



## Clarktel Diversity, Equity and Inclusion (DEI) Policy

### Introduction:

At Clarktel a diverse, inclusive, and equitable workplace is one where all employees and interns, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability, feels valued, respected and supported. We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all of our departments, programs, and worksites. We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard. Our goal is to foster a culture of inclusivity and to promote diversity and equity in all aspects of our business operations.

### Scope:

This policy applies to all employees, contractors, and visitors at Clarktel's offices.

### Policy Objectives:

1. Foster a culture of inclusivity: Clarktel will create a welcoming and inclusive environment by promoting respect and understanding for all individuals, regardless of their race, ethnicity, national origin, religion, gender identity, sexual orientation, age, ability, and other personal characteristics. We work to:
  - See diversity, inclusion, and equity as connected to our mission and critical to ensure the well-being of our staff and the communities we serve.
  - Acknowledge and dismantle any inequities within our policies, systems, programs, and services, and continually update and report organization progress.
  - Explore potential underlying, unquestioned assumptions that interfere with inclusiveness.
  - Convert all job descriptions to using gender-neutral language
  - Wherever possible, we state our commitment to building a diverse, equitable, and inclusive culture
2. Promote diversity and equity in the workplace: Clarktel will strive to increase diversity and equity in all aspects of our business operations, including hiring, promotions, and opportunities for career growth. This includes:
  - Expand opportunities for underrepresented constituents by connecting with local Akron educational institutions committed to diversity and inclusion efforts to offer intern-based technology learning.
  - Develop a system for being more intentional and conscious of bias during the hiring, promoting, or evaluating process. Train our hiring team on equitable practices.
  - As a company devoted to training and teaching new skills, we are able to push past “lacking experience” or potential “quality concerns” as limits to an employee’s candidacy
3. Provide training and education: Clarktel will provide ongoing training and education to employees on topics related to diversity, equity, and inclusion to ensure a better understanding of these issues.

4. Address any discrimination or harassment: Clarktel will not tolerate any form of discrimination or harassment in the workplace and will take appropriate action to address any incidents that are reported.
- Encourage open dialogue: Clarktel will encourage open dialogue and transparent communication that provides a safe and inclusive environment for employees to share their experiences and perspectives.
  - We strive to ensure that a range of perspectives are taken into account in order to arrive at the best answer.
  - We strive to share discussion points and an agenda prior to meetings so more voices are heard
  - For larger meeting, we are empowered to use the round robin technique
5. Support Flexible Work Arrangements: Although we are a service company that requires a focused on being available when the customer needs us, where possible, our policy is to allow flexible work hours and flexible PTO
6. Encourage diversity in our suppliers and partners: Clarktel will prioritize the use of suppliers and partners that demonstrate a commitment to diversity and inclusion in their own operations.
7. Monitor and evaluate progress: Clarktel will regularly monitor and evaluate our progress towards achieving our diversity, equity, and inclusion goals and will make adjustments as necessary.

**Implementation:**

- DEI Team: Clarktel will establish a Diversity, Equity, and Inclusion (DEI) team consisting of employees from various departments to oversee the implementation of this policy and ensure its effectiveness.
- Annual Review: This policy will be reviewed annually to ensure its continued relevance and effectiveness.
- Reporting: The DEI team will provide regular updates to senior management on the progress of diversity, equity, and inclusion efforts in the office.

**Conclusion:**

Clarktel is committed to promoting diversity, equity, and inclusion in the workplace and creating a welcoming and inclusive environment for all employees. By implementing this policy, we aim to create a more equitable and diverse future for our employees, the community and clients we serve.

**Date of Implementation:** January 1st, 2020.