

# Generating Utility Supply Chain Dependability and Value

## Excelling in “Can’t Fail” High-Compliance Procurement and Fulfillment Services

### Utility Program Support Areas

**Energy efficient materials** – appliances, HVAC, water heaters, LED lighting, insulation, water saving devices

**Backup battery power** – Portable and full-home systems

**Li-ion battery storage** – Fire-marshall approved/protected

**Customer engagement** – direct mail and digital marketing

### Turnkey Service Delivery

- Direct from manufacturer global procurement
- Inventory management and order visibility
- Customizable and secure online order portals
- Same day order fulfillment
- Regulatory compliance, back-end reporting

### Proven Performance and Stakeholder Value



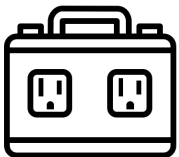
#### 2024 – Lithium-ion battery storage

- Fire-rated walls and steel doors
- Thermographic infrared heat scanning and smoke detection
- In-rack front facing sprinklers installed to HPR standards



#### 2023 – Full-home battery storage procurement and fulfillment

- Met rapid launch deadline
- Achieved full regulatory compliance



#### 2020 – Home medical portable battery backup procurement and fulfillment

- All performance KPIs achieved
- Program expanded in 2022



#### 2018 – Personalized customer communications print and mailing

- 100% accuracy and quality
- Same day production and mailing



ALOM is a firmly established 3PL industry innovator and lithium-ion battery safety leader with award-winning, state-of-the-art fire marshal designed and approved storage, handling, and transport safety measures in place.



#### 2016 – Residential energy efficient material procurement and fulfillment

- Two contract extensions awarded
- Backorders eliminated



#### 2012 – Marketing order portal with on-demand digital print fulfillment

- 2X faster order delivery
- 70% waste reduction



#### 2008 – Direct mail rebate program processing and print management

- 100% accuracy
- 100% on-time performance

### Information and RFP Contact:

Tami Strickland, Director, Supply Chain Strategy

Email: [tstrickland@alom.com](mailto:tstrickland@alom.com) | Phone: 408-710-4123

*“ALOM is every customer’s ideal supplier. Orders are shipped on-time with complete accuracy. Most of all, ALOM can be counted on to meet schedules and ensure stakeholder satisfaction.”*

– Category Leader at California Utility Company

## Quality, Security, and Sustainability: The Utility Partner of Choice for Supply Chain Services

### ISO 9001 process quality certified



### ISO 14001 and EcoVadis Silver rated



### CPUC & WBENC certified woman-owned



### SOC 2 Type II certified for data security



## Utility Service Advantages

- Proven and trusted ISO 9001 performer with regulatory compliance expertise
- End-to-end utility service domain expertise
- Ethical and cost-saving procurement policy and practices
- Industry specific top-rated OEM supply base
- Six Sigma level quality assurance
- Fire-marshal rated Lithium-ion battery storage
- Warehouse and product handling regulatory compliance
- Full-spectrum service support includes print/digital marketing and e-commerce portal development
- WOSB certified business
- ALOM CAGE code: 1VJM1

## Corporate Responsibility and Sustainability

ALOM is committed to making a positive difference. We maintain the highest standards of sustainability, recycling and environmental stewardship.

- Supplier oversight to safeguard labor and human rights
- Ethical governance meeting international standards
- Sustainable sourcing with emphasis on product lifecycle management
- We believe ESG is integral to our work and culture



## About ALOM

ALOM is a global supply chain management services and solutions provider, serving as a strategic partner to its Fortune 500 customers by expertly conducting their key business functions.

ALOM manages the physical supply chain from procurement, inventory management, contract assembly, digital media and print, to omni-channel fulfillment and returns. ALOM seamlessly integrates digital and financial streams into the physical supply chain, deploying e-commerce and payment solutions, visibility tools, digital delivery tools, data management, and strong back-end systems.

ALOM is proud to deliver its customers' products and services impeccably and uphold their brand reputations.