

Federal Communications Commission Washington, D.C. 20554  <p style="text-align: center;"><b>FCC 396-C</b></p>	OMB 3060-1033 September 2003	FOR FCC USE ONLY
<p><b>Multi-Channel Video Program Distributor EEO Program Annual Report</b></p> <p>Read INSTRUCTIONS Before Filling Out Form</p>		FOR COMMISSION USE ONLY FILE NO. - 20100930AUQ

**SECTION I IDENTIFYING INFORMATION**

A. Name of Operator: COMCAST CORPORATION		
MSO Name: COMCAST CABLE COMMUNICATIONS, LLC		
B. Employment Unit's Mailing Address 1701 JFK BLVD. MIDWEST DIVISION		
City PHILADELPHIA	State PA	Zip Code 19102-
FCC Registration Number: 0011612017		
Emp. Unit ID # 12148		

**Application Purpose**

New Program Report  
 Amendment to Program Report

Supplemental Investigation Sheet (SIS) Attached

C. County and State in which unit's employment office is located  
 LOGAN, IL

D. Category of Respondent (check applicable box)

Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V  
 Six (6) or more full-time employees during the selected payroll period: Complete ALL sections of the Form 396-C and the Supplemental Investigation Sheet, if attached

E. Pay Period Covered by this Report (inclusive dates) 8/22/10 TO 9/4/10

F. Attachments: (See "Exhibit" buttons, below.)

**SECTION II COMMUNITY INFORMATION**

System Communities Comprising Local Employment Unit			
Ident No.	Name of Community	Location (State)	Type
Review the list of communities served on the previous year's submission and attach as [Exhibit 1] Exhibit A any additions or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.			

**SECTION III EEO POLICY AND PROGRAM REQUIREMENTS**

Check YES or NO to each of the following questions. If answer to any question below is NO, attach as Exhibit B an explanation.  
 [Exhibit 2]

1.	Have you complied with the outreach provisions of the FCC's MPVD Equal Employment Opportunity Rule, 47 C.F.R. Section 76.75(b), during the twelve month period prior to filing this form?	<input checked="" type="radio"/> Yes <input type="radio"/> No
2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	<input checked="" type="radio"/> Yes <input type="radio"/> No
3.	Do you contact organizations, media, educational institutions, and other potential sources of applicants for referrals whenever job vacancies are available in your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	<input checked="" type="radio"/> Yes <input type="radio"/> No
5.	To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
6.	Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program?	<input checked="" type="radio"/> Yes <input type="radio"/> No
7.	Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance?	<input checked="" type="radio"/> Yes <input type="radio"/> No
8.	Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions?	<input checked="" type="radio"/> Yes <input type="radio"/> No
9.	Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility?	<input checked="" type="radio"/> Yes <input type="radio"/> No

**SECTION IV ADDITIONAL INFORMATION**

You may provide as Exhibit C any additional information that you believe might be useful in evaluating your efforts to comply with the Commission's EEO provisions. There is no requirement to provide additional data or information.

[Exhibit 3]

**SECTION V CERTIFICATION**

This report must be certified as follows:

- A. By the individual owning the reporting system if individually owned;
- B. By a partner, if a partnership; or
- C. By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed	Title SVP HR & ORGANIZATIONAL EFFECTIVENESS
Date 9/30/2010	Name of Respondent KERRI ST. JEAN
Telephone No. (include area code) 6036951508	

WILLFUL FALSE STATEMENTS ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001),

AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. CODE, TITLE 47, SECTION 312(a)(1)), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

## FORM FCC 396-C - SUPPLEMENTAL INVESTIGATION SHEET

### Part I Employee Job Descriptions

Give brief job descriptions for employees in the job categories specified below. The number specified in the box indicates the number of different job descriptions that are to be submitted for each category. Job descriptions should include the position title and a brief description of the major duties and responsibilities of the individual(s) in the position.

1. Officials and Managers	<input style="width: 40px; height: 20px;" type="text"/>	[Exhibit 4]
2. Professionals	<input style="width: 40px; height: 20px;" type="text"/>	[Exhibit 5]
3. Technicians	<input style="width: 40px; height: 20px;" type="text"/>	[Exhibit 6]
4. Sales Workers	<input style="width: 40px; height: 20px; text-align: center; border: 1px solid black;" type="text" value="3"/>	[Exhibit 7]
5. Office and Clerical	<input style="width: 40px; height: 20px;" type="text"/>	[Exhibit 8]
6. Craft Workers (skilled)	<input style="width: 40px; height: 20px;" type="text"/>	[Exhibit 9]
7. Operatives (semi-skilled)	<input style="width: 40px; height: 20px;" type="text"/>	[Exhibit 10]
8. Laborers (unskilled)	<input style="width: 40px; height: 20px;" type="text"/>	[Exhibit 11]
9. Service Workers	<input style="width: 40px; height: 20px;" type="text"/>	[Exhibit 12]

### Part II Inquiries Concerning EEO Program and Practices

Submit responses to the inquiries indicated by a "check" Responses should be brief, but must provide sufficient information to describe the employment unit's activity and efforts in the area of inquiry.

1.  Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b). [Exhibit 13]
2.  Describe the employment unit's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business. [Exhibit 14]
3.  Name the minority organizations, organizations for women, media, educational institutions, and other recruitment sources used to attract minority and female applicants whenever job vacancies become available. [Exhibit 15]
4.  Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility. [Exhibit 16]
5.  Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts. [Exhibit 17]
6.  Report the findings of the employment unit's analysis of its efforts to recruit, hire and promote in a nondiscriminatory manner and explain any difficulties encountered in implementing its EEO program. [Exhibit 18]
7.  Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance. [Exhibit 19]
8.  Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices. [Exhibit 20]
9.  Other Inquiries: [Exhibit 21]

### Part III EEO Public File Report

Attach a copy of the EEO public file report from the previous year. Cable entities are required to place annually such information as is required by 47 C.F.R. Section 76.1702 in their public files.

[Exhibit 22]

<b>EMP UNIT ID:</b> 12148	<b>MSO NAME:</b> COMCAST CABLE COMMUNICATIONS, LLC
	<b>OPR NAME:</b> COMCAST CORPORATION

Approved by OMB  
3060-1033

**Exhibits**

**Exhibit 7**

**Description:** 12148 - PART I EMPLOYEE JOB DESCRIPTIONS

12148 - PART I EMPLOYEE JOB DESCRIPTIONS

**Attachment 7**

Description
<a href="#">12148 - Part I Employee Job Descriptions</a>

**Exhibit 16**

**Description:** 12148 - PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES

12148 - PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES

**Attachment 16**

Description
<a href="#">12148 - PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES</a>

**Exhibit 19**

**Description:** PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES

PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES

**Attachment 19**

Description
<a href="#">Part II Inquiries Concerning EEO Program and Practices</a>

**Exhibit 20**

**Description:** PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES

PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES

**Attachment 20**

Description

[Part II Inquiries Concerning EEO Program and Practices](#)

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**Exhibit 22**

**Description:** 12148 - PART III EEO PUBLIC FILE REPORT

12148 - PART III EEO PUBLIC FILE REPORT

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**Attachment 22**

Description
<a href="#">12148 - PART III EEO PUBLIC FILE REPORT</a>

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Comcast Cable Communications, Inc.  
Public File & General Recruitment Report  
Reporting Period: 09/01/2009 to 08/31/2010  
FCC Unit # 12148

*This unit did not fill any full-time vacancies during this reporting period. It did complete the following Supplemental Recruitment Initiatives pursuant to 47 C.F.R. § 76.75(b)(2).*

Recruiting Event	Sponsor	Date	System Personnel Involved
Job Fair	Decatur Herald & Review	9/16/2009	Talent Acquisition - Recruiter
Job Fair	33rd Brigade Career & Reintegration Fair	1/23/2010	Talent Acquisition - Recruiter
Job Fair	Careers 2010 Workforce Network Spring Career Fair	3/31/2010	Talent Acquisition - Recruiter
Job Fair	The Greater Springfield Career & Job Fair	4/8/2010	Talent Acquisition - Recruiter
Job Fair	DACC Career Connections	4/14/2010	Talent Acquisition - Recruiter
Job Fair	ICC Career Works 2010	4/21/2010	Talent Acquisition - Recruiter

**2010 SIS RESPONSE**

**UNIT # 12148**

**LOGAN, ILLINOIS**

**Part I – Job Descriptions for “Sales Workers” category**

This employment unit does not hire employees in the Sales Worker category.



## Supplemental Investigation Survey

**2010 SIS RESPONSE**  
**UNIT # 12148**  
**LOGAN, ILLINOIS**

**Question 4: Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility.**

Comcast's employment and promotion practices are based on job performance. Performance Appraisals are conducted annually. During this annual assessment employees are provided with suggestions as to how to improve their work performance, recommendations are made regarding training opportunities, and career guidance is provided. Employees at this employment unit may apply for positions of greater responsibility within Comcast and are encouraged to do so when appropriate job vacancies exist. All of Comcast's open positions are posted on Comcast's employee intranet. Certain positions may be posted on bulletin boards at unit locations, and externally on Comcast's website. Internal candidates that meet the minimum criteria are granted an interview. Candidates who do not meet the qualifications are provided with career counseling regarding future opportunities.

Comcast supports personal and professional development of its employees through its Education Assistance Program. As part of this program, Comcast has a tuition reimbursement policy that pays for up to \$5,750 of tuition per calendar year for full-time employees' continuing education that may qualify them for more advanced positions within Comcast. This benefit is available to all employees on a nondiscriminatory basis.

Nationwide training and development opportunities are internally offered to employees through Comcast University. Comcast University program offerings include course work to enhance the substantive and leadership skills of its employees. Employees have access to all services the University offers, including comprehensive training programs such as the "CommTech Program for Field Technicians" and the "CommCare Program" for Customer Account Executives. In addition, Comcast offers management training on the fundamentals of leadership and management development, including: "Fundamentals of Leadership Program", "Executive Leadership Forum" and the "Emerging Leaders Program". Comcast subsidizes and enables attendance at these training programs on a nondiscriminatory basis.

Comcast has an electronic learning system which integrates with a performance management tool for all employees. As part of the performance management tool, managers and employees are able to capture goals and manage performance interactively



and electronically. This allows employees to manage and develop their career progression at Comcast. Through the learning system, employees can update and maintain a skills profile, find training opportunities and enroll in courses offered by Comcast University.

Also, Comcast has a talent management initiative driven by corporate and division human resources for all directors and above. Career profiles for directors and above are in a database for the purpose of internal recruitment and development of high potentials.

Overtime is also awarded on a nondiscriminatory basis at this employment unit. The Employee Handbook addresses and outlines Comcast's overtime policy.

Those with the responsibility for hiring and promotion decisions at this employment unit are trained in Comcast's promotion policy and requirements. Our "Hiring for Success" course takes place at a Comcast facility in a classroom setting. The objective of the course addresses proper hiring procedures and educates our hiring teams on their EEO responsibilities; it is also a part of our Management Development Program (MDP). This employment unit's promotion practices are reviewed periodically by the unit's HR Manager to determine if the unit's promotion decisions indicate any actual or potential concerns about discrimination.

All changes in job title, classification, rate of pay or bonus plans are reviewed by Human Resources prior to implementation. Whenever there is a vacancy, a member of the local Human Resources team reviews the job description to ensure accuracy and works closely with Comcast hiring managers on selection techniques to find the best fit for a job opening in a consistent, non-discriminatory manner.

Through these measures, this employment unit believes that it promotes employees to positions of greater responsibility in a nondiscriminatory manner.

**Question 7: Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance.**

Comcast's corporate office conducts EEO audits of systems and oversees EEO practices. The corporate Human Resources Department also communicates with Division HR leads to ensure an understanding and application of EEO policy at all levels of the Company's operations. The Division and systems have primary responsibility for enforcement and implementation of the Company's EEO policies. The Company's several Divisions each conduct their own HR analysis and review HR practices at the system level. Comcast Managers, Department Heads and Supervisors are all responsible for ensuring that all employment decisions made within their employment units are consistent with the Company's Equal Employment Opportunity Policy and are free of discrimination. The responsibilities of these individuals include:

- Working with Human Resources to understand the individualized EEO-related goals for their employment units and implementing their EEO plan in order to achieve those goals;
- Performing periodic audits of training, hiring and promotion activities to ensure compliance with the Company's EEO Program and achievement of EEO goals and to notify the Human Resource Department of any problems encountered in implementing the program;
- Ensuring employee awareness of the Company's Equal Employment Opportunity Policy through training programs which familiarize employees with the program and its goals;
- Ensuring that minority and women employees have the opportunities for transfer and promotion based on their experience and skills;
- Counseling employees in their employment units regarding career opportunities;
- Performing periodic audits of employment units to ensure that (i) equal employment opportunity posters are properly displayed; (ii) minority and female employees are encouraged to participate in all company sponsored educational, training, recreational, and social activities;
- Ensuring that the employment units' work environment is discrimination free by prohibiting and vigorously enforcing the prohibition against racial slurs or remarks, sexual harassment or any behavior which is discriminatory or intimidating to employees;
- All managerial and supervisory personnel receive training on the Comcast Code of Ethics and Business Conduct;
- Producing and verifying the Units EEO Public File Report on an annual basis and ensuring that the Report is placed in the Unit's public inspection file;
- All changes in job title, classification, rate of pay or bonus plans are reviewed by Human Resources prior to implementation;
- Whenever there is a vacancy, a member of the local Human Resources team reviews the job description to ensure accuracy and works closely with Comcast

- hiring managers on selection techniques to find the best fit for a job opening in a consistent, non-discriminatory manner; and
- Local Human Resources also reviews any counseling or disciplinary action, including potential terminations to ensure consistency within the Department. Depending on the circumstances, potential terminations are also reviewed by the Division Vice President of Human Resources and the Regional Senior Vice President for the Unit.

Supervisors and above attend periodic training and workshops to review the EEO laws and the company's commitment to being an equal opportunity employer. Finally, Comcast provides training on "Maintaining Harassment-Free Workplace" to all front-line and management employees every other year.

**Question 8: Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices.**

Comcast continually reviews job structure and employment practices to ensure genuine equality of opportunity for all job applicants, employees and vendors with whom it does business. On an ongoing basis, a cross-functional taskforce will periodically review job structures and employment practices. Comcast conducts periodic reviews of transfers and promotions within the workforce for protected groups to ensure that they are statistically similar to what might be expected based upon workforce availability. Comcast conducts periodic reviews and analyzes employment-related issues and practices, such as selection and compensation.

All changes in job title, classification, rate of pay or bonus plans are reviewed by Human Resources prior to implementation. Whenever there is a vacancy, a member of the local Human Resources team reviews the job description to ensure accuracy and works closely with Comcast hiring managers on selection techniques to find the best fit for a job opening in a consistent, non-discriminatory manner. Local Human Resources also reviews any counseling or disciplinary action, including potential terminations to ensure consistency within the department. Depending on the circumstances, potential terminations are also reviewed by the Division Vice President of Human Resources and the Regional Senior Vice President for the Unit

Human Resources reviews analysis of hiring, terminations and promotions for this unit to ensure that no pattern of discrimination is occurring. One tool that this unit uses to accomplish this objective is the exit interview. Exit interviews are conducted for all voluntary terminations to determine the cause of the termination. Any concerns stated in the Exit Interview that suggest any concern about equal employment opportunity in Comcast's employment practices are addressed with the exiting employee's supervisor to determine whether there are actual or apparent concerns about practices that require revision or improvement.

Current Comcast employees are encouraged to use the annual employee review process to provide feedback about Comcast's job structure and employment practices. Supervisors conducting employee reviews are instructed to provide this information in a report to the General Manager for evaluation. When appropriate, the General Manager consults the Regional Human Resources Manager on matters discussed in feedback that should be considered on the corporate level.

In addition, current Comcast employees are encouraged to use Comcast's Open Door Policy, and the Comcast Listen's process to provide feedback about Comcast's job structure and employment practices. Supervisors are instructed to provide information on these policies and process to employees. Additionally, this information is available to employees in the employee handbook and/or through Comcast's employee website, TeamComcast. These processes provide a mechanism to address what EEO concerns should be considered on the corporate level. For example, employee concerns that are

raised through Comcast Listens are logged, acknowledged, and investigated, when necessary, by a trained, objective investigator from the Human Resources, Security, Internal Audit or Legal departments.

Comcast reviews this employment unit's compliance with the FCC's EEO rules, and the EEO requirements of other federal and state agencies, through a tiered, periodic review process. The Human Resource Generalist of this unit schedules periodic meetings with all personnel with EEO responsibility to evaluate compliance with the unit's recruitment, notice, and recordkeeping obligations, discuss promotion and hiring decisions, and review other matters related to the unit's EEO compliance.

The Division Senior Human Resources Manager for this unit schedules Periodic meetings with all Human Resources staff with EEO responsibilities within the region, including those at this unit, to review each unit's EEO responsibilities, discuss any concerns that have been identified in Comcast's employment practices, and ensure that all improvements and updates to Comcast's EEO policy and employment practices are communicated to the units. These meetings are also used to measure completion of EEO goals set in previous meetings and ensure that EEO measures communicated to the units have been implemented. The Regional Senior Human Resources Manager also periodically reviews the unit's hiring and promotion data and statistics to determine whether the unit's hiring and promotion decisions indicate any actual or apparent discrimination.

Finally, the Division Compliance Lead or the Division Director of Talent Acquisition also hold periodic meetings with the Comcast's regional human resources managers during which EEO compliance and specific issues are discussed. Any specific issues with this unit's compliance with Comcast's EEO policy or employment practices are reviewed and discussed with the Senior Vice President for Human Resources on an as-needed basis.