

Policy #: 2.29  
Title: Equal Opportunity Policy  
Approved By: General Manager

Date Issued: 04/01/1979  
Date Revised: 09/15/2010  
Date Reviewed: 09/15/2010

## REAFFIRMATION OF EQUAL OPPORTUNITY POLICY

For many years, City Utilities has been among the leaders in offering equal employment opportunity to all without regard to race, color, religion, gender, ancestry, national origin, disability, age, veteran status or marital status. It is our established policy, which I strongly reaffirm, to fulfill our equal employment opportunity commitment in all areas, including recruitment, hiring, upgrading, compensation, and other benefits in all company-sponsored training, education, and social programs, and to provide full and equal use and enjoyment of its facilities and services without discrimination or segregation on the grounds of race, color, religion, gender, ancestry, national origin, disability, age, veteran status or marital status.

It is the policy of City Utilities of Springfield, Missouri, to offer equal employment opportunity to individuals without regard to race, color, religion, gender, ancestry, national origin, disability, age, veteran status or marital status. We are not merely committed to this policy because it is required of government contractors, but because it is the only one that is consistent with good business practice.

Discriminatory employment practices are economically wasteful as well as unjust. To deny a person's contribution to our Utility's efforts, simply because that person is a member of a minority group, female, disabled, or veteran status<sup>1</sup>, is an injustice not only to the individual but to the Utility as well. The pressure of competition makes it imperative that we find and keep qualified people; therefore, job related ability continues to be the only criteria for employment, and on-the-job performance is the only factor considered in promotion.

Each year City Utilities develops specific affirmative action goals to advance the employment and promotion of females and minorities. City Utilities' long-term objective is to achieve a level of minority and female participation in all job categories of our workforce comparable to their availability in the labor market.

Each manager and supervisor is responsible for implementing plans and programs designed to increase the participation of minorities and females in those occupations where they are currently underutilized. The results achieved in these programs are reviewed by the General Manager and management on a regular basis.

All personnel actions, such as compensation, benefits, transfers, layoffs, returns from layoffs, company-sponsored training, education, tuition assistance, and social and recreational programs, are administered without regard to race, color, religion, gender, ancestry, national origin, disability, age, veteran status or marital status.

No employee of City Utilities shall promote, remove or reduce any other employee, or promise or threaten to do so, for withholding or refusing to make any contribution for any political party or purpose, or for refusal to render any political service, and shall not directly or indirectly attempt to coerce, command or advise any employee to make any contribution or render any service. No questions in any examination shall relate to political or religious opinions or affiliations, and no appointment, transfer, layoff, promotion, reduction, suspension or removal shall be affected or influenced by such opinions or affiliations. No persons shall make any false statement, certificate, mark, rating or report with regard to any application, test, certification or appointment or in any manner commit or attempt to commit any fraud preventing the impartial execution of the Human Resources' system. No person shall, directly or indirectly, give, render, pay, offer, solicit or accept any money, service or other valuable consideration for or on account of any appointment, proposed

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<sup>1</sup> "Veteran Status" means status as a Recently Separated Veteran, Special Disabled Veteran, Veteran of the Vietnam Era, Armed Forces Service Medal Veterans, or Other Protected Veteran as defined by federal law.

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appointment, promotion or proposed promotion to, or any advantage in, a position in the service of City Utilities.

City Utilities has adopted a policy to more fully describe accommodations under The Americans with Disabilities Act (ADA). Please see Policy# 2.19.

Any employee and/or applicant that believes he or she has been a subject of discrimination on the basis of race, color, religion, gender, ancestry, national origin, disability, age, veteran status or marital status should contact his or her supervisor or the Director - Human Resources and Administration (831-8761) immediately. If the employee does not feel comfortable reporting the incident to either his or her supervisor or to the Director - Human Resources and Administration, he or she may report the incident to the Legal Department (831-8604). If for any reason these reporting options do not provide appropriate confidentiality, this policy authorizes an independent third-party vendor to provide a reporting hotline available 24 hours a day/7 days a week. This hotline accepts reports via a toll free phone number (866-294-5598) or the internet ([www.ethicspoint.com](http://www.ethicspoint.com)). Absent extenuating circumstances, an investigation will begin within one business day following the report. Retaliation of any kind against an employee for registering a discrimination and/or harassment complaint is prohibited.

We require all levels of management and supervisors to carry out these policies.

#### INVITATION

#### APPENDIX A

This employer is a government contractor subject to Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974, which requires government contractors to take affirmative action to employ and advance in employment, qualified, disabled veterans and veterans of the Vietnam era. If you are a disabled veteran covered by this program and would like to be considered under the Affirmative Action Program, please tell us. This information is voluntary and refusal to provide it will not subject you to discharge or disciplinary treatment.

Information obtained concerning individuals shall be kept confidential, except that (i) supervisors and managers may be informed regarding restrictions on the work or duties of disabled veterans and regarding necessary accommodations, and (ii) first aid personnel may be informed, when and to the extent appropriate, if the condition might require emergency treatment.

In order to assure proper placement of all employees, we do request that you answer the following question: If you have a disability which might affect your performance or create a hazard to yourself or others in connection with the job for which you are applying, please state the following: (1) the skills and procedures you use or intend to use to perform the job notwithstanding the disability, and (2) the accommodations we could make which would enable you to perform the job properly and safely, including special equipment, changes in the physical layout of the job, elimination of certain duties relating to the job, or other accommodations.

#### INVITATION

#### APPENDIX B

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This employer is a government contractor subject to Section 503 of the Rehabilitation Act of 1973, which requires government contractors to take affirmative action to employ and advance in employment, qualified disabled individuals. If you have such a disability and would like to be considered under the Affirmative Action Program, please tell us. Submission of this information is voluntary and refusal to provide it will not subject you to discharge or disciplinary treatment.

Information obtained concerning individuals shall be kept confidential, except that (i) supervisors and managers may be informed regarding restrictions on the work or duties of disabled individuals, and regarding necessary accommodations, (ii) first aid and safety personnel may be informed, when and to the extent appropriate, if the condition might require emergency treatment, and (iii) government officials investigating compliance with the Act shall be informed.

If you are disabled, we would like to include you under the Affirmative Action Program. It would assist us if you tell us about (1) any special methods, skills and procedures which qualify you for positions that you might not otherwise be able to do because of your disability, so that you will be considered for any positions of that kind, and (2) the accommodations which we could make which would enable you to perform the job properly and safely, including special equipment, changes in the physical layout of the job, elimination of certain duties relating to the job, or other accommodations.

## APPENDIX C

### LIMITED ENGLISH PROFICIENCY PLAN

City Utilities shall provide at no cost accurate and timely language assistance and effective communication to Limited English Proficiency (LEP) persons. These language services will be provided to current and prospective employees and other interested persons to ensure them equal access to our Utility.

Upon request the Utility will provide appropriate alternative non-English formats for persons with limited proficiency in English, including City Utilities' Employment Application. Oral translation services may be provided by a bilingual staff employee. If a staff employee is unavailable or there is none for a particular language, arrangements shall be made with a contractual provider of services or a volunteer interpreter.

Requests for alternative language format should be made to the Employment Office, 301 E Central, P.O. Box 551, Springfield, MO 65801-0551, (417) 831-8460, or [employment@cityutilities.net](mailto:employment@cityutilities.net).

To ensure appropriate employees understand the LEP plan, training will be provided.

Our Equal Opportunity and discrimination complaint reporting procedures are posted in each facility. Complaints of discrimination will be handled as outlined by current policy.

## POLICY BULLETIN

### TO ALL CITY UTILITIES' EMPLOYEES AND APPLICANTS:

For many years, City Utilities has been among the leaders in offering equal employment opportunity to all without regard to race, color, religion, gender, ancestry, national origin, disability, age, veteran status or marital status. It is our established policy, which we strongly reaffirm, to fulfill our equal employment opportunity commitment in all areas, including recruitment, hiring, upgrading, compensation, and other benefits in all company-sponsored training, education, and social programs.

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Employees and applicants are protected from coercion, intimidation, interference, or discrimination for filing a complaint or assisting in an investigation under the Act.

Any employee and/or applicant that believes he or she has been a subject of discrimination on the basis of race, color, religion, gender, national origin, disability, age, veteran status or marital status should contact his or her supervisor or the Director – Human Resources and Administration (831-8761) immediately. If the employee does not feel comfortable reporting the incident to either his or her supervisor or to the Director – Human Resources and Administration, he or she may report the incident to the Legal Department (831-8604). If for any reason these reporting options do not provide appropriate confidentiality, this policy authorizes an independent third-party vendor to provide a reporting hotline available 24 hours a day/7 days a week. This hotline accepts reports via a toll free phone number (866-294-5598) or the internet ([www.ethicspoint.com](http://www.ethicspoint.com)). Absent extenuating circumstances, an investigation will begin within one business day following the report. Retaliation of any kind against an employee for registering a discrimination and/or harassment complaint is prohibited.

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#### NOTICE

City Utilities renews its Affirmative Action Program each year and it may be reviewed at 301 East Central between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday.

Questions concerning Equal Employment Opportunity should be referred to the Equal Employment Opportunity Coordinator for City Utilities located at the above address.