

# Lumen Technologies, Inc.

2024 Report and 2025 Goals

**State of California Public Utilities Commission (CPUC)** 

LUMEN TECHNOLOGIES, INC

#### LUMEN TECHNOLOGIES INC, G.O. 156 2024 ANNUAL REPORT

#### 9.1.1. Description of Supplier Diversity Program

Lumen Technologies, Inc. (Lumen) is committed to actively identifying and encouraging business opportunities for purchasing products and services from Women, Minorities, Disabled Veterans, Lesbian, Gay, Bisexual, and Transgender Business Enterprises People with disabilities ("WMDVLGBTPDBE"), according to the CPUC General Order 156 ("GO 156"). Lumen has also established a nationwide Federal Small & Diverse Business Subcontracting Plan according to FAR 19.704 and FAR Clause 52.219-9.

As part of Lumen's Strategic Sourcing organization, the Supplier Engagement office:

• Implements and manages required WMDVLGBTPDBE goals internally, focusing specifically on utilizing the WMDVLGBTPDBE firm's indirect business and encouraging our prime suppliers to develop sub-contracting plans to use suppliers across all required small business concerns in support of any contracts.

• Continues to leverage its investment in its vendor management portal and reporting systems to ensure accurate and timely reporting that support our commitment to small business inclusion in our supply chain.

• Meets regularly with procurement teams to discuss any WMDVLGBTPDBE issues or questions, assist with the Request for Proposal ("RFP") bidding processes, and ensure understanding of corporate Lumen WMDVLGBTPDBE initiatives as required by all state and federal regulations.

• Works directly with Lumen business unit managers to ensure personnel involved in procurement decisions are trained in inclusion efforts of WMDVLGBTPDBE suppliers as they relate to federal regulation as well as local requirements such as those outlined in CA GO 156. This includes system training on tools designed to identify diverse resources including but not limited to Lumen's vendor portal, and external resources such as the CPUC's Supplier Clearinghouse.

• Tracking procurements inclusion and utilization of WMBDVLGBTPDBE and all identified small business concerns.

• In support of Lumen's commitment to requirements related to supplier diversity, we've recently added a new Senior Manager of Supplier Engagement, who brings extensive experience in program development, relationship management, and project management. With this addition, we can amplify the reach of our program, foster growth and success for our vendors and develop more targeted initiatives.

#### **Internal Activities:**

#### • Training and Education

Last year, the Supplier Engagement office initiated a Small Business Roadshow to present the
program and its requirements to leaders from various departments, including sales, operations,
customer success and more, to reinforce the importance of our commitment to our supplier
engagement objectives as they relate to federal and state regulations, and our overall commitment
to strategic sourcing. A new system training was also developed for our Finance Organization on
varying functions of the organization including Lumen's procurement strategies, with a dedicated
module covering the importance of inclusion of vendors across all required small business
concerns.

#### • Employee Communication

This past year, Lumen further refined its internal communication strategies to underscore the importance of supplier diversity. Our enhanced Supplier Engagement website now features comprehensive links to databases, facilitating procurement staff in the strategic sourcing and identification of small and diverse businesses. We have instituted monthly reports detailing new vendors enrolled in our vendor management portal, meticulously categorized by commodity and diverse type. Furthermore, we have integrated supplier engagement progress updates into our quarterly strategic sourcing all-hands meetings and other departmental gatherings, ensuring that all employees are consistently informed and actively engaged in our diversity initiatives.

#### • Data Quality and Reporting

In 2024, Lumen undertook a comprehensive overhaul of our reporting on spending across all required small business concerns as required, significantly enhancing our dashboards to provide more detailed and actionable insights. These improvements have further refined our WMDVLGBTPDBE data quality, ensuring greater accuracy and transparency.

#### • Procurement Processes

 Last year, our procurement organization undertook a comprehensive transformation to focus on strategic sourcing versus procurement. Included in this reorganization were significant enhancements to our sourcing processes to ensure the inclusion of all small business concerns as required by state and federal regulations. Additionally, we implemented robust tracking mechanisms for the procurement team to monitor and report on their inclusion efforts as required, thereby reinforcing our commitment to comply with all state and federal regulations.

#### • Tier 2 Program

• Lumen continues to manage and adjust its Tier II program to maintain compliance with all required state and federal regulations. Contract language with our top tiered prime vendors facilitates the usage of small and diverse vendors and in-turn, quarterly reporting.

#### **External Activities:**

#### **Business Organization Involvement**

• Lumen maintains membership and involvement with the National Minority Supplier Diversity Council (NMSDC) as well as other national organizations including NaVOBA (National

Veteran-Owned Business Association) and WBENC (Women's Business Enterprise National Council).

- Attendance at NMSDC Annual Conference and Matchmaker Event (Oct. 2024),
- Increased presence at CA State events with the addition of the new Sr. Manager who resides in California, including the CPUC Small and Diverse Business Expo in Riverside, California and in-person CPUC Joint Utility Quarterly Meetings.
- Active collaboration with partners such as Out & Equal, Disability: IN, and Afro-Tech, who serve as additional resources for supplier recruitment.

#### • Non-Discrimination Policy

• Our Human Resources policies aim for the highest standards of fairness and equal opportunity, covering recruitment, hiring, promotions, job assignments and all other aspects of employment. We are committed to providing equal opportunities for all employees.

9.1.2 Supplier Diversity Results: Reporting provided at the end of this report.

- 9.1.2(a) Spend by Ethnicity
- 9.1.2(b) Direct Procurement Results by Product and Service Categories
- 9.1.2(c) Subcontractor Procurement Results by Product and Service Categories
- 9.1.2(d) Number of Diverse Suppliers and Revenue Reported to the Supplier Clearinghouse
- 9.1.2(e) Procurement SIC Codes

Description of Supplier Workforce Reporting: Lumen does not require suppliers to provide residency percentages or the diversity makeup of its workforce. In compliance with new regulations, Lumen is committed to increasing our good faith efforts in 2025 to encourage vendor participation.

#### 9.1.3 PROGRAM EXPENSES

Expense Category	Description	2024 Actuals
Wages, Employee Expense	Payroll-related costs of employees working on WMDVLGBTPDBE matter.	\$247,000
Program Expenses & Training	Printing, postage, supplies, outreach, and other costs directly related to programs, including costs associated with training employees (internal) and suppliers (external)	\$6000
Reporting Expenses	Computer, accounting, printing, and other expenses in preparing reports to CPUC.	\$2,500
Consultants and Contractors	Costs of hiring consultants and contractors to assist with the WMDVLGBTPDBE program.	\$0
Other	Software system and Corporate Memberships.	\$61,587
Total		\$317,087

LUMEN TECHNOLOGIES, INC

#### 9.1.4 Description of Progress in Meeting or Exceeding Set Goals:

Lumen saw a decrease in reportable spending YOY. We remain committed to ensuring any planned spending is inclusive of suppliers from across all business types. With the additional headcount (Sr. Mgr., Supplier Engagement), Lumen will continue its good-faith effort to recruit vendors and meet all required goals in compliance with G.O. 156, as demonstrated by Lumen's attendance at the CPUC's Expo in October 2024. 2025 will see an increased representation by Lumen at regional events.

Diversity Category	2024 Result	2024 Goal
Minority Male Business Enterprise	1.7%	4.00%
Minority Female Business Enterprise	.75%	1.00%
Minority Business Enterprise (MBE)	1.75%	5.00%
Women Business Enterprise (WBE)	6.86%	12.00%
Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	0%	1.00%
Disabled Veteran Business (DVBE)	.05%	3.50%
Person with Disabilities Business Enterprise (DBE)	0%	1.00%
TOTAL WMDVLGBTBE	8.66%	22.50%

#### 9.1.5 Description of Prime Contractors Utilization of Diverse Subcontractors

Our supplier engagement program is dedicated to fostering an inclusive supply chain by actively engaging and supporting vendors across all required small business concerns. We encourage prime contractors to increase the utilization of diverse subcontractors via standard contract language, and support efforts by providing guidance and strategic sourcing options as requested (i.e., suggestions on potential vendors). Prime contractors are asked to report their diverse spend quarterly via our Gainfront portal's Tier II capability reporting, allowing us to track the program's progress. Our prime contractors regularly engage subcontractors across all small business concerns across various categories, bringing unique perspectives and innovative solutions to our projects.

In 2024, Lumen continued to rely on its existing pool of vendors which include suppliers across all business types. In 2025, Lumen intends to ramp up its outreach efforts to attract new qualified suppliers across all small business concerns with the implementation of training and mentorship programs for our prime contractors, sourcing teams and internal stakeholders on the importance of meeting all state and federal requirements.



Category	New Prime Contractors #	New Subcontractors #
Minority Business Enterprise	1	10
Women Business Enterprise	1	16
LGBT Business Enterprise		4
Disabled Veteran Business	1	2
Person with Disabilities Business		4
8(A)		2

#### 9.1.6 List of Complaints

Lumen is not aware of any WMDVLGBTPDBE complaints in 2024. In the event a complaint were filed, compliant with state regulations, we will provide a list accompanied by a brief description of the nature of each complaint and its resolution or current status.

#### 9.1.7 Description of Efforts to Recruit Diverse Suppliers in Low Utilization Categories

Lumen does not seek to exclude any product/service category and maintains a focus on securing the best vendors providing the best value products. We are committed to working with local internal stakeholders and sourcing teams to increase the use of suppliers in low utilization categories where applicable. As a nationwide company, we acknowledge our procurement requirements may occasionally diverge from those of local utilities, necessitating the sourcing of resources from providers across the country who may not be based in California. Nevertheless, we are committed to prioritizing local sourcing whenever feasible, particularly for projects within the state.

As a result, Lumen is continuing to invest in its Supplier Engagement efforts as follows:

- A higher level of participation in the Joint Utilities Group with the addition of staff residing in California
- Continue to develop awareness and training for newly organized Strategic Sourcing Organization
- Enhance the vendor registration portal to maximize reporting capabilities
- · Increase utilization of the newly launched CPUC Prism Vendor Portal.



### 9.1.9 Description of Supplier Diversity Activities and Progress in Power (Energy) and Fuel Procurement 9.1.11

Whenever possible, Lumen seeks to include a wide array of vendors including suppliers across all required small business concerns, as identified by any state and federal regulations, including when applicable in power procurement, as with all commodities.

Lumen's vehicle fuel procurement is facilitated through a fuel card program managed by one of its existing WBE vendors. Consequently, diversity data related to this procurement process is not captured.

Net Fuel Procurement	2024 CA Total	New Subcontractors #
Renewable/Non-Renewable Power* CA Utilities	\$34,366,144	10
Diesel	\$1,015	16
Gas	\$747,450	4

#### LUMEN TECHNOLOGIES INC, G.O. 156 2024 ANNUAL PLAN

#### 10.1.1 Supplier Diversity Short-, Mid-, And Long-Term Procurement Goals Set as Required By

Lumen uses historical information from prior years, along with anticipated company spending for the coming plan year, knowledge of significant initiatives and opportunities, and input from key corporate departments, regional leadership, and local management when establishing annual goals and objectives. While economic factors and influences outside the company's control affect overall purchasing decisions, Lumen will continue to seek opportunities to improve stated goals resulting in overall growth year-over-year. As a continued commitment to reporting to the CPUC, Lumen will in good faith aim for the following Short, Mid, and Long-Term Goals as follows:

Term Goal	DBE	MBE	WBE	DVBE	LGBT
Short Term	1.00%	3.5%	8.0%	0.50%	0.50%
Mid Term	1.00%	6.0%	12.0%	1.00%	0.75%
Long Term	1.50%	10.0%	15.0%	1.50%	1.00%

#### 10.1.2 Description of Supplier Diversity Program Activities Planned for the Next Calendar Year

In 2025, Lumen will increase its efforts to work with California business units to identify opportunities to expand the use of WMDVLGBTBE vendors and meet all requirements as outlined in GO 156. Including but not limited to:

• <u>*Goal Setting*</u> for Strategic Sourcing Partners related to utilization of suppliers across all required small business concerns in the bidding process, by commodity, with emphasis on required classifications.

#### <u>Training and Education.</u>

Lumen continues to train its national Strategic Sourcing partners and other internal stakeholders on the requirements and benefits of its supplier engagement program, and their contribution in ensuring the program's success. The goal of training is to educate Lumen's personnel on the existence and importance of Lumen's supplier engagement program, any CA (and other state) regulations, goals and requirements, along with providing access and visibility to available tools and resources in support of purchasing decisions. This is accomplished via Town Hall presentations, strategy meetings, roadshows, and modules available via company learning platform.

Informative topics covered in training may include:

- State requirements outlined in regulations (e.g., GO 156)
- Goals and requirements related to Lumen's 2025 Annual Plan
- WMDVLGBTPDBE Prime Contractor Outreach
- Resources for locating potential diverse suppliers including Low Utilization Categories (e.g., CPUC Clearinghouse)
- o Lumen's Commercial Subcontracting Plan
- <u>Vendor Recruitment</u>

Continue to expand the company's California source pools by leveraging the CPUC Clearinghouse, national partner databases (e.g., Disability:IN, NaVOBA), and federal databases.

Increased participation at upcoming supplier diversity seminars, conferences, workshops, as well as renewing memberships with national supplier councils (e.g., WBENC). Having the increased staff support

allows for added efforts through contacts with minority and small business trade associations, attendance at WMDVLGBTPDBE business procurement conferences and trade fairs both national and in local critical markets (i.e., California).

Further leverage our partnerships with agencies such as the Federal Small Business Administration and California Public Utility Commission, to seek alternative opportunities to further mature Lumen supplier diversity program.

This year will also see added collaboration with state business associations and local chambers as we continue to expand our supplier pool.

#### <u>Leverage Corporate Subcontracting Program</u>

Lumen continues to adapt its Tier II subcontracting program to encourage prime contractors to expand their utilization of WMDVLGBTPDBE subcontractors, in accordance with all federal and state regulations as outlined in the GO. 2025 will see an intentional focus on securing all necessary data to maintain compliance with all state and federal requirements.

#### <u>Communication</u>

Lumen will continue to improve and adapt its dedicated internal company website for supplier engagement. The site offers resources for employees to learn about our supplier engagement program, access to external vendor databases (e.g. Prism, SAM.gov), submit requests to the supplier engagement team, RFP support, and assistance with identifying new suppliers across all small business concerns.

<u>Contracting</u>

Lumen continues to include any required supplier diversity provisions in its RFXs, provide selfcertification forms, and incorporate any necessary reporting requirements as part of its due diligence process.

#### <u>Improve Data Analytics and Reporting</u>

With the implementation of new unified systems, our strategic sourcing organization will be further aligned with all aspects of our financial partners to ensure maximum data quality exists.

New reporting capabilities will be implemented to enhance decision-making and ensure alignment with our goals. These capabilities will provide real-time insights into our progress, allowing us to quickly pivot if necessary

#### Supplier Certification

Lumen continues to leverage its external vendor registration portal process, and databases accessible via partnerships with agencies such as the CPUC for information related to vendor certifications. Existing vendors are also encouraged to submit for certifications if eligible to ensure accurate reporting.

#### 10.1.3 Plans for Recruiting Diverse Suppliers in Low Utilization Categories

Lumen will continue to recruit WMDVLGBTPDBE suppliers of products and services where WMDVLGBTPDBE utilization is low, such as legal, financial services, fuel procurement, and areas that are considered highly technical as outlined in state regulations.



- The Supplier Engagement team will meet and work with key departments who source products or services in these areas to assist in uncovering opportunities that permit and encourage participation in all WMDVLGBTBE concerns.
- Directly or indirectly counsel WMDVLGBTPDBE suppliers and California based employees on areas that present subcontracting opportunities.

#### 10.1.4 Plans for Recruiting Diverse Suppliers Where Unavailable

Upon identification of necessary commodities where qualified diverse suppliers are currently unavailable, Lumen will continue to leverage its partnerships with local and national agencies, such as the regional Business Chambers, the NGLCC and NaVOBA, to recruit qualified vendors who can meet company needs, as required by all state and federal regulations.

#### 10.1.5 Plans for Encouraging Prime Contractors to Subcontract with Diverse Suppliers

Lumen is committed to providing increased opportunities for small businesses across all categories and types as required by state and federal re. Still, in some cases, the company is challenged by supply chain realities that may impede the ability to buy directly from WMDVLGBTPDBE suppliers. In such cases, Lumen relies upon its prime contractors' Tier II subcontracting activities to bolster supplier diversity efforts.

Lumen encourages both prime contractors and grantees to engage WMDVLGBTPDBE suppliers with subcontracting needs in all categories of opportunities as governed by state and federal regulations.

Lumen remains committed to achieving the maximum practical utilization of WMDVLGBTPDBE vendors in all available categories and sees Tier II purchases as an opportunity to expand business opportunities. However, it should be noted that the award of subcontracts is at the sole discretion of the prime contractor.

#### 10.1.6 Plans for Complying with Supplier Diversity Program Guidelines

Lumen plans to comply with all necessary Supplier Diversity guidelines established by the California PUC required by California Public Utilities Code Section 8283(C).

Lumen Technologies, Inc. shall monitor any changes to the program guidelines to ensure continued compliance.

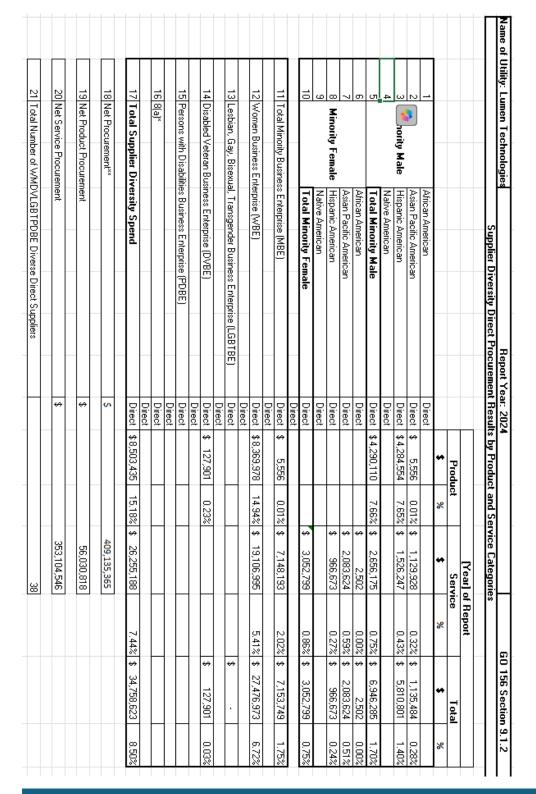
This 2024 Annual Report and 2025 Plan was SUBMITTED by:

Signature: \_\_\_\_\_\_ Typed Name: Mark A. Delgado Title: Senior Manager, Supplier Engagement Address: San Diego, CA 92101 Email: mark.a.delgado@lumen.com

Date Signed: \_\_\_\_\_

### 9.1.2.(a) Results by Ethnicity

18 Net Procurement**	17 Total Supplier Diversity Spend	16 8(a)*		15 Persons with Disabilities Business Enterprise (PDBE)	14 Disabled Veteran Business Enterprise (DVBE	13 Lesbian, Gay, Bisexual, T		12 Women Business Enterprise (WBE)		11 Total Minority Business Enterprise (MBE)	10 To	9 Na	8 Minority Female His	7 Asi	6 Afri	5 To	4 Na	3 Minority Male His	2 Asi	1 Afri				Name of Utility: Lumen Technologies
	ty Spend			Business Enterprise (PDBE)	ss Enterprise (DVBE)	13 Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)		ise (WBE)		nterprise (MBE)	 Total Minority Female	Native American	Hispanic American	Asian Pacific American	African American	Total Minority Male	Native American	Hispanic American	Asian Pacific American	African American			Supplier Diversity Results by Ethnicity	Report Year: 2024
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	8.66%	0.00%		0.00%	0.05%	0.00%		6.86%		1.75%	0.75%		0.24%	0.51%	0.51%	1.70%		1.42%	0.28%		%			9.1.2



#### 9.1.2.(b) Direct Procurement Results by Product and Service Categories





### 9.1.2.(c) Subcontractor Procurement Results by Product and Service Categories

21 Total Number of Diverse Subcontractors	20 Net Service Procurement	19 Net Product Procurement		18 Net Procurement**	17 Total Supplier Diversity Spend		16 8(a)*		15 Persons with Disabilities Business Enterprise (DBE		14 Disabled Veteran Business Enterprise (DVBE)		13 Lesbian, Gay, Bisexual, Transg		12 Women Business Enterprise (WBE)		11 Total Minority Business Enterprise (MBE		10 Total k	9 Native A	8 Minority Female Hispanic	7 Asian Pa	6 African /	5 Total k		3 Minority Male Hispanic	2 Asian Pa	1 African /				Supplier	
ntractors					pend				ss Enterprise (DBE)		erprise (DVBE)		13 Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)		/BE)		ise (MBE)		Total Minority Female	Native American	Hispanic American	Asian Pacific American	African American	Total Minority Male	Native American	Hispanic American	Asian Pacific American	African American				Supplier Diversity Subcontractor Procurement Results by Product and Service Lategories	
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9.1.2(d) Number of Diverse Suppliers Data/Revenue Report

Under \$1 million Under \$5 million Under \$10 million Above \$10 million	Revenue of Diverse Suppliers			Total	Above \$10 million	Under \$10 million	Under \$5 million	Under \$1 million	Number of Diverse Suppliers				Name of Utility: Lumen Technologies
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### 9.1.2(e) Procurement by Standard Industrial Categories (SIC)

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