About Time Warner Cable

Time Warner Cable is the second-largest cable operator in the U.S., with technologically advanced, well-clustered systems located mainly in five geographic areas—New York State (including New York City), the Carolinas, Ohio, southern California (including Los Angeles) and Texas. As of December 31, 2008, Time Warner Cable and Time Warner Cable Business Class together served more than 14 million residential and commercial customers who subscribed to one or more of its video, high-speed data and voice services. Time Warner Cable Media Sales, the advertising arm of Time Warner Cable, offers national, regional and local companies with innovative advertising solutions that are targeted and affordable. More information about the services of Time Warner Cable is available at www.timewarnercable.com, www.twcbc.com and www.twcmediasales.com.

Our Commitment to Diversity

To compete in today’s multicultural marketplace, it is critical that our workforce reflects the traits of our communities. A diverse work environment encourages creativity in thought and action, and reflects the many styles and multicultural customs found within our market. Through our employee development programs, hiring practices and community partnerships, we demonstrate our commitment to creating an inclusive work environment that helps us make meaningful, long-lasting connections with employees and the communities we serve.

To learn more about our commitment to diversity and current job opportunities, visit us on the Web at www.timewarnercable.com.

Diversity & Inclusion at Time Warner Cable
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Diversity and inclusion are part of the fabric of Time Warner Cable. They are a commitment and an attitude, and they impact the way we involve, understand and meet the needs of our employees, customers and communities.

“My goal for Time Warner Cable is to create a company that values true diversity,” said Glenn Britt, President and CEO. “An open environment blends the experiences, cultures, influences, languages and perspectives of our employees and customers into everyday business practices. It is the framework that helps us compete in today’s multicultural marketplace.”

To put diversity and inclusion practices into motion, we have established three key areas of focus:

**Workplace, Workforce & Marketplace.**

**Workplace**
- Work Environment, Education & Training
- Communications, Diversity & Inclusion Council
- Employee Networks & Mentorship Program

**Workforce**
- Recruitment & Hiring, Professional Development, Talent Planning, Performance Feedback, HR Policies & Procedures

**Marketplace**
- Philanthropy & Outreach, Multicultural Marketing, Supplier Diversity, Content & Programming

From recruitment and hiring, education and training, to multicultural marketing, community outreach and supplier diversity, we demonstrate our commitment to fostering an inclusive culture that embraces diversity.
Workforce

Time Warner Cable is committed to diversity and inclusion. In order to understand and meet the needs of our customers, our workforce must reflect the traits of our communities. A diverse workforce encourages creativity in thought and action and promotes a culture of excellence that fosters innovation and customer focus. This is why it is critical that our focus on diversity starts with our employees. Through our professional development programs and comprehensive benefits packages, we strive to meet the varying needs and preferences of our employees.

Employee Development
To help employees succeed at work and in life, we offer blended learning opportunities including instructor led training, online courses, coaching, and mentoring. Learning content provides training in areas such as professional development, software applications, diversity and inclusion, and much more. Our online Learning Management System allows employees to customize a training curriculum to suit their individual needs. For a complete list of available courses, go to the Learning Management System on www.twcable.com.

Recruitment & Retention Practices
To compete in today’s diverse marketplace, we must attract, develop and retain the best talent from among the broadest range of people, backgrounds and perspectives. We are building an inclusive workplace and a corporate culture that draws on the greatest range of our people — and we are committed to building our reputation as an employer of choice. It’s about being a connected, networked, and collaborative organization. From strategic sourcing of top talent, to training and leadership development efforts, employee networks, and work/life balance activities — we are focused on our people.

Employee Benefits
Our comprehensive benefit plans offer employees and their families — including domestic partners — access to a broad array of healthcare providers and wellness resources. We continually review our benefit plans to ensure they are competitive, affordable and valued by our employees.

Did you know?
In the 2007 Employee Opinion Survey 82% of our employees felt “TWC Leaders demonstrate a commitment to a diverse workforce by their actions and decisions.”

Community Outreach
Through cash sponsorships, board participation, public service announcements and employee volunteerism, we invest in organizations that foster diversity in our communities.

Time to Read
Time Warner Cable’s signature literacy program is one of the ways we encourage employees to get involved in their communities. Employee volunteers serve as reading mentors at work or participating community centers. Today, Time To Read engages more than 6,500 participants who provide more than 100,000 hours of volunteer mentoring annually in communities where we live and do business.

To learn more about Time To Read and how you can volunteer, go to www.timetoread.com, or contact your local public affairs representative.

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Workplace

Diversity Focused Programs & Partnerships

Corporate Partnerships
As a Time Warner Cable employee, you can take advantage of the company’s many corporate partnerships that provide professional development opportunities. We encourage you to explore any of the following organizations:

- NAMIC / namic.com
  National Association for Multi-Ethnic Diversity in Communications Educates, advocates and empowers for multi-ethnic diversity in the telecommunications industry.

- WICT / wict.org
  Women in Cable and Telecommunications Develops women leaders who will help transform the cable and telecommunications industries. This is accomplished through proven leadership development programs and services.

- CABLE POSITIVE / cablepositive.org
  The cable and telecommunications industry’s AIDS action organization.

- DIVERSITY, INC / diversityinc.com
  A magazine and Internet resource for diversity best practices and information.

- MULTICHANNEL NEWS / multichannelnews.com
  A recognized leader and editorial resource on the cable and telecommunications industry.

Not sure which organization is right for you? Talk to your HR Business Partner today and learn how you can get involved.

Diversity & Inclusion Workshops
Time Warner Cable provides diversity and inclusion training to all employees in order to incorporate our goals on diversity into everyday business practices. For more info about diversity and inclusion training, go to the Learning Management System on www.twcable.com, or contact your HR Business Partner.

Employee Networks
TWC is committed to creating and sustaining a high performance culture that fully leverages the diversity of people, perspectives, and experiences. The purpose of Employee Networks is to provide a stronger sense of community within the company. Employee Networks will:

- Be formed around a common dimension of diversity, interests, and experiences
- Be inclusive and open to all TWC employees
- Have goals and objectives that clearly align with Time Warner Cable’s goals and strategies, i.e., support recruiting, provide resources for marketing, give back to the communities we serve, etc.
- Provide educational awareness and professional growth for employees

Mentorship Program
The TWC Mentorship Program provides employees with the opportunity to build skills, knowledge, and achieve development goals, while providing opportunity for the mentor to further enhance his/her skill set as a coach and adviser. Other benefits of a mentorship program include:

- Supports succession planning
- Facilitates inclusion
- Enhances employee loyalty and retention
- Improves employee satisfaction
- Increases visibility of talent
- Breaks down organizational silos
- Provides opportunity for mentors to further enhance skill sets as coaches and advisers

To create an inclusive work environment that brings out the best in people and creates an environment for success, we embrace the fact that no two people are the same and we value everyone’s point of view.
Diversity Focused Programs & Partnerships

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**Diversity & Inclusion Councils**
To ensure we are on the right track toward meeting our goals on diversity, Time Warner Cable has formed national and regional diversity councils. Comprised of employees who range in age, career level, ethnicity and perspective, the councils’ primary focus is to foster a culture that embraces and values the uniqueness of our employees, customers and partners.

**Diversity & Inclusion in Practice**
The Carolina Region includes some of the fastest growing Hispanic communities in the country. To meet the changing needs of the Carolina Region's markets, Carol Hevey, Executive Vice President of the Carolina Region, has incorporated diversity into the region's everyday business practices. From recruitment and training to communication and goal planning, diversity and inclusion are an integral part of the growth and customer care strategies.

"Our focus on diversity and inclusion is about more than race and gender. It is about creating an environment that encourages diversity in thought and perspective," said Carol Hevey. "That is why our focus on diversity starts with our workforce. Having a diverse workforce that represents the varying needs and perspectives of our marketplace is pivotal to our success.”

*Eastern Carolina Diversity Council helps Habitat-for-Humanity*
**Marketplace**

To serve the diverse needs of our multicultural marketplace, we must engage people of all backgrounds in our everyday business practices. Our community outreach and supplier diversity initiatives create opportunities for our communities and further demonstrate our commitment to serve the needs of our multicultural communities.

**Community Outreach**

Through cash sponsorships, board participation, public service announcements and employee volunteerism, we invest in organizations that foster diversity in our communities.

**Time to Read**

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**Did you know?**

Nearly one third of homes passed in our markets are multicultural households?
Our Consumers
The Time Warner Cable footprint is among the most diverse of any MSO in the country: 30% of the African-American population and more than 40% of U.S. Hispanics and Asians reside in the markets we serve. To earn their business, we need to engage these segments in a way that’s relevant and position Time Warner Cable as a brand they can count on to deliver what they want from their home entertainment provider. We have invested in marketing talent to develop strategies to further grow our business among multicultural segments. We also have expanded our research studies to include specific ethnic groups to increase our marketing effectiveness, and created targeted marketing campaigns to appeal to key multicultural segments.

Did you know?
One of our diversity goals each year is to increase spending with TWC-approved Minority and Women Business Enterprises.

Supplier Diversity
Time Warner Cable recognizes the importance of a Diverse Supply Base. TWC decision makers are encouraged to consider Minority and Women Business Enterprises (MWBE) whenever possible and MWBE spend is measured each quarter at the Division, Region and Corporate levels. MWBE suppliers can register with TWC on the www.twcablesupplierdiversity.com website. TWC buyers can use the same website to obtain a list of MWBE suppliers in their area by product type or service. For more information about Supplier Diversity, contact the Strategic Procurement Department.

Did you know?
Last year TWC donated more than $100 million in cash or in-kind services to community-based non-profit organizations.
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