

Utilities Value ALOM for Decades of Results

Technology-rich Supply Chain with 100% On-time Performance

Select Utility Industry Program Case Studies

- 2008** – Direct mail rebate program processing and print management: **100% accuracy and on-time performance**
- 2012** – Marketing asset online order fulfillment program with on-demand digital print and inventory control: **2X faster order delivery, 70% waste reduction**
- 2016** – Residential energy efficiency program material procurement, order management, and fulfillment: **Saved customer \$3.98 million in first 2 years**
- 2018** – Sempra Energy personalized customer communications print and mailing program: **Same day production and mailing; 100% accuracy and quality**
- 2020** – Portable backup power battery program serving customers with essential home medical power needs during potential service disruption: **Exceeded all sourcing, pricing, quality, and material storage/handling KPIs**
- 2022** – Procurement and fulfillment for backup power station with solar panel serving customers with home medical power needs: **Achieved 100% pricing, availability, on-time fulfillment, and diverse supplier spend goals**



Proven Record of Success Serving the Utility Industry

For the last 15 years, program delivery to our utility and energy vertical has grown rapidly and earned client accolades and awards. Our utility industry supply chain specialists understand the importance of meeting regulatory and stakeholder requirements by tracking compliance and providing detailed reports using mutually agreed upon KPIs to measure success. Our teams meticulously identify and mitigate risk factors to deliver the highest Six Sigma level of operational and quality performance.

Advanced Technology for Efficiency and Data Security

Here's the secret to our ability to simplify complex programs: Award-winning ALOM technology systems allow us to design, customize and collectively manage the physical, digital, and financial supply chains. We offer customized and branded order management portals, high-speed variable print and detailed back-end reporting. Our customized analytics dashboards allow everyone to follow activities.

When it comes to accuracy, transparency and security, we leave nothing to chance. We are SOC2 certified demonstrating our commitment to our clients and their stakeholders to provide the highest levels of data security, redundancy and privacy protection.

Our buyers meticulously research and source products that meet the most stringent quality and performance standards in the world.

By The Numbers

Utility Expertise Cost and Sustainability Benefits

Cost Savings

Direct OEM procurement cost savings vs. big box store pricing for ALOM utility client over 6-month period

\$3.2M

Operational Efficiency

ALOM negotiated with a U.S. supplier to open distribution warehouses closer to ALOM facilities reducing transport mileage by 30% and new inventory lead time from 70+ days to 3 days

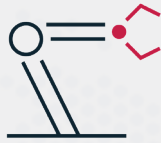
100.76

Metric ton GHG (CO2) reduction

Energy / Utility Supply Chain and Marketing Operations Services



**Material
Sourcing**



**Program
Administration**



**Print and Mailing
Services**



**E-commerce
Fulfillment**



**Logistics
Management**

ALOM order management technology monitors fulfillment status and provides real-time, actionable visibility enabling collaboration between key stakeholders including administrators, installers, and program delivery teams.

Energy / Utility Service Advantages

- Proven performer with regulatory compliance expertise
- Ethical and cost-efficient materials sourcing and procurement
- Industry specific supply base
- Customized technology and process automation
- Record of annual procurement savings and enhanced operational efficiency
- CPUC and WBENC certified woman-owned business with strong tier 2 diversity spend

Corporate Social Responsibility

We care! We care about people, the planet, ethics and the community. Our values guide our business decisions. We believe in diversity and inclusion. Our commitment has made our team stronger and has allowed us to build a unique, diverse supply base. As a woman-owned company, diversity and inclusion are pillars of ALOM culture. Our diverse supplier program benefits customers through service level excellence and by extending diversity spend an average of 28%.

ALOM is committed to making a positive difference for the environment, and we are in a unique position to do so. We maintain the highest standards of sustainability, recycling and environmental stewardship.

About ALOM

ALOM is a global leader in supply chain management serving as a partner to its Fortune 500 clients by expertly and seamlessly conducting their key business functions.

We are passionate about quality and committed to delivering our clients' products and services perfectly. As quality leaders we readily exceed industry quality standards. We accomplish this by our obsession with flawless execution, enriching the end-user experience and by treating each client's business as if it were our own.

ALOM operates from 19 global locations with service facilities near major world markets and manufacturing centers.

