



Daneile Perez
Area Human Resources Manager
Southeast Area

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[REDACTED]

February 4, 2010

Kentucky Equality Federation
Central Kentucky Mailing Address
P.O. Box 23193
Lexington, KY 40523-3193

Subject: RadioShack Customer [REDACTED]

Dear KEA,

This letter is in response to an incident brought to your attention by your member, [REDACTED] in which he alleged our store associate made a discriminatory remark. RadioShack appreciates you bringing this issue to our attention as we take these issues very seriously and do not tolerate any acts of discrimination of any kind.

Our Customer Sensitivity Policy is very explicit. It is our policy to treat all customers with respect and courtesy regardless of their race, color, religion, sex, disability, national origin, age or sexual orientation. It is a violation of policy for our associates to engage in any form of discrimination, including refusing to serve, refusing to sell or refund merchandise. Further, in an effort to deliver a consistently high level of customer service, our associates must conduct themselves in a professional manner at all times. Jokes or comments that are related to a person's race, color, religion, sex, disability, national origin, age or sexual orientation may offend not only customers, but team members as well and are strictly prohibited and will not be tolerated.

I have personally investigated this matter and our associates and store manager, [REDACTED]
[REDACTED] as part of my investigation the above Customer Sensitivity Policy has been re-emphasized to all employees within the store.

We sincerely apologize for any inconvenience [REDACTED] may have encountered and due to our commitment to excellent customer service, we are prepared to offer [REDACTED]

If there are any further questions or concerns, please do not hesitate to contact me.

Regards,

Daneile Perez

Daneile Perez
Area Human Resources Manager
Southeast Area
RadioShack

Cc:

Kentucky Equality Federation Discrimination, Hate Crimes, and School Bullying Committee
Kentucky Equality Federation
Office of the President

[REDACTED]