



The Voice of Your Customer

2516 Park Avenue - Cincinnati, OH 45206 (513) 281-3228

info@thevoiceofyourcustomer.com - www.thevoiceofyourcustomer.com

Affirmative Action Program

EEO Recruitment and Sub-Contracting Strategies

Strategy: The Voice of Your Customer will make a good faith effort to recruit a diverse group of employees and provide equal opportunity for minorities, women and disabled persons to become competitive in state contracting opportunities. The Voice of Your Customer will advertise positions in media outlets that will provide information and access to the underserved populations.

EEO Selection Strategies

Strategy: The Voice of Your Customer will utilize procedures, processes and techniques that are fair and do not have an adverse impact on minorities, women or disabled persons. Perspective employees will not be excluded from the hiring process due to race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years old or more), or veteran status.

EEO Placement/Orientation

Strategy: The Voice of Your Customer will provide newly hired employees with basic employment information during the first couple weeks on the job. New employee position descriptions, fringe benefits information, policies, procedures, and EEO are a few of the topics, which should be covered. Employees will not be denied fringe benefits and or opportunities for promotion based on race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years old or more), or veteran status.

EEO Performance Evaluation

Strategy: The Voice of Your Customer will evaluate the performance of their employees on an annual basis. It should provide the necessary supervisory feedback to identify areas to be improved as well as to reinforce those activities that meet or exceed standards. Performance appraisal will be evaluated without regard to race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years old or more), or veteran status.

EEO Training Strategies

Strategy: The Voice of Your Customer will attempt to diversify workforce by utilizing training and apprenticeship programs with diverse participants. Training and apprenticeship programs can increase the number of qualified minorities, women, disabled persons and veterans available for job placement.



Do you offer EXCEPTIONAL customer experiences...or simply good products and services? 1

EEO Discipline Strategies

Strategy: The Voice of Your Customer will set clear disciplinary standards and warn of consequences for non-compliance. Discipline will be designed to rehabilitate employees who choose to correct their behavior as well as justify the termination of those who do not. The employer will not mistreat or unfairly discipline an employee based on race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years old or more), or veteran status.

EEO Separation Strategies/Exit Interviews

Strategy: The Voice of Your Customer will conduct exit interviews as a problem-solving tool in an attempt to reveal employee turnover. Exit interviews can provide the organization with information about how to correct the causes of discontent and reduce the costly problem of employee turnover.

EEO Monitoring Strategies

Strategy: The Voice of Your Customer will ensure Human Resources managers and supervisors understand this plan and hold managers and supervisors accountable for the effective implementation of this plan.

Minority Business Enterprise Solicitation Strategies

Strategy: The Voice of Your Customer will make a good faith effort to solicit business from certified minority owned businesses (MBE). The Voice of Your Customer will utilize the State of Ohio, Equal Opportunity Division's webpage to access certified MBEs.
<http://das.ohio.gov/Eod/MBESearch/index.asp>

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