

<b>CITY OF URBANA</b> <b>HUMAN RELATIONS DIVISION</b> <b>400 SOUTH VINE ST.</b> <b>URBANA, ILLINOIS 61801</b> <b>(217) 384-2455 (phone); 328-8288 (fax)</b> <b>hro@urbanallinois.us</b>	<b>Office Use Only (09/15)</b>	
	Requested by:	Date:
	Approved by:	Date:
	Certification Date: Certificate Expiration Date:	

## EQUAL EMPLOYMENT OPPORTUNITY (E.E.O.) WORKFORCE STATISTICS FORM

Please complete the sections below as instructed. Failure to properly complete this form may result in a delay or denial of eligibility to bid or do business with the City of Urbana.

### Section I. Identification

#### 1. Company Name and Address:

Name: Tyler Technologies Inc

d/b/a:

Address: 5101 Tennyson Pkwy

City/State/Zip: Plano, TX 75024

Telephone Number(s) include area code: 972-713-3770

Check one of the following

Corporation ☒ Partnership ☐ Individual Proprietorship ☐ Limited Liability Corp. ☐

FEI Number: 75-2303920

Social Security Number:

#### 2. Name and Address of the Company's Principal Office (answer only if not the same as above)

Name:

Address:

City/State/Zip

3. Major activity of your company (product or service): Software Solutions & Appraisal Services

4. Project on which your company is bidding: Current contract - SAAS services

5. City of Urbana contact staff assigned to contract: [Signature]

## SECTION II. Policies and Practices

Description of EEO Policies and Practices		YES	NO
A.	Is it the Company's policy to recruit, hire, train, upgrade, promote and discipline persons without regard to race, color, creed, class, national origin, religion, sex, age, marital status, mental and/or physical disability, personal appearance, sexual preference, family responsibilities, matriculation, political affiliation, prior arrest, conviction record, or source of income?	X	
B.	Has someone been assigned to develop procedures, which will assure that the EEO policy is implemented and enforced by managerial, administrative, and supervisory personnel? If so, please indicate the name and title of the official charged with this responsibility. Name: <u>Robert Sansone</u> Title: <u>Chief HR Officer</u> Telephone: <u>207-781-2260</u> Email: <u>bob.sansone@hyletech.com</u>	X	
C.	Does the company have a written Equal Employment Opportunity plan or statement? Note: If no, a copy of an EEO statement is enclosed. You must attach an EEO Statement in order to be considered eligible to do business with the City of Urbana. Questions? (217) 384-2455 or hro@city.urbana.il.us.	X	
D.	Has the company developed a written policy statement prohibiting Sexual Harassment? You must attach a copy of your company's Sexual Harassment Policy in order to be considered eligible to do business with the City of Urbana.	X	
E.	Have all recruitment sources been notified that the company will consider all qualified applicants without regard to race, color, creed, class, national origin, religion, sex, age, marital status, mental and/or physical disability, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, prior arrest, conviction record, or source of income?	X	
F.	If advertising is used, does it specify that all qualified applicants will be considered for employment without regard to race, color, creed, class, national origin, religion, sex, age, marital status, mental and/or physical disability, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, prior arrest, conviction record, or source of income?	X	
G.	Has the contractor notified all of its sub-contractors of their obligations to comply with the Equal Opportunity requirements either in writing, by inclusion in subcontracts or purchase orders?	X	
H.	Is the company a state certified minority/women owned business? If yes, please attach a copy of state certification.		X
I.	Does the company have collective bargaining agreements with labor organizations?		X
J.	If you answered yes to Question "I", have the labor organizations been notified of the company's responsibility to comply with the Equal Employment Opportunity requirements in all contracts with the City of Urbana?		
K.	Does your company perform construction, rehabilitation, alteration, conversion, demolition or repair of buildings, highways or other improvements to real property? (If yes, please complete Table B.)		X
L.	Are you currently seeking to renew an existing or expired Urbana EEO certification? (If yes, you need to complete Table C.)	X	

Already  
on  
file  
Already  
on file



### SECTION III. Employment Information

**IMPORTANT:** Please complete the company workforce analysis on the bottom of this page. Use the number of employees as of the most recent payroll period. You must complete this form in its entirety, as instructed and submit your organization's (1) EEO Statement and (2) Sexual Harassment Policy in order to be eligible to do business with the City of Urbana. For detailed descriptions of the Job Classifications see attached descriptions. If minorities and females are currently under-represented in your workforce, please attach a copy of an explanation of your plan to recruit and hire qualified minorities and females.

**TABLE A - TOTAL CONTRACTOR/VENDOR WORKFORCE**

Job Categories	Overall Totals		White (Not of Hispanic Origin)		Black or African-American (Not of Hispanic Origin)		Hispanic or Latino		Asian or Pacific Islander		American Indian or Alaskan Native	
	M	F	M	F	M	F	M	F	M	F	M	F
Officials & Mgrs												
Professionals												
Technicians												
Sales Workers												
Office & Clerical												
Craft Workers (Skilled)												
Operatives (Semi-Skilled)												
Laborers (Unskilled)												
Service Workers												
<b>TOTAL</b>												

M = MALE, Column B is sum of Rows D, F, H, J and L.  
 F = FEMALE, Column C is sum of Rows E, G, I, K and M.

Date of above Data: \_\_\_\_\_

**TABLE B\* - EMPLOYEES TO BE ASSIGNED TO CITY OF URBANA CONTRACT**

Job Categories	TOTAL EMPLOYEES		BLACK EMPLOYEES		HISPANIC EMPLOYEES		OTHER MINORITY EMPLOYEES	
	M	F	M	F	M	F	M	F
Officials & Mgrs								
Professionals								
Technicians								
Sales Workers								
Office & Clerical								
Craft Workers (Skilled)								
Operatives (Semi-Skilled)								
Laborers (Unskilled)								
Service Workers								
<b>TOTAL</b>								

\*Totals included in Table B should be a projection of numbers of persons to be employed in the performance of the City contract.

**For Contractors:** Data provided in Table B will be verified by worksite inspections.

**TABLE C - WORKFORCE TURNOVER SINCE PREVIOUS EEO REPORT**

Job Categories	TOTAL EMPLOYEES SEPARATED		MINORITY EMPLOYEES SEPARATED		TOTAL EMPLOYEES HIRED		MINORITY EMPLOYEES HIRED	
	M	F	M	F	M	F	M	F
Officials & Mgrs	19	9		3	15	7	3	2
Professionals	167	75	35	17	322	192	71	49
Technicians								
Sales Workers	14	3	1		15	5	2	1
Office & Clerical	46	43	9	13	73	59	25	18
Craft Workers (Skilled)								
Operatives (Semi-Skilled)	1				1			
Laborers (Unskilled)	1							
Service Workers		1						
<b>TOTAL</b>	<b>248</b>	<b>131</b>	<b>45</b>	<b>33</b>	<b>426</b>	<b>263</b>	<b>101</b>	<b>60</b>

## SECTION IV. Certification

By signing below, the company certifies that it has answered all of the foregoing questions truthfully to the best of its knowledge and belief and agrees that it/he/she will comply and abide by the City of Urbana's Code of Ordinances (Section 2-119).

Julia E Fusari  
Signature

Julia E Fusari Director Benefits & Payroll  
Printed Name and Title

julia.fusari@tylertech.com  
E-mail Address

9/5/17  
Date

## SECTION V. Verification

Prior to submitting this form, please check the answers to the following questions to verify your completion of this form:

1. Did you fill in all of the appropriate boxes in the table in Section III, including the "TOTAL" row?

YES X NO \_\_\_\_\_

2. Have you enclosed your company's EEO statement?

YES X NO \_\_\_\_\_

3. Have you enclosed your company's Sexual Harassment policy?

YES X NO \_\_\_\_\_



# DEFINITIONS OF TERMS LISTED ON THE WORKFORCE STATISTICS FORM

(See previous Page)

## DESCRIPTION OF RACE/ETHNIC CATEGORIES

Race /ethnic designations as used by the Department do not denote scientific definitions of anthropological origins. For the purposes of this report, an employee may be included in the group to which he or she appears to belong, identifies with, or is regarded in the community as belonging. However, no person should be counted in more than *one* race/ethnic group. The race/ethnic categories for this report are:

**White (Not of Hispanic origin).** All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

**Black of African-American (Not of Hispanic origin).** All persons having origins in any of the Black racial groups of Africa.

**Hispanic or Latino.** All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

**Asian or Pacific Islander.** All persons having origins any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, India, Japan, Korea, the Philippine Islands and Samoa.

**American Indian or Alaskan Native.** All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

## DESCRIPTION OF JOB CATEGORIES

Each employee should be counted in only one job category. Select the category containing the jobs most similar to that performed by the employee. The jobs listed in each category are intended to provide an example, not a complete list, of all job titles falling into that category.

**Officials and managers.** Occupations requiring administrative and managerial personnel who set broad policies, exercise overall responsibility for execution of these policies, and direct individual departments or special phases of firm's operations. Includes: officials, executives, middle management, plant managers, department managers, and superintendents, salaried supervisors who are members of management, purchasing agents and buyers, railroad conductors and yard masters, ship captains, mates and other officers, farm operators and managers, and kindred workers.

**Professionals.** Occupations requiring either college graduation or experience of such kind and amount as to provide a comparable background. Includes: accountants and auditors, airplane pilots and navigators, architects, artists, chemists, designers, dietitians, editors, engineers, lawyers, librarians, mathematicians, natural scientist, registered professional nurses, personnel and labor relations specialist, physical scientist, physicians, social scientist, teachers, surveyors and kindred workers.

**Technicians.** Occupations requiring a combination of basic scientific knowledge and manual skill which can be obtained through 2 years of post high school education, such as is offered in many technical institutes and union colleges, or through equivalent on-the-job training. Include: computer programmers, drafters, engineering aides, junior engineers, mathematical aides, licensed, practical or vocational nurses, photographers, radio operators, scientific assistants, technical illustrators, technicians (medical, dental, electronic, physical science), and kindred workers.

**Sales.** Occupations engaging wholly or primarily in direct selling. Includes: advertising agents and sales workers, insurance agents and brokers, real estate agents, and brokers, stock and bond sales workers, demonstrators, sales workers and sales clerks, grocery clerks, and cashiers/checkers, and kindred workers.

**Office and clerical.** Includes all clerical-type work regardless of level of difficulty, where the activities are predominantly non manual though some manual work not directly involved with altering or transporting the products is included. Includes: bookkeepers, collectors (bills and accounts), messengers and office helpers, office machine operators (including computer), shipping and receiving clerks, stenographers, typists and secretaries, telegraph and telephone operators, legal assistants, and kindred workers.

**Craft workers (skilled).** Manual workers of relatively high skill level having a thorough and comprehensive knowledge of the processes involved in their work. Exercise considerable independent judgment and usually receive an extensive period of training. Includes: the building trades, hourly paid supervisors and lead operators who are not members of occupations, compositors and typesetters, electricians, engravers, painters (construction and maintenance), motion picture projectionists, pattern and model makers, stationary hand painters, coaters, bakers, decorating occupations, and kindred workers.

**Operatives (semi-skilled).** Workers who operate machine or processing equipment or perform other factory-type duties of intermediate skill level which can be mastered in a few weeks and require only limited training. Includes: apprentices (auto service and stitchers, dryers, furnace workers, heaters, laundry and dry cleaning operatives, milliners, mine operatives and laborers, motor operators, oilers and greasers (except auto), painters (manufactured articles), photographic process workers, truck and tractor drivers, knitting, looping, taping and weaving machine operators, welders and flame cutters, electrical and electronic equipment assemblers, butchers and meatcutters, inspectors, testers and graders, handpackers and packagers, and kindred workers.

**Laborers (unskilled).** Workers in manual occupations which generally require no special training who perform elementary duties that may be learned in a few days and require the application of little or no independent judgment. Includes: garage laborers, car washers and greasers, groundskeepers and gardeners, farmworkers, stevedores, wood choppers, laborers performing lifting, digging, mbing, loading and pulling operation and kindred workers.

**Service workers.** Workers in both protective and nonprotective service occupations. Includes: Attendants (hospital and other institutions, professional and personal service, including nurses aides, and orderlies), barbers, charworkers and cleaners, cooks, counter and fountain workers, elevator operators, firefighters and fire protection, guards, doorkeepers, stewards, janitors, police officers and detectives, porters, waiters and waitresses, amusement and recreation facilities attendants, guides, ushers, public transportation attendants, and kindred workers.

## **Equal Employment Opportunity**

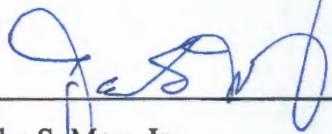
In keeping with Tyler's commitment to the personal dignity of employees, each individual has the right to be treated with courtesy and respect. Tyler is an Equal Opportunity employer and seeks to prohibit discrimination and to promote equality in its employment policies and practices.

Management and supervisory employees are responsible for making decisions affecting employees without regard to race, religion, color, sex, sexual orientation, marital status, creed, national origin, citizenship status, age, disability, veteran's status and any other status protected under local, state or federal laws. This includes decisions regarding all aspects of the employment relationship including recruitment, selection, promotion and transfers, performance appraisals, compensation and termination.

These policies are implemented in compliance with applicable federal, state and local nondiscrimination and affirmative action laws and regulations.

All employees in their daily associations with other employees are expected to comply with Tyler's policy on non-discrimination.

Any employee or job applicant who believes that he or she has been subjected to discrimination by employees, officers, or agents of Tyler is requested to report the incident or complaint to Human Resources or directly to the Company President who will investigate and attempt to resolve the matter.

A handwritten signature in blue ink, appearing to read "J. S. Marr, Jr.", is written over a horizontal line.

John S. Marr, Jr.  
President & CEO  
Tyler Technologies, Inc.



### Equal Employment Opportunity

In keeping with Tyler's commitment to the personal dignity of employees, we support each individual's right to be treated with courtesy and respect.

Tyler is an equal opportunity employer and seeks to prohibit discrimination and to promote equality in its employment policies and practices.

Management and supervisory employees are responsible for making decisions affecting employees without regard to race, religion, color, gender/sex, gender identity, gender expression, sexual orientation, marital status, creed, national origin, ancestry, citizenship status, age, disability, veteran's status, and any other status protected under local, state or federal laws. This includes decisions regarding all aspects of the employment relationship, including recruitment, selection, promotion and transfers, performance appraisals, compensation, and termination.

These policies are implemented in compliance with applicable federal, state and local nondiscrimination and affirmative action laws and regulations.

If you believe that you were subjected to discrimination by employees, officers or agents of Tyler, please report the incident to your manager, Human Resources or directly to the division president who will investigate and attempt to resolve the matter.

It is also Tyler's policy to prohibit any adverse action or retaliation against an employee who makes a complaint or otherwise participates in an investigation of discrimination or harassment based on the protected categories identified above.

### Anti-Harassment Policy

Tyler Technologies, Inc. provides a work environment free from all forms of discrimination, including harassment based on race, creed, gender/sex, gender identity, gender expression, marital status, sexual orientation, citizenship status, color, religion, national origin, age, disability, veteran status, or any other status protected under local, state or federal laws.

Employees are expected to refrain from behavior or conduct that could be interpreted as harassment toward any other employee. Harassment of employees by their managers, co-workers, vendors, or clients will not be tolerated and should be promptly reported as outlined in this policy.

Sexual harassment includes unwelcome sexual advances or requests for sexual favors, or other verbal or physical conduct based on gender/sex, gender identity, or gender expression when

- Submission to such conduct is an explicit or implicit term or condition of employment, or

### Nondiscrimination

In your daily associations with other employees, you are expected to comply with Tyler's policy on nondiscrimination, treating them with courtesy and respect.





- Rejection of the conduct is used as the basis for an employment decision, or
- Such conduct has the purpose or effect of unreasonably interfering with a person's work performance or creating an intimidating, hostile, or offensive working environment.

Harassment may also be based on other factors such as race, creed, gender/sex, gender identity, gender expression, marital status, sexual orientation, citizenship status, color, religion, national origin, ancestry, age, disability, veteran status, or any other status protected under local, state or federal laws.

Harassment can include, but is not limited to, any of the following kinds of behavior:

- Explicit sexual propositions
- Obscene gestures or language
- Obscene or sexually suggestive pictures or drawings
- Physical contact, such as patting, pinching or touching
- Innuendo and suggestive comments which are sexual in nature
- Sexually oriented teasing, kidding or jokes
- Teasing, kidding or jokes which make reference to race, creed, gender/sex, gender identity, gender expression, marital status, sexual orientation, citizenship status, color, religion, national origin, ancestry, age, disability, veteran status, or any other status protected under local, state or federal laws
- Using Tyler resources, such as servers, to access, store, or send harassing, illegal, pornographic or inappropriate materials

Supervisors and managers are responsible for maintaining a workplace that is free of harassment, including sexual harassment, but you are responsible for helping to assure that harassment does not occur by conducting yourself in an appropriate manner and by reporting harassment you observe.

### ***Complaint Procedure***

The company strongly encourages you to report harassment before it becomes severe or pervasive. If you have a complaint of harassment or unlawful discrimination, you should report the incident to any supervisor or manager. If you are not comfortable taking the complaint to your supervisor/manager, please contact Human Resources, your division president or the chief human resources officer. You may also make a complaint via the Whistleblower Hotline (866.376.4128).



### **Harassment**

You are expected to conduct yourself in a business-like manner at all times. Any behavior that is coercive, intimidating, harassing, or sexual in nature is inappropriate and prohibited. We want our employees to feel comfortable working at Tyler and we encourage you to be part of that positive environment.

The complaint will be investigated promptly and thoroughly, while working to protect the confidentiality of harassment complaints as much as possible. Tyler absolutely forbids retaliation of any kind against any employee who reports or complains about harassment or unlawful discrimination or who assists or participates in any manner in the investigation. Tyler will take disciplinary action against anyone who attempts to retaliate.

If harassment or unlawful discrimination is found to have occurred, Tyler will take immediate and appropriate disciplinary action. Discipline may include counseling, written warning, demotion, discharge, or any other action deemed appropriate.

Any questions regarding this policy should be addressed to Human Resources or to the vice president of Human Resources.

### **Americans with Disabilities Act**

Tyler complies with all applicable provisions of the Americans with Disabilities Act (ADA) as amended, the Rehabilitation Act of 1973, and other similar state and local statutes and regulations. Tyler does not discriminate against any employee or applicant with regard to any terms or conditions of employment because of such individual's disability. A qualified employee or applicant with a disability is an individual who, with or without reasonable accommodation, can perform the essential functions of the job in question. Tyler seeks to accommodate the known disability of any employee or applicant provided it does not impose any undue hardship on the company.

### **Drug-Free Workplace Policy**

Tyler has a vital interest in maintaining safe, healthy and efficient working conditions for our employees. Being under the influence of a drug or alcohol on the job may pose serious safety and health risks not only to the user, but also to all who work with the user, including co-workers and clients.

Accordingly, Tyler has established the following guidelines in keeping with the Drug-Free Workplace Act of 1988. Failure to comply with the provisions of this policy may result in disciplinary action, up to and including termination.

The manufacture, distribution, dispensation, possession, use, sale or purchase of drugs or alcohol is strictly prohibited while on Tyler premises or while performing company business.

You are not permitted to work while under the influence of drugs or alcohol. If you appear to be unfit for duty you may be subject to a medical evaluation that includes drug or alcohol screening. Refusal to comply with a fitness-for-duty evaluation may result in disciplinary action, up to and including termination.

### **Employees with Disabilities**

If you have a disability that affects a major life activity and impacts your ability to perform your job at Tyler, you should contact Human Resources for assistance.

