Verizon North's annual **Report On Diversity**.

Very truly yours,

Enclosure

cc: Leonard Goins, Office of Public Liaison

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**ORIGINAL**

**Report on Diversity to the  
Pennsylvania  
Public Utility Commission**

**DOCKETED**  
APR 05 2001

**DOCUMENT  
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**SECRETARY'S BUREAU**

**01 APR -2 PM 3:58**

**3:58 PM**

**April 1, 2001**

## **BUSINESS ENVIRONMENT**

VERIZON provides a wide variety of communications services ranging from local telephone service for the home and office to highly complex voice and data services for industry and national defense.

VERIZON is undergoing a complete transformation in response to dramatic regulatory changes to the telecommunications industry and increased competitive pressures. The company is literally "re-engineering" itself from a public utility, which operates in a fully regulated environment to a lean, effective, information company that delivers voice, data, and video services in a competitive marketplace.

VERIZON has implemented several innovative ways of conducting business to achieve its ultimate goals. The responsibility for the overall Affirmative Action Programs is consolidated in VERIZON Corporation Shared Services Center in Coppell, Texas. This approach to our commitment and consistency towards Equal Employment Opportunity (EEO) and affirmative action goals allows the company to focus in a positive manner, affecting utilization of women and minorities in our workforce.

## **CONFIDENTIAL AND COMMERCIAL INFORMATION**

The material set forth in this report is deemed to constitute confidential commercial and financial data, the public disclosure of which would cause substantial competitive harm to VERIZON. Accordingly, we request that the company be notified in writing by the agency, prior to the disclosure, of any request for information pertaining to all or any part of this report and given an opportunity to present its objections to disclosure.



VERIZON

Operates in the following counties in the State of Pennsylvania:

Berks  
Bradford  
Cambria  
Chester  
Crawford  
Dauphin  
Erie  
Lawrence  
Lebanon  
Lehigh  
Lycoming  
Pike  
Schuylkill  
Snyder  
Somerset  
Tioga  
Venango  
Washington  
Wayne  
Westmoreland  
York

**PROVIDED EE0-1 REPORTS  
1998, 1999, 2000**

Based on the definition outlined in your instructions for Workforce/Relevant Labor Force Comparison, we have submitted the following Utilization Analysis for the state of Pennsylvania.

EQUAL EMPLOYMENT OPPORTUNITY EEO-1  
Pennsylvania Rollup

1998	MALES						FEMALES				
	Totals	White	Black	Hispanic	Asian	American Indian	White	Black	Hispanic	Asian	American Indian
Officials & Managers	125	81	6	0	0	0	36	1	0	1	0
Professionals	141	105	1	0	0	0	31	4	0	0	0
Technicians	49	47	0	0	0	0	2	0	0	0	0
Sales Workers	23	2	0	0	0	0	20	1	0	0	0
Office & Clerical	984	122	2	0	0	0	783	68	2	2	5
Craft Workers (Skilled)	628	531	8	4	1	0	73	11	0	0	0
Operatives (Semi-Skilled)	47	36	1	0	0	0	10	0	0	0	0
Laborers (Unskilled)	0	0	0	0	0	0	0	0	0	0	0
Service Workers	5	2	0	0	0	0	3	0	0	0	0
<b>TOTAL</b>	<b>2002</b>	<b>926</b>	<b>18</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>958</b>	<b>85</b>	<b>2</b>	<b>3</b>	<b>5</b>

EQUAL EMPLOYMENT OPPORTUNITY EEO-1  
Pennsylvania Rollup

1999	MALES						FEMALES					
	Totals	White	Black	Hispanic	Asian	American Indian	White	Black	Hispanic	Asian	American Indian	
Officials & Managers	116	77	2	0	0	0	35	1	0	1	0	
Professionals	139	97	2	1	0	0	34	5	0	0	0	
Technicians	30	28	0	0	0	0	2	0	0	0	0	
Sales Workers	24	4	0	0	0	0	17	2	1	0	0	
Office & Clerical	835	95	5	0	0	0	664	63	2	2	4	
Craft Workers (Skilled)	743	548	7	4	1	0	144	38	0	1	0	
Operatives (Semi-Skilled)	42	27	1	0	0	0	14	0	0	0	0	
Laborers (Unskilled)	0	0	0	0	0	0	0	0	0	0	0	
Service Workers	5	2	0	0	0	0	3	0	0	0	0	
<b>TOTAL</b>	<b>1934</b>	<b>878</b>	<b>17</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>913</b>	<b>109</b>	<b>3</b>	<b>4</b>	<b>4</b>	

EQUAL EMPLOYMENT OPPORTUNITY EEO-1  
Pennsylvania Rollup

2000 EEO-1 Report	Males						Females				
	Totals	White	Black	Hispanic	Asian	American Indian	White	Black	Hispanic	Asian	American Indian
Officials & Managers	148	100	1				45	1		1	
Professionals	133	85	1	1			42	4			
Technicians	91	83		1	1		4	1	1		
Sales Workers	56	23				1	30	1	1		
Office & Clerical	1040	129	12	1	1	1	794	83	10	4	5
Craft Workers (Skilled)	627	513	8	3		1	87	15			
Operatives (Semi-Skilled)	38	27					11				
Laborers (Unskilled)	0										
Service Workers	4						4				
Totals	2137	960	22	6	2	3	1017	105	12	5	5

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TOS1

TELECOM OPERATOR SERVICES-PENNSYLVANIA

Job Group: 1

OFFICIALS &amp; MANAGERS

Total Employees: 71

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.050	56.18	2.81	0.050	15.87	0.79	10.52	0.53	1.48	0.07	0.29	0.01	3.54	0.18
Requisite Skills in Recruitment	0.050	56.00	2.80	0.050	19.74	0.99	10.71	0.54	2.33	0.12	0.51	0.03	6.14	0.31
Available in Organization	0.900	74.87	67.38	0.900	23.63	21.27	23.63	21.27	0.00	0.00	0.00	0.00	0.00	0.00
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			72.99			23.05		22.33		0.19		0.04		0.48
<b>Current Utilization</b>			76.06			18.31		18.31		0.00		0.00		0.00
<b>Underutilized ( 80% Rule)</b>			No			Yes		No		Yes		Yes		Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TOS1

TELECOM OPERATOR SERVICES-PENNSYLVANIA

Job Group: 2

PROFESSIONALS

Total Employees: 38

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.075	61.67	4.63	0.075	12.86	0.96	7.74	0.58	1.72	0.13	0.34	0.03	3.02	0.23
Requisite Skills in Recruitment	0.075	62.80	4.71	0.075	16.12	1.21	8.08	0.61	2.68	0.20	0.48	0.04	4.82	0.36
Available in Organization	0.850	74.87	63.64	0.850	23.63	20.08	23.63	20.08	0.00	0.00	0.00	0.00	0.00	0.00
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			72.97			22.26		21.27		0.33		0.06		0.59
<b>Current Utilization</b>			73.68			28.95		28.95		0.00		0.00		0.00
<b>Underutilized ( 80% Rule)</b>			No			No		No		Yes		Yes		Yes



**2001 AFFIRMATIVE ACTION PLAN**  
**Utilization Analysis**  
**Analysis Data as of 01/10/2001**

Plan: TOS1

TELECOM OPERATOR SERVICES-PENNSYLVANIA

Job Group: 5

OFFICE &amp; CLERICAL

Total Employees: 1,568

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.250	86.47	21.62	0.250	14.75	3.69	13.33	3.33	0.13	0.03	0.01	0.00	1.23	0.31
Requisite Skills in Recruitment	0.250	86.47	21.62	0.250	14.75	3.69	13.33	3.33	0.13	0.03	0.01	0.00	1.23	0.31
Available in Organization	0.500	83.61	41.80	0.500	22.39	11.19	20.47	10.24	0.38	0.19	0.32	0.16	1.21	0.61
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			85.04			18.57		16.90		0.26		0.16		1.22
<b>Current Utilization</b>			83.61			22.39		20.47		0.38		0.32		1.21

Underutilized ( 80% Rule)

No

No

No

No

No

No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TGB2

TELECOM GENERAL BUSINESS-PA/NJ

Job Group: 1

OFFICIALS &amp; MANAGERS

Total Employees: 116

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.050	51.07	2.55	0.050	15.74	0.79	9.23	0.46	1.83	0.09	0.36	0.02	4.28	0.21
Requisite Skills in Recruitment	0.050	51.30	2.56	0.050	18.00	0.90	9.40	0.47	2.35	0.12	0.48	0.02	5.73	0.29
Available in Organization	0.900	67.15	60.43	0.900	21.03	18.93	17.85	16.06	0.86	0.78	0.43	0.39	1.89	1.70
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			65.55			20.61		16.99		0.98		0.43		2.20
<b>Current Utilization</b>			64.66			22.41		17.24		1.72		0.86		2.59
<b>Underutilized ( 80% Rule)</b>			No			No		No		No		No		No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TGB2

TELECOM GENERAL BUSINESS-PA/NJ

Job Group: 2

PROFESSIONALS

Total Employees: 168

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.075	76.29	5.72	0.075	15.64	1.17	9.51	0.71	1.77	0.13	0.40	0.03	3.93	0.29
Requisite Skills in Recruitment	0.075	77.13	5.78	0.075	18.70	1.40	9.57	0.72	2.73	0.20	0.52	0.04	5.82	0.44
Available in Organization	0.850	59.32	50.42	0.850	19.89	16.90	17.06	14.50	0.81	0.69	0.29	0.24	1.73	1.47
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			61.93			19.48		15.93		1.03		0.31		2.20
<b>Current Utilization</b>			69.64			19.64		18.45		0.00		0.00		1.19
<b>Underutilized ( 80% Rule)</b>			No			No		No		Yes		Yes		Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TGB2

TELECOM GENERAL BUSINESS-PA/NJ

Job Group: 4

SALES

Total Employees: 142

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.150	33.47	5.02	0.150	7.13	1.07	4.78	0.72	0.50	0.07	0.10	0.02	1.71	0.26
Requisite Skills in Recruitment	0.150	33.47	5.02	0.150	7.13	1.07	4.78	0.72	0.50	0.07	0.10	0.02	1.71	0.26
Available in Organization	0.700	62.44	43.71	0.700	26.14	18.30	22.46	15.72	0.84	0.58	0.00	0.00	2.85	1.99
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			53.75			20.44		17.15		0.73		0.03		2.51
<b>Current Utilization</b>			43.66			17.61		15.49		0.70		0.00		1.41

Underutilized ( 80% Rule)

No

No

No

No

Yes

Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TGB2

TELECOM GENERAL BUSINESS-PA/NJ

Job Group: 5

OFFICE &amp; CLERICAL

Total Employees: 724

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.250	37.97	9.49	0.250	9.44	2.36	5.07	1.27	1.87	0.47	0.29	0.07	2.17	0.54
Requisite Skills in Recruitment	0.250	37.97	9.49	0.250	9.44	2.36	5.07	1.27	1.87	0.47	0.29	0.07	2.17	0.54
Available in Organization	0.500	56.18	28.09	0.500	23.29	11.65	20.14	10.07	0.79	0.40	0.00	0.00	2.37	1.18
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			47.08			16.37		12.60		1.33		0.15		2.27
<b>Current Utilization</b>			81.22			34.67		29.42		0.97		0.00		4.28

Underutilized ( 80% Rule)

No

No

No

Yes

Yes

No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: COS6

TELECOM CUSTOMER OPS PA/DEL

Job Group: 1

OFFICIALS &amp; MANAGERS

Total Employees: 480

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.050	57.72	2.89	0.050	15.79	0.79	10.21	0.51	1.49	0.07	0.31	0.02	3.74	0.19
Requisite Skills in Recruitment	0.050	56.74	2.84	0.050	20.20	1.01	11.05	0.55	2.30	0.12	0.52	0.03	6.27	0.31
Available in Organization	0.900	19.21	17.29	0.900	10.58	9.52	7.38	6.64	0.04	0.04	0.04	0.04	3.12	2.81
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			23.01			11.32		7.70		0.23		0.08		3.31
<b>Current Utilization</b>			24.17			11.88		11.67		0.00		0.00		0.21
<b>Underutilized ( 80% Rule)</b>			No			No		No		Yes		Yes		Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: COS6

TELECOM CUSTOMER OPS PA/DEL

Job Group: 2

PROFESSIONALS

Total Employees: 38

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.075	72.37	5.43	0.075	16.96	1.27	9.67	0.73	2.32	0.17	0.39	0.03	4.53	0.34
Requisite Skills in Recruitment	0.075	73.47	5.51	0.075	18.56	1.39	9.15	0.69	3.02	0.23	0.52	0.04	5.80	0.43
Available in Organization	0.850	24.04	20.43	0.850	11.17	9.50	7.40	6.29	0.00	0.00	0.00	0.00	3.77	3.21
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			31.37			12.16		7.70		0.40		0.07		3.98
<b>Current Utilization</b>			36.84			10.53		10.53		0.00		0.00		0.00

Underutilized ( 80% Rule)

No

No

No

Yes

Yes

Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: COS6

TELECOM CUSTOMER OPS PA/DEL

Job Group: 3

TECHNICIANS

Total Employees: 9

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>	
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.150	14.52	2.18	0.150	6.48	0.97	3.18	0.48	2.02	0.30	0.11	0.02	1.17
Requisite Skills in Recruitment	0.150	14.52	2.18	0.150	6.48	0.97	3.18	0.48	2.02	0.30	0.11	0.02	1.17
Available in Organization	0.700	7.92	5.55	0.700	9.96	6.97	3.66	2.56	0.08	0.06	0.08	0.06	6.14
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			9.90			8.92		3.51		0.66		0.09	
<b>Current Utilization</b>			11.11			11.11		0.00		0.00		0.00	

Underutilized ( 80% Rule)

No

No

Yes

Yes

Yes

No



**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: COS6

TELECOM CUSTOMER OPS PA/DEL

Job Group: 5

OFFICE &amp; CLERICAL

Total Employees: 483

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>			<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>	
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.250	72.54	18.13	0.250	12.86	3.21	9.65	2.41	1.02	0.25	0.19	0.05	1.95	0.49
Requisite Skills in Recruitment	0.250	72.54	18.13	0.250	12.86	3.21	9.65	2.41	1.02	0.25	0.19	0.05	1.95	0.49
Available in Organization	0.500	83.23	41.61	0.500	18.84	9.42	17.81	8.90	0.41	0.21	0.00	0.00	0.62	0.31
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			77.88			15.85		13.73		0.72		0.10		1.29
<b>Current Utilization</b>			83.23			18.84		17.81		0.41		0.00		0.62
<b>Underutilized ( 80% Rule)</b>			No			No		No		Yes		Yes		Yes

**2001 AFFIRMATIVE ACTION PLAN**  
**Utilization Analysis**  
**Analysis Data as of 01/10/2001**

Plan: COS6

TELECOM CUSTOMER OPS PA/DEL

Job Group: 6

CRAFTWORKERS (SKILLED)

Total Employees: 4,268

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.200	8.48	1.70	0.200	8.19	1.64	6.70	1.34	0.25	0.05	0.08	0.02	1.00	0.20
Requisite Skills in Recruitment	0.200	8.48	1.70	0.200	8.19	1.64	6.70	1.34	0.25	0.05	0.08	0.02	1.00	0.20
Available in Organization	0.600	6.53	3.92	0.600	12.74	7.64	11.99	7.19	0.08	0.05	0.08	0.05	0.59	0.35
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			7.31			10.92		9.87		0.15		0.08		0.75
<b>Current Utilization</b>			4.73			8.81		7.31		0.16		0.16		1.17
<b>Underutilized ( 80% Rule)</b>			Yes			No		Yes		No		No		No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: COS6

TELECOM CUSTOMER OPS PA/DEL

Job Group: 7

OPERATIVES (SEMI-SKILLED)

Total Employees: 24

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Size of Unemployment Force	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Work Force in Immediate L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Requisite Skills in Immediate	0.350	5.23	1.83	0.350	9.04	3.16	7.24	2.53	0.20	0.07	0.08	0.03	1.20	0.42
Requisite Skills in Recruitment	0.350	5.23	1.83	0.350	9.04	3.16	7.24	2.53	0.20	0.07	0.08	0.03	1.20	0.42
Available in Organization	0.300	8.33	2.50	0.300	16.67	5.00	16.67	5.00	0.00	0.00	0.00	0.00	0.00	0.00
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			6.16			11.33		10.07		0.14		0.06		0.84
<b>Current Utilization</b>			8.33			16.67		16.67		0.00		0.00		0.00
<b>Underutilized ( 80% Rule)</b>			No			No		No		Yes		Yes		Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TWS4

TELECOM WHOLESALE SERVICES-PA/NJ

Job Group: 1

OFFICIALS AND MANAGERS

Total Employees: 237

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Weight</i>	<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>	
		<i>Avail</i>	<i>Ext</i>		<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.050	53.64	2.68	0.050	20.76	1.04	16.00	0.80	1.75	0.09	0.18	0.01	2.81	0.14
Requisite Skills in Recruitment	0.050	53.64	2.68	0.050	20.76	1.04	16.00	0.80	1.75	0.09	0.18	0.01	2.81	0.14
Available in Organization	0.900	52.58	47.32	0.900	29.51	26.56	24.76	22.28	1.02	0.92	0.00	0.00	3.73	3.36
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			52.68			28.63		23.88		1.09		0.02		3.64
<b>Current Utilization</b>			59.07			24.05		19.83		0.00		0.00		4.22
<b>Underutilized ( 80% Rule)</b>			No			No		No		Yes		Yes		No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TWS4

TELECOM WHOLESALE SERVICES-PA/NJ

Job Group: 2

PROFESSIONALS

Total Employees: 282

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.075	79.64	5.97	0.075	22.61	1.70	16.86	1.26	2.12	0.16	0.32	0.02	3.25	0.24
Requisite Skills in Recruitment	0.075	79.64	5.97	0.075	22.61	1.70	16.86	1.26	2.12	0.16	0.32	0.02	3.25	0.24
Available in Organization	0.850	68.62	58.33	0.850	26.11	22.20	21.98	18.68	1.02	0.87	0.00	0.00	3.12	2.65
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A. Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			70.28			25.59		21.21		1.19		0.05		3.14
<b>Current Utilization</b>			62.06			28.72		24.82		0.71		0.00		3.19

Underutilized ( 80% Rule)

No

No

No

Yes

Yes

No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TWS4

TELECOM WHOLESALE SERVICES-PA/NJ

Job Group: 3

TECHNICIANS

Total Employees: 178

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.150	32.05	4.81	0.150	22.27	3.34	12.81	1.92	6.33	0.95	0.14	0.02	2.94	0.44
Requisite Skills in Recruitment	0.150	32.05	4.81	0.150	22.27	3.34	12.81	1.92	6.33	0.95	0.14	0.02	2.94	0.44
Available in Organization	0.700	63.06	44.14	0.700	21.76	15.23	18.12	12.69	1.12	0.79	0.00	0.00	2.51	1.76
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A. Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			53.75			21.91		16.53		2.69		0.04		2.64
<b>Current Utilization</b>			53.37			51.69		43.26		3.37		0.00		5.06

Underutilized ( 80% Rule)

No

No

No

No

Yes

No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TWS4

TELECOM WHOLESALE SERVICES-PA/NJ

Job Group: 4

SALES WORKERS

Total Employees: 1

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Weight</i>	<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>	
		<i>Avail</i>	<i>Ext</i>		<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.150	35.35	5.30	0.150	11.03	1.66	7.90	1.18	0.99	0.15	0.10	0.02	2.02	0.30
Requisite Skills in Recruitment	0.150	35.35	5.30	0.150	11.03	1.66	7.90	1.18	0.99	0.15	0.10	0.02	2.02	0.30
Available in Organization	0.700	89.69	62.78	0.700	17.84	12.49	16.12	11.28	0.19	0.13	0.04	0.03	1.49	1.04
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A. Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			73.38			15.80		13.65		0.43		0.06		1.65
<b>Current Utilization</b>			100.00			0.00		0.00		0.00		0.00		0.00

Underutilized ( 80% Rule)

No

Yes

Yes

Yes

Yes

Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TWS4

TELECOM WHOLESALE SERVICES-PA/NJ

Job Group: 5

OFFICE AND CLERICAL

Total Employees: 1,309

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.250	65.42	16.35	0.250	24.27	6.07	18.61	4.65	1.82	0.46	0.16	0.04	3.62	0.90
Requisite Skills in Recruitment	0.250	65.42	16.35	0.250	24.27	6.07	18.61	4.65	1.82	0.46	0.16	0.04	3.62	0.90
Available in Organization	0.500	93.12	46.56	0.500	11.89	5.95	10.75	5.37	0.13	0.06	0.03	0.01	0.99	0.50
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			79.27			18.08		14.68		0.97		0.09		2.30
<b>Current Utilization</b>			79.37			35.68		32.24		0.38		0.08		2.98
<b>Underutilized ( 80% Rule)</b>			No			No		No		Yes		No		No



**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TWS4

TELECOM WHOLESALE SERVICES-PA/NJ

Job Group: 6

CRAFTWORKERS (SKILLED)

Total Employees: 81

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.200	35.89	7.18	0.200	23.67	4.73	13.52	2.70	7.16	1.43	0.16	0.03	2.80	0.56
Requisite Skills in Recruitment	0.200	35.89	7.18	0.200	23.67	4.73	13.52	2.70	7.16	1.43	0.16	0.03	2.80	0.56
Available in Organization	0.600	35.80	21.48	0.600	13.58	8.15	11.11	6.67	0.00	0.00	0.00	0.00	2.47	1.48
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			35.84			17.62		12.07		2.87		0.06		2.60
<b>Current Utilization</b>			35.80			13.58		11.11		0.00		0.00		2.47
<b>Underutilized ( 80% Rule)</b>			No			Yes		No		Yes		Yes		No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TCS4

TELECOM CUSTOMER SERVICES-PENN/OHIO

Job Group: 1

OFFICIALS AND MANAGERS

Total Employees: 129

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.39	0.00	0.000	20.64	0.00	14.00	0.00	2.36	0.00	0.24	0.00	3.99	0.00
Size of Unemployment Force	0.000	45.33	0.00	0.000	35.41	0.00	25.85	0.00	1.98	0.00	0.43	0.00	7.07	0.00
Work Force in Immediate L.A.	0.000	46.35	0.00	0.000	21.15	0.00	14.00	0.00	2.55	0.00	0.25	0.00	4.31	0.00
Requisite Skills in Immediate	0.050	48.35	2.42	0.050	18.23	0.91	13.30	0.67	1.90	0.10	0.19	0.01	2.81	0.14
Requisite Skills in Recruitment	0.050	48.35	2.42	0.050	18.23	0.91	13.30	0.67	1.90	0.10	0.19	0.01	2.81	0.14
Available in Organization	0.900	24.11	21.70	0.900	11.35	10.21	8.87	7.98	0.98	0.88	0.18	0.16	1.32	1.19
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A. Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			26.53			12.04		9.31		1.07		0.18		1.47
<b>Current Utilization</b>			38.76			15.50		14.73		0.78		0.00		0.00
<b>Underutilized ( 80% Rule)</b>			No			No		No		Yes		Yes		Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TCS4

TELECOM CUSTOMER SERVICES-PENN/OHIO

Job Group: 2

PROFESSIONALS

Total Employees: 407

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.37	0.00	0.000	20.70	0.00	13.89	0.00	2.37	0.00	0.26	0.00	4.13	0.00
Size of Unemployment Force	0.000	45.32	0.00	0.000	35.52	0.00	25.69	0.00	2.00	0.00	0.46	0.00	7.30	0.00
Work Force in Immediate L.A.	0.000	46.33	0.00	0.000	21.19	0.00	13.88	0.00	2.56	0.00	0.26	0.00	4.45	0.00
Requisite Skills in Immediate	0.075	76.56	5.74	0.075	21.59	1.62	15.53	1.16	2.22	0.17	0.34	0.03	3.45	0.26
Requisite Skills in Recruitment	0.075	76.56	5.74	0.075	21.59	1.62	15.53	1.16	2.22	0.17	0.34	0.03	3.45	0.26
Available in Organization	0.850	41.41	35.20	0.850	14.55	12.36	12.40	10.54	1.18	1.00	0.06	0.05	0.91	0.77
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A. Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			46.68			15.60		12.87		1.33		0.10		1.29
<b>Current Utilization</b>			40.29			14.74		10.81		1.97		0.25		1.72
<b>Underutilized ( 80% Rule)</b>			No			No		No		No		No		No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TCS4

TELECOM CUSTOMER SERVICES-PENN/OHIO

Job Group: 3

TECHNICIANS

Total Employees: 105

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.25	0.00	0.000	21.24	0.00	12.85	0.00	2.50	0.00	0.41	0.00	5.43	0.00
Size of Unemployment Force	0.000	45.23	0.00	0.000	36.55	0.00	24.10	0.00	2.12	0.00	0.82	0.00	9.43	0.00
Work Force in Immediate L.A.	0.000	46.13	0.00	0.000	21.49	0.00	12.65	0.00	2.65	0.00	0.39	0.00	5.74	0.00
Requisite Skills in Immediate	0.150	26.34	3.95	0.150	21.82	3.27	10.78	1.62	6.51	0.98	0.32	0.05	4.16	0.62
Requisite Skills in Recruitment	0.150	26.34	3.95	0.150	21.82	3.27	10.78	1.62	6.51	0.98	0.32	0.05	4.16	0.62
Available in Organization	0.700	33.07	23.15	0.700	12.46	8.72	10.38	7.27	0.73	0.51	0.16	0.11	1.19	0.83
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A. Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			31.05			15.26		10.50		2.47		0.21		2.08
<b>Current Utilization</b>			4.76			5.71		2.86		0.95		0.00		1.90
<b>Underutilized ( 80% Rule)</b>			Yes			Yes		Yes		Yes		Yes		No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TCS4

TELECOM CUSTOMER SERVICES-PENN/OHIO

Job Group: 4

SALES WORKERS

Total Employees: 99

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.07	0.00	0.000	22.08	0.00	11.23	0.00	2.70	0.00	0.64	0.00	7.45	0.00
Size of Unemployment Force	0.000	45.08	0.00	0.000	38.15	0.00	21.64	0.00	2.31	0.00	1.37	0.00	12.73	0.00
Work Force in Immediate L.A.	0.000	45.81	0.00	0.000	21.96	0.00	10.76	0.00	2.80	0.00	0.60	0.00	7.74	0.00
Requisite Skills in Immediate	0.150	49.87	7.48	0.150	11.51	1.73	4.38	0.66	1.94	0.29	0.53	0.08	4.57	0.69
Requisite Skills in Recruitment	0.150	49.87	7.48	0.150	11.51	1.73	4.38	0.66	1.94	0.29	0.53	0.08	4.57	0.69
Available in Organization	0.700	85.35	59.75	0.700	26.02	18.22	23.76	16.63	0.80	0.56	0.44	0.31	1.02	0.72
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A. Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			74.71			21.67		17.95		1.14		0.47		2.09
<b>Current Utilization</b>			81.82			22.22		21.21		1.01		0.00		0.00

Underutilized ( 80% Rule)

No

No

No

No

Yes

Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TCS4

TELECOM CUSTOMER SERVICES-PENN/OHIO

Job Group: 5

OFFICE AND CLERICAL

Total Employees: 342

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.36	0.00	0.000	20.74	0.00	13.81	0.00	2.38	0.00	0.27	0.00	4.23	0.00
Size of Unemployment Force	0.000	45.32	0.00	0.000	35.61	0.00	25.56	0.00	2.01	0.00	0.49	0.00	7.47	0.00
Work Force in Immediate L.A.	0.000	46.32	0.00	0.000	21.21	0.00	13.78	0.00	2.56	0.00	0.27	0.00	4.56	0.00
Requisite Skills in Immediate	0.250	72.02	18.00	0.250	24.23	6.06	18.05	4.51	1.91	0.48	0.21	0.05	3.99	1.00
Requisite Skills in Recruitment	0.250	72.02	18.00	0.250	24.23	6.06	18.05	4.51	1.91	0.48	0.21	0.05	3.99	1.00
Available in Organization	0.500	84.18	42.09	0.500	24.76	12.38	22.91	11.46	0.87	0.43	0.29	0.15	0.68	0.34
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			78.10			24.49		20.48		1.39		0.25		2.34
<b>Current Utilization</b>			88.89			29.82		26.32		0.58		0.88		2.05

Underutilized ( 80% Rule)

No

No

No

Yes

No

No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TCS4

TELECOM CUSTOMER SERVICES-PENN/OHIO

Job Group: 6

CRAFTWORKERS (SKILLED)

Total Employees: 848

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Weight</i>	<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>	
		<i>Avail</i>	<i>Ext</i>		<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.29	0.00	0.000	21.05	0.00	13.21	0.00	2.45	0.00	0.35	0.00	4.98	0.00
Size of Unemployment Force	0.000	45.26	0.00	0.000	36.19	0.00	24.65	0.00	2.08	0.00	0.70	0.00	8.69	0.00
Work Force in Immediate L.A.	0.000	46.20	0.00	0.000	21.38	0.00	13.08	0.00	2.62	0.00	0.35	0.00	5.29	0.00
Requisite Skills in Immediate	0.200	16.43	3.29	0.200	17.62	3.52	11.69	2.34	2.15	0.43	0.28	0.06	3.42	0.68
Requisite Skills in Recruitment	0.200	16.43	3.29	0.200	17.62	3.52	11.69	2.34	2.15	0.43	0.28	0.06	3.42	0.68
Available in Organization	0.600	12.93	7.76	0.600	6.19	3.71	4.03	2.42	0.12	0.07	0.73	0.44	1.32	0.79
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			14.33			10.76		7.09		0.93		0.55		2.16
<b>Current Utilization</b>			12.62			9.43		7.08		0.24		0.47		1.65

Underutilized ( 80% Rule)

No

No

No

Yes

No

Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: TCS4

TELECOM CUSTOMER SERVICES-PENN/OHIO

Job Group: 7

OPERATIVES (SEMI-SKILLED)

Total Employees: 204

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Weight</i>	<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>	
		<i>Avail</i>	<i>Ext</i>		<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.08	0.00	0.000	22.02	0.00	11.35	0.00	2.69	0.00	0.62	0.00	7.29	0.00
Size of Unemployment Force	0.000	45.09	0.00	0.000	38.03	0.00	21.83	0.00	2.30	0.00	1.32	0.00	12.48	0.00
Work Force in Immediate L.A.	0.000	45.83	0.00	0.000	21.93	0.00	10.90	0.00	2.79	0.00	0.59	0.00	7.59	0.00
Requisite Skills in Immediate	0.350	14.51	5.08	0.350	20.50	7.18	10.28	3.60	1.83	0.64	0.66	0.23	7.64	2.67
Requisite Skills in Recruitment	0.350	14.51	5.08	0.350	20.50	7.18	10.28	3.60	1.83	0.64	0.66	0.23	7.64	2.67
Available in Organization	0.300	13.24	3.97	0.300	2.94	0.88	0.98	0.29	0.00	0.00	0.98	0.29	0.98	0.29
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			14.13			15.23		7.49		1.28		0.76		5.64
<b>Current Utilization</b>			13.24			2.94		0.98		0.00		0.98		0.98
<b>Underutilized ( 80% Rule)</b>			No			Yes		Yes		Yes		No		Yes



**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: EAP4

TELECOM ENGINEERING AND PLANNING-PA/NJ

Job Group: 1

OFFICIALS AND MANAGERS

Total Employees: 136

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.050	44.82	2.24	0.050	16.90	0.84	12.22	0.61	1.93	0.10	0.17	0.01	2.55	0.13
Requisite Skills in Recruitment	0.050	44.82	2.24	0.050	16.90	0.84	12.22	0.61	1.93	0.10	0.17	0.01	2.55	0.13
Available in Organization	0.900	56.04	50.44	0.900	16.04	14.44	13.56	12.21	0.65	0.59	0.03	0.03	1.80	1.62
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A. Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			54.92			16.13		13.43		0.78		0.04		1.87
<b>Current Utilization</b>			41.91			11.03		9.56		0.00		0.00		1.47
<b>Underutilized ( 80% Rule)</b>			Yes			Yes		Yes		Yes		Yes		Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: EAP4

TELECOM ENGINEERING AND PLANNING-PA/NJ

Job Group: 2

PROFESSIONALS

Total Employees: 814

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.075	77.33	5.80	0.075	22.37	1.68	16.51	1.24	2.29	0.17	0.31	0.02	3.20	0.24
Requisite Skills in Recruitment	0.075	77.33	5.80	0.075	22.37	1.68	16.51	1.24	2.29	0.17	0.31	0.02	3.20	0.24
Available in Organization	0.850	48.98	41.64	0.850	16.77	14.25	13.79	11.73	0.87	0.74	0.04	0.03	2.06	1.75
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			53.23			17.61	14.20		1.08		0.08		2.24	
<b>Current Utilization</b>			23.83			9.95	6.51		1.35		0.12		1.97	
<b>Underutilized ( 80% Rule)</b>			Yes			Yes	Yes		No		No		No	

**2001 AFFIRMATIVE ACTION PLAN**  
**Utilization Analysis**  
**Analysis Data as of 01/10/2001**

Plan: EAP4

TELECOM ENGINEERING AND PLANNING-PA/NJ

Job Group: 3

TECHNICIANS

Total Employees: 399

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Weight</i>	<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>	
		<i>Avail</i>	<i>Ext</i>		<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.150	18.90	2.83	0.150	14.45	2.17	7.54	1.13	3.38	0.51	0.10	0.02	3.42	0.51
Requisite Skills in Recruitment	0.150	18.90	2.83	0.150	14.45	2.17	7.54	1.13	3.38	0.51	0.10	0.02	3.42	0.51
Available in Organization	0.700	79.22	55.45	0.700	21.59	15.11	19.09	13.36	0.63	0.44	0.00	0.00	1.87	1.31
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			61.12			19.45		15.63		1.45		0.03		2.34
<b>Current Utilization</b>			81.20			29.32		25.31		1.25		0.00		2.76
<b>Underutilized ( 80% Rule)</b>			No			No		No		No		Yes		No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: EAP4

TELECOM ENGINEERING AND PLANNING-PA/NJ

Job Group: 5

OFFICE AND CLERICAL

Total Employees: 219

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.250	78.14	19.54	0.250	26.37	6.59	19.85	4.96	2.31	0.58	0.17	0.04	3.97	0.99
Requisite Skills in Recruitment	0.250	78.14	19.54	0.250	26.37	6.59	19.85	4.96	2.31	0.58	0.17	0.04	3.97	0.99
Available in Organization	0.500	91.78	45.89	0.500	26.48	13.24	21.46	10.73	1.37	0.68	0.46	0.23	3.20	1.60
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			84.96			26.43		20.65		1.84		0.31		3.58
<b>Current Utilization</b>			91.78			26.48		21.46		1.37		0.46		3.20
<b>Underutilized ( 80% Rule)</b>			No			No		No		Yes		No		No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: EAP4

TELECOM ENGINEERING AND PLANNING-PA/NJ

Job Group: 6

CRAFTWORKERS (SKILLED)

Total Employees: 101

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Weight</i>	<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>	
		<i>Avail</i>	<i>Ext</i>		<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.200	72.35	14.47	0.200	26.93	5.39	21.58	4.32	2.38	0.48	0.18	0.04	2.79	0.56
Requisite Skills in Recruitment	0.200	72.35	14.47	0.200	26.93	5.39	21.58	4.32	2.38	0.48	0.18	0.04	2.79	0.56
Available in Organization	0.600	67.92	40.75	0.600	19.00	11.40	18.50	11.10	0.00	0.00	0.00	0.00	0.50	0.30
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A. Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			69.69			22.17		19.73		0.95		0.07		1.41
<b>Current Utilization</b>			77.23			13.86		12.87		0.00		0.00		0.99

Underutilized ( 80% Rule)

No

Yes

Yes

Yes

Yes

Yes

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: EAP4

TELECOM ENGINEERING AND PLANNING-PA/NJ

Job Group: 7

OPERATIVES (SEMI-SKILLED)

Total Employees: 29

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.350	37.10	12.99	0.350	27.65	9.68	20.55	7.19	2.26	0.79	0.21	0.07	4.55	1.59
Requisite Skills in Recruitment	0.350	37.10	12.99	0.350	27.65	9.68	20.55	7.19	2.26	0.79	0.21	0.07	4.55	1.59
Available in Organization	0.300	58.62	17.59	0.300	24.14	7.24	24.14	7.24	0.00	0.00	0.00	0.00	0.00	0.00
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A. Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			43.56			26.59		21.63		1.58		0.14		3.18
<b>Current Utilization</b>			58.62			24.14		24.14		0.00		0.00		0.00

Underutilized ( 80% Rule)

No

No

No

Yes

Yes

Yes

**2001 AFFIRMATIVE ACTION PLAN**  
**Utilization Analysis**  
**Analysis Data as of 01/10/2001**

Plan: NSG7

NETWORK SERVICES MID ATLANTIC

Job Group: 1

OFFICIALS AND MANAGERS

Total Employees: 549

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.28	0.00	2.32	0.00	0.20	0.00	3.64	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.27	0.00	1.95	0.00	0.33	0.00	6.50	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.33	0.00	2.52	0.00	0.21	0.00	3.97	0.00
Requisite Skills in Immediate	0.050	56.57	2.83	0.050	22.10	1.11	17.29	0.86	1.70	0.08	0.19	0.01	2.91	0.15
Requisite Skills in Recruitment	0.050	56.57	2.83	0.050	22.10	1.11	17.29	0.86	1.70	0.08	0.19	0.01	2.91	0.15
Available in Organization	0.900	25.12	22.61	0.900	16.07	14.47	11.93	10.73	1.37	1.23	0.03	0.03	2.75	2.47
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			28.26			16.68		12.46		1.40		0.05		2.76
<b>Current Utilization</b>			24.41			15.66		13.11		0.18		0.00		2.37

Underutilized ( 80% Rule)

No

No

No

Yes

Yes

No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: NSG7

NETWORK SERVICES MID ATLANTIC

Job Group: 2

PROFESSIONALS

Total Employees: 45

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>			<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>	
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.43	0.00	0.000	20.51	0.00	14.19	0.00	2.33	0.00	0.20	0.00	3.73	0.00
Size of Unemployment Force	0.000	45.31	0.00	0.000	35.12	0.00	26.09	0.00	1.97	0.00	0.33	0.00	6.66	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.06	0.00	14.23	0.00	2.53	0.00	0.21	0.00	4.04	0.00
Requisite Skills in Immediate	0.075	79.96	6.00	0.075	22.62	1.70	16.78	1.26	2.12	0.16	0.32	0.02	3.35	0.25
Requisite Skills in Recruitment	0.075	79.96	6.00	0.075	22.62	1.70	16.78	1.26	2.12	0.16	0.32	0.02	3.35	0.25
Available in Organization	0.850	24.21	20.58	0.850	15.42	13.11	10.42	8.86	1.68	1.43	0.00	0.00	3.32	2.82
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			32.57			16.50		11.37		1.75		0.05		3.33
<b>Current Utilization</b>			22.22			15.56		6.67		4.44		0.00		4.44

Underutilized ( 80% Rule)

Yes

No

Yes

No

Yes

No



**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: NSG7

NETWORK SERVICES MID ATLANTIC

Job Group: 3

TECHNICIANS

Total Employees: 950

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.150	33.50	5.02	0.150	23.70	3.56	13.20	1.98	7.51	1.13	0.16	0.02	2.80	0.42
Requisite Skills in Recruitment	0.150	33.50	5.02	0.150	23.70	3.56	13.20	1.98	7.51	1.13	0.16	0.02	2.80	0.42
Available in Organization	0.700	26.92	18.84	0.700	16.54	11.58	13.96	9.77	0.42	0.30	0.07	0.05	2.09	1.46
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A. Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			28.89			18.69		13.74		2.55		0.09		2.30
<b>Current Utilization</b>			26.00			15.05		11.47		0.42		0.00		3.16

Underutilized ( 80% Rule)

No

No

No

Yes

Yes

No

**2001 AFFIRMATIVE ACTION PLAN  
Utilization Analysis  
Analysis Data as of 01/10/2001**

Plan: NSG7

NETWORK SERVICES MID ATLANTIC

Job Group: 5

OFFICE AND CLERICAL

Total Employees: 535

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Weight</i>	<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>	
		<i>Avail</i>	<i>Ext</i>		<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.250	71.76	17.94	0.250	22.92	5.73	17.63	4.41	2.02	0.51	0.22	0.05	3.00	0.75
Requisite Skills in Recruitment	0.250	71.76	17.94	0.250	22.92	5.73	17.63	4.41	2.02	0.51	0.22	0.05	3.00	0.75
Available in Organization	0.500	93.08	46.54	0.500	38.13	19.07	35.70	17.85	0.75	0.37	0.19	0.09	1.50	0.75
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			82.42			30.52		26.66		1.39		0.20		2.25
<b>Current Utilization</b>			93.08			38.13		35.70		0.75		0.19		1.50
<b>Underutilized ( 80% Rule)</b>			No			No		No		Yes		No		Yes

**2001 AFFIRMATIVE ACTION PLAN**  
**Utilization Analysis**  
**Analysis Data as of 01/10/2001**

Plan: NSG7

NETWORK SERVICES MID ATLANTIC

Job Group: 6

CRAFTWORKERS (SKILLED)

Total Employees: 3,057

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.200	27.11	5.42	0.200	19.43	3.89	13.51	2.70	3.28	0.66	0.14	0.03	2.45	0.49
Requisite Skills in Recruitment	0.200	27.11	5.42	0.200	19.43	3.89	13.51	2.70	3.28	0.66	0.14	0.03	2.45	0.49
Available in Organization	0.600	55.59	33.35	0.600	9.01	5.41	8.23	4.94	0.21	0.13	0.07	0.04	0.51	0.30
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			44.19			13.18		10.34		1.44		0.10		1.28
<b>Current Utilization</b>			27.84			18.02		16.45		0.43		0.13		1.01
<b>Underutilized ( 80% Rule)</b>			Yes			No		No		Yes		No		Yes

**2001 AFFIRMATIVE ACTION PLAN**  
**Utilization Analysis**  
**Analysis Data as of 01/10/2001**

Plan: NSG7

NETWORK SERVICES MID ATLANTIC

Job Group: 7

OPERATIVES (SEMI-SKILLED)

Total Employees: 6

<i>Factor</i>	<i>Weight</i>	<i>Total Female</i>		<i>Total Minorities</i>		<i>Black</i>		<i>Asian</i>		<i>Native American</i>		<i>Hispanic</i>		
		<i>Avail</i>	<i>Ext</i>	<i>Weight</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>	<i>Avail</i>	<i>Ext</i>
Population in Labor Area	0.000	52.42	0.00	0.000	20.49	0.00	14.29	0.00	2.32	0.00	0.20	0.00	3.63	0.00
Size of Unemployment Force	0.000	45.36	0.00	0.000	35.13	0.00	26.29	0.00	1.95	0.00	0.33	0.00	6.49	0.00
Work Force in Immediate L.A.	0.000	46.41	0.00	0.000	21.07	0.00	14.34	0.00	2.52	0.00	0.21	0.00	3.96	0.00
Requisite Skills in Immediate	0.350	37.10	12.99	0.350	27.65	9.68	20.55	7.19	2.26	0.79	0.21	0.07	4.55	1.59
Requisite Skills in Recruitment	0.350	37.10	12.99	0.350	27.65	9.68	20.55	7.19	2.26	0.79	0.21	0.07	4.55	1.59
Available in Organization	0.300	83.33	25.00	0.300	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Training Institutions	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
In-House Training	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Seeking Employment in L.A.	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicable	0.000	0.00	0.00	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Weighted Availability</b>			50.97			19.35		14.38		1.58		0.14		3.18
<b>Current Utilization</b>			83.33			0.00		0.00		0.00		0.00		0.00
<b>Underutilized ( 80% Rule)</b>			No			Yes		Yes		Yes		Yes		Yes

**RECRUITING**

## **Recruiting:**

*Instructions: Describe the Company's Affirmative Action recruiting strategies. Recruiting means those activities the company interprets as recruiting. No attempt is made to orchestrate a consistent definition of the term, as there may be different understandings of what "recruiting" means. The description will define each company's understanding and interpretation of the term.*

## **VERIZON's Response:**

VERIZON has various programs that are designed to promote awareness of career opportunities within the Company. Staffing personnel and representatives from the EEO/AA Compliance department of Human Resources maintain liaisons with organizations that refer women and minority applicants. Position evaluations are reviewed to ensure that actual job related criteria are applied; thorough analysis of position descriptions are conducted to ensure that they accurately reflect position functions and are consistent for the same position from one location to another. These analyses include review of academic experience and skills requirements to avoid inadvertent discrimination. All personnel involved in the recruiting, screening, selection, promotion, disciplinary, and related processes are counseled regarding the current equal employment opportunity laws as a further effort to ensure elimination of bias in all personnel action.

VERIZON has a New Recruit Development program that is able to attract women and minority talent through colleges and universities. Through this program, the Company has shown a steady increase in women and minorities new recruit placements. Our affirmative action recruitment strategy has been to focus on historically minority institutions, as well as institutions that have a high minority population. We also have an aggressive schedule for participating in Diversity Career Fairs to recruit high level women and minority candidates.

The Department of Labor Equal Employment Opportunity Commission recognized VERIZON as having a "Best Practice" in Recruitment and Hiring.

**ADVERTISING**

**Advertising:**

*Instructions: Include in this section the company's efforts to utilize advertising in its Affirmative Action efforts, if any. Some companies rely solely on regular institutional advertising and are able to produce results. If this is the case, indicate so. Be sure to include all activities the company includes under the term "advertising."*

**VERIZON's Response:**

VERIZON utilizes Affirmative Action in its advertising recruitment strategies. Advertisements for employment are placed in the major news media, as well as other news media, unless proven to have no recruiting value. All solicitations and advertisements relating to job openings in this establishment contain the phrase, "Equal Opportunity Employer." Women and minority employees are included in pictorially depicted work situations for company publications, advertisements, recruiting brochures, and annual statements.

We have also developed an advertisement campaign called "The Faces of VERIZON," and we utilize this campaign in all recruitment fairs. See attached examples.



# TRAINING

## **Training:**

*Instructions: Describe all the training the company undertakes that has some impact upon its Affirmative Action results. This would include, but not limited to, supervisory training, diversity training, sexual harassment training, educational assistance, mentoring programs, employee access to training, and conflict resolution training. Again, a great deal of liberty to express positive aspects of the company's training effort is provided.*

## **VERIZON's Response:**

VERIZON regards itself as having a position of leadership in the demanding and dynamic field of telecommunications. This position is directly related to continuing education and updating the skill level of our employees. A variety of education programs that are administered without regard to race, color, religion, sex, national origin, or age, such as tuition reimbursement, internal management training classes, cross-functional development, and sit-in assignments that are designed to improve professional and administrative skills. There are a multitude of training classes that are available to employees, including supervisory training, sexual harassment, and diversity training.

During 1999, VERIZON produced its own Sexual Harassment prevention video to be seen by all current employees.

**PROMOTION**

**Promotion:**

*Describe the promotion efforts that produce Affirmative Action results for the company. This information should include what the company considers a promotion. No attempt is made here to define what a particular company should consider a promotion, as this may vary from organization to organization. You may want to also include in narrative the impact of promotions upon the results reported in Part 1 – Workforce Composition.*

**VERIZON's Response:**

Promotions in VERIZON are made without regard to race, gender, age, religion, national origin, ancestry, marital status, veteran, or disability status.

Leadership Development is the process used to identify and develop employees with the potential to advance and successfully perform in the key functional and general management positions within the organization. During each Leadership Development session, one of the key areas for concentrated discussion is regarding women and minority nominees for accelerated development. Lists of candidates selected for key management development training courses are reviewed and monitored to ensure representation by women and minorities.

VERIZON has recently been featured in several minority publications announcing minority placements into top executive management.

# RETENTION

**Retention:**

*Describe the company's retention efforts that produce Affirmative Action results. These may not be different from other retention efforts. Nevertheless, they should be described here. No attempt is made here to strike a definition of "retention" or suggest what is considered part of a retention program, since organizations undertake efforts in response to their individual environments and internal concerns.*

**VERIZON's Response:**

VERIZON has a diversity plan and initiatives in place that are focused toward creating an environment where everyone is valued, thereby contributing and benefiting from their experiences.

There are also in place work and family policies/programs that address Work/Life Balance which includes services to assist our diverse employee population.

VERIZON has established five (5) Employee Resource Groups. In general, an Employee Resource Group is a group of individuals working together to meet a common goal, through networking, communication, and teamwork.

It is impossible to isolate life experiences outside of work from your worklife. Accordingly, these groups can provide a vehicle to help create an environment that fosters full utilization of each employee's talents, helps develop professional skills, and provides a unique perspective to VERIZON on various issues.

**VERIZON  
PENNSYLVANIA  
PROCUREMENT  
DIVERSITY REPORT**

As of December 31, 2000

<b>EXPENDITURES</b>	<b>TOTAL COMPANY PROCUREMENT (\$)</b>	<b>MBE (\$)</b>	<b>% TOTAL (%)</b>	<b>WBE (\$)</b>	<b>% TOTAL (%)</b>	<b>M/WBE (\$)</b>	<b>% TOTAL (%)</b>	<b>DBE (\$)</b>	<b>%TOTAL (%)</b>	<b>M/W/DBE (\$)</b>	<b>% TOTAL (%)</b>
<b>DIRECT</b>	\$73,920,549	\$5,202,656	7.04%	\$1,969,723	2.66%	\$7,172,379	9.70%	\$0	0.00	\$7,172,379	9.70%
<b>SUBCONTRACTING</b>	\$0	\$0	0%	\$0	0.00%	\$0	0.00%	\$0	0.00	\$0	0.00%
<b>TOTAL</b>	\$73,920,549	\$5,202,656	7.04%	\$1,969,723	2.66%	\$7,172,379	9.70%	0	0.00	\$7,172,379	9.70%

## **NARRATIVE ON M/W/DBE EFFORTS**

### **INTRODUCTION:**

Verizon recognizes the importance of a diversified supplier base in its vision of becoming “our customer’s first choice in telecommunications and information technology”. Minority, women, and disabled veteran enterprises (MWDVEs) are important customers and suppliers to Verizon. As such, Verizon is committed to meeting and supporting the economic development objectives of the community and in the area of supplier diversity, Verizon is committed to including and utilizing these business enterprises as partners and suppliers to our business.

### **INTERNAL EFFORTS:**

Within Verizon Communications Corporation, Supplier Diversity is a recognized management strategy, not a program. There is an operational understanding of Supplier diversity’s critical importance as a business issue to achievements of Verizon’s business objectives with people of color. Executive management is highly visible externally and readily accessible internally to the Supplier Diversity staff. The Supplier Diversity staff includes two directors and a staff of 17 employees nationally 100% dedicated to Supplier Diversity.

Annual minority, women and service disabled veteran-owned business enterprises (MWDBE) inclusion objectives have been incorporated into the executive management objectives; meeting these objectives directly impacts the potential bonus received by all management employees. Regional supplier diversity representatives have direct access to Regional Presidents as executive support in achieving regional objectives. Additionally, eligibility for monetary discretionary and other awards is available to the Verizon employee base.

Inclusion of Minority, Women and Disabled Veteran Business Enterprises (MWDVEs) is standard in the Verizon procurement policies and procedures. Verizon is committed to extending participation opportunities to MWDVEs for those products, services, and supplies it procures for which there are eligible MWDVE suppliers.



## **NARRATIVE ON M/W/DBE EFFORTS**

### **INTERNAL EFFORTS: (cont.)**

The Supplier Diversity organization's prime responsibilities include:

- Qualifying and identifying a pool of qualified, certified MWDVE suppliers accessible to Verizon end users and buyers.
- Outreach activities with MWDVEs and related organizations (NMSDC, WBENC, etc..)
- In-reach, advocacy, and educational programs with Verizon business units and cross-functional organizations.
- Tracking and reporting of MWDVE expenditures.
  - The Verizon "Best in Class" tracking and reporting system has the ability to track and report MWDVE expenditures by product/ service, ethnic classification, gender, dollars and percents and does so monthly. Additionally, Verizon tracks MWDVE expenditures by departmental budget center down to the invoice level. The monthly results are reviewed with executive management to measure actual performance against established objectives and to identify additional inclusion opportunities.
  - A national Supplier Diversity Council has been established with multiple Verizon business unit representation.
  - The Verizon Supplier Guide was ranked as one of the Top 10 by "Purchasing Magazine" in a recent competition. The Verizon Supplier Guide provides critical information to a supplier on Verizon's qualification process. The guide also details Verizon's Supplier Diversity initiative and linkage to our market strategy.
  - Supplier Diversity training is delivered to the Corporate Sourcing staff.
  - Educational sessions on Supplier Diversity are conducted with cross-functional end users and process owners.

## **NARRATIVE ON M/W/DBE EFFORTS**

### **INTERNAL EFFORTS: (cont.)**

- Verizon has a Supplier Diversity Intranet web site which makes critical information available to end users, process owners and budget center owners on a real time basis. Such information includes:
  - A directory with brief profiles as well as contact information;
  - national and regional internal supplier diversity contacts; and
  - a schedule of national and regional Supplier Diversity outreach events.

### **EXTERNAL EFFORTS:**

Through its Corporate Sourcing and External Affairs departments, Verizon continues to cultivate the outside marketplace to generate leads and recruit new and innovative diversified suppliers by sponsoring and participating in trade shows, seminars and conferences. Verizon also works with minority supplier development councils, trade associations and individual suppliers.

### **SUBCONTRACTING EFFORTS:**

Verizon continues to encourage its prime suppliers to utilize quality minority, women, and disabled veteran business enterprises in the fulfillment of Verizon related business.

The Verizon request for proposal (RFP) process has been modified to require a separate written proposal for minority business inclusion for those RFPs with dollar values exceeding \$500,000 for products and services.