

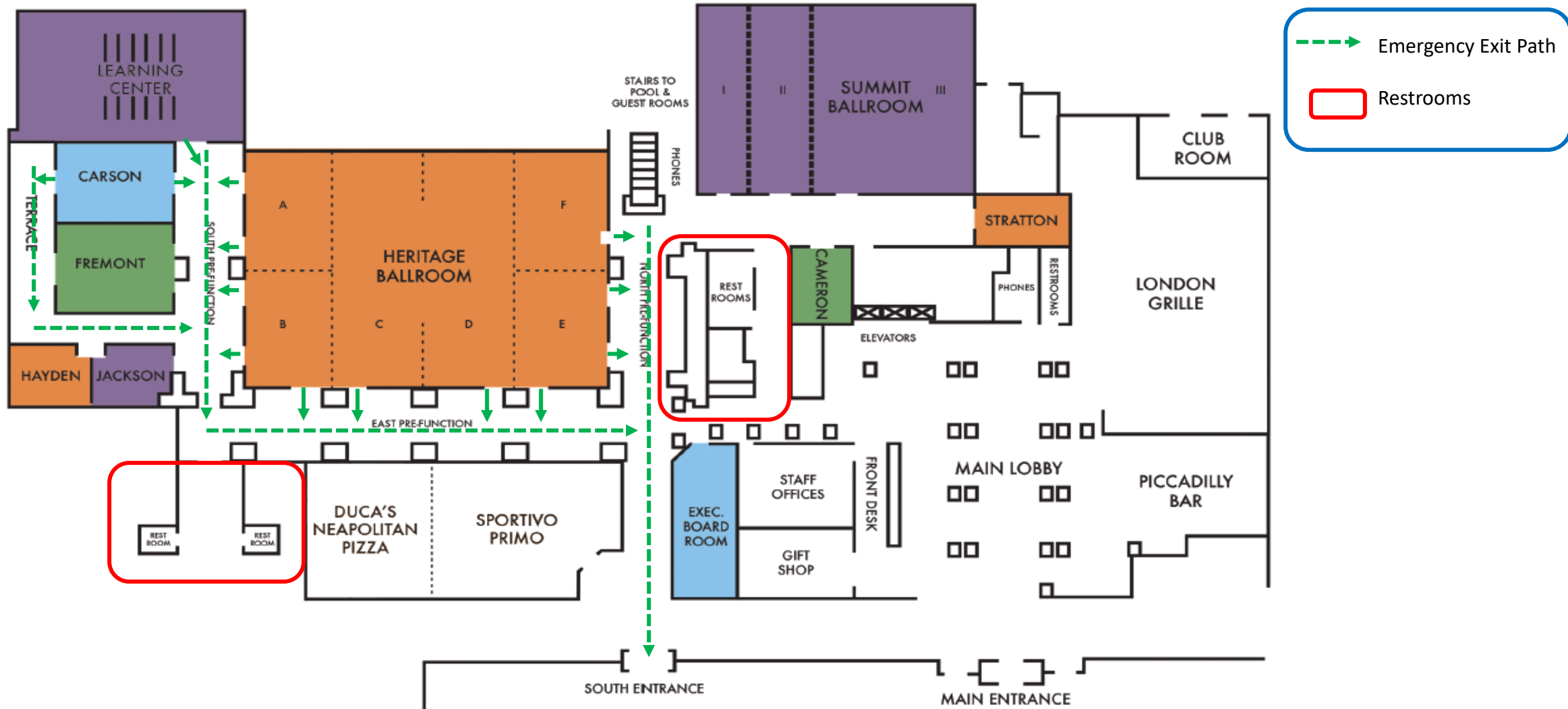


Colorado Springs Utilities
It's how we're all connected

Supplier Day 2023

September 26, 2023

Safety Moment



Room Logistics

- Restrooms are located out the doors in back of the room and to your Right. They are at the end of the hallway on the left.
- Food and Beverages are in main hall through the doors at the back of the room.
- Booths will be located in three locations. The Heritage Room, Carson Room and the Learning Center. The Carson and Learning Center are located through the south doors and to the right.
- Parking Garage Validation – There is a validation machine located by the registration desk. Please use that machine to validate your parking if you parked in the underground garage.

Presentations Agenda

Colorado Springs Utilities - Supplier Day 2023 Agenda					
Start	Finish	Duration	Topic	Title	Presenter
7:00	8:00	60	Check In	Check-In / Networking Breakfast	All
8:00	8:30	0:30	Welcome Message	GM of SCM CEO Chief Customer & Enterprise Service Officer	Rich Norton Travas Deal Mike Francolino
8:30	9:00	0:30	Procure to Pay	INFOR Solution Architect	Vivianna Wilhelm
9:00	9:15	0:15	Break	Break	All
9:15	9:45	0:30	Safety & Health ISNetworld Overview	Manager of Safety & Health ISN Account Specialist	Mike Myers Jennifer Small
9:45	10:45	60	Capital & Operational Project Overview	GM of Information Technology GM of Projects & Program Management GM of Operations	Larry Dunn Dave Padgett Nick Peters
10:45	11:15	0:30	State of Supply Chain	General Counsel & Global Head of Human Resources	Matt Tuller
11:15	12:00	0:45	Question Session with General Managers (Panel)	GM of Supply Chain Management GM of Operations (Utility Construction & Maintenance) GM of Operations (System & Field Operations) GM of Operations (Operations Technical Services) GM of Project and Program Management GM of Resource Infrastructure Planning GM of Information Technology GM of Planning and Engineering GM of Operations (Plants Department) GM of Customer Service	Rich Norton Charlie Cassidy Bryan Babcock Nick Peters Dave Padgett Abby Ortega Larry Dunn Joe Awad Andy Funchess Dan Norton
12:00	1:00	60	Lunch	Lunch	All
1:00	3:00	120	Breakout Sessions	Networking / Class	All

Breakout Session

Breakout Sessions		
Breakout Sessions	Duration	Time Slot
Contracting 101 (Classroom)	60	1:00 PM – 2:00 PM
ISNetworld (Classroom)	60	2:00 PM – 3:00 PM
Water & Wastewater	120	1:00 PM – 3:00 PM
Natural Gas	120	1:00 PM – 3:00 PM
Electric	120	1:00 PM – 3:00 PM
Facilities	120	1:00 PM – 3:00 PM
Information Technology	120	1:00 PM – 3:00 PM
Procurement	120	1:00 PM – 3:00 PM
Safety & Health	120	1:00 PM – 3:00 PM
Regulatory & Compliance	120	1:00 PM – 3:00 PM
Supply Chain Operations	120	1:00 PM – 3:00 PM
GEP Informational Table	120	1:00 PM – 3:00 PM
INFOR – Procure to pay	120	1:00 PM – 3:00 PM
Cyber Security	120	1:00PM – 3:00 PM



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Welcome Message From:

- * **Travas Deal (CEO)**
- * **Mike Francolino (Chief Customer & Corporate Services Officer)**
- * **Rich Norton (General Manager of Supply Chain)**

Teamwork and Engagement Videos

[A Pep Talk from Kid President to You - YouTube](#)

[Entrepreneurs can change the world - YouTube](#)



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Vivianna Wilhelm **INFOR System Architect**

Procure to Pay (P2P) – System Change

Q & A





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Mid-Morning Break

Resuming @ 9:15 am



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Mike Myers (Safety & Health Manager)
Jennifer Small (ISN Account Specialist)

Safety & Health – ISNetworld Overview

Q & A





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- * **Larry Dunn (General Manager Information Technology)**
- * **Dave Padgett (General Manager Project & Program Mgt.)**
- * **Nick Peters (General Manager Operations)**

Capital & Operational Project Overview

Q & A





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Guest Speaker
Matt Tuller
General Counsel & Global Head
of Human Resources (GEP)

State of Supply Chain

Q & A





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General Managers

GM Panel – Question Session

Q & A





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Rich Norton

Final Comments



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Lunch

12:00 to 1:00

Breakout Session

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Michael Myers (Manager Safety & Health)
Jennifer Small (Account Representative ISNetworld)
Emma Handy (Account Representative ISNetworld)

Safety & Health
&

ISNetworld Overview

Contractor Safety Management

Colorado Springs Utilities is committed to meeting and/or exceeding OSHA Standards

We are invested in the success of all our projects and will work with you to achieve that goal. If you are not successful, then we are not successful



Contractor Safety Management



As a controlling employer we have a duty under OSHA's Reasonable Care Standard to prevent and detect violations on our sites



This standard requires us to know about the safety history, practices and level of expertise of the contractors we hire to perform work at Colorado Springs Utilities

What do we expect from our contractors



Be responsible for safety at your worksite

Preparation of your site-specific safety plan

Conformance to the safety plan throughout the course of your work

Complying with applicable OSHA Regulations

Ensuring all subcontractors are compliant with the same requirements your held accountable to

Working with Utilities staff who are vested with the authority to enforce our Contractor Minimum Safety Standards requirements

ISNetwork

- Contractors are required to subscribe to ISN to assess safety performance indicators
- You will be required to submit a variety of information in a timely manner to ISN and will obtain a rating of “Acceptable”, “Provisional”, or “Not Recommended”
- Contractors with an assessment score of “Not Recommended” or “Provisional” may still be considered for work but will be required to address identified deficiencies that will be review by Colorado Springs Utilities to determine whether or not we will approve you to work for us

September 26, 2023

Colorado Springs Utilities ISN Contractor Management Program

CSU Supplier Day



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www.isn.com

ISN Mission & Reach

ISN in Numbers

750+

Hiring Clients Worldwide

76,000+

Active Suppliers/Suppliers

85+

Countries with ISN Customers

30+

Industries

Utilities & Telecommunications Clients

115+

Hiring Clients

700+

Client Sites Managed

23,500+

Suppliers

137,500+

Supplier employees completed a site orientation training in ISNworld

ISN helps enterprises reduce risk by pre-qualifying and monitoring safe and sustainable third-party service providers (contractor companies and suppliers).

- **20+ years** providing innovative technology and award-winning service to support risk mitigation efforts of customers in 85+ countries
- **Over 540+ employees** and **13 offices** globally
- **1,800+ Years** of HSEQ, Data Science and Insurance/Risk Management Experience
- **85+ Countries** with ISN Customers and **35+ languages** spoken

 nationalgrid

 ENGIE

 NEXTera
ENERGY

 AVANGRID

 enel

 Exelon

 SOUTHERN CALIFORNIA
EDISON
An EDISON INTERNATIONAL Company

 PG&E

 Pattern

 ATMOS
energy

 Sempra Energy®

Why Colorado Springs Utilities partnered with ISN

ISNetwork helps manage risk and strengthen relationships with third-party vendors, while reducing duplicative work associated with traditional qualification processes.

Our subscription-based platform helps you source contractors who meet and exceed industry and regulatory standards specifically in the areas of **health, safety, quality, insurance, financial, training, cybersecurity, and ESG.**

Challenges Identified

1. Lack of streamlined prequalification process across sites
2. Lack of resources available to pre-qualify and verify contractors' qualification information across the organization
3. Manual process to verify contractor safety, quality and insurance information on an ongoing basis
4. Mitigate and manage risks associated with contractor

Risks

Outsourcing work presents additional risks of incidents occurring including:

-  Reputation damage
-  Safety and Health of Workers
-  Downtime or Disruption to Work
-  Damage to Facilities and Equipment
-  Supply Chain Continuity

Solutions and Results for CSU and

KNOX CONSTRUCTION		Company ID: 400-128708	A ACCEPTABLE TO USE
		Company Contact: Carl Allen	
		Site: McKinney Enterprises	
Grade Component	Status	Points	Gaps
Questionnaire	Satisfactory	10 / 10	●
Written HSEQ Programs	RAVS score is 100	20 / 20	●
Implementation Assessment	RAVS Plus score is 90	5 / 10	●
Serious Injury & Fatality Rate	Satisfactory	15 / 15	●
Post Job Evaluation	Post Job Eval is between 90 and 100	10 / 10	●
Insurance	Current Documents are Accepted	25 / 25	●
Commercial Questionnaire	Satisfactory	3 / 5	●
Acknowledgement Form	Acknowledged	5 / 5	●
Total		92 / 100	

ISN allows CSU to make informed hiring decisions and continuously monitor compliance using a configurable and real time scorecard. ISN handles the collection, review and verification of contractor documents.

75,000
Contractors
In ISN for
Sourcing

6,000
Annual Hours
Saved

52%
Incident Rate
Reduction

\$277K*
Labor Costs
& Productivity
Savings

*Data shows potential impact assuming 500 Contractors managed via ISNetwork

The ISN Process

1 Identify Contractor/Supplier Base

Program Scope & Risk Factors

- Work Performed
- Supply Chain Continuity
- Reputational Risk
- Safety & Health of Workers
- Level of Access
- Damage to Facilities & Equipment

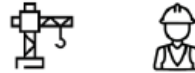
4 Score & Benchmark Contractors/Suppliers

Grade Component	Status	Points	Gaps
HSE & Sustainability Questionnaire	Satisfactory	10/10	●
Winston HSEQ Programs	RAV5 score is 100	15/15	●
ESG Verify™ Policies and Procedures	RAV5 score is 90	8/10	●
Implementation Assessment	RAV5 Plus score is 90	5/10	●
Serious Injury & Fatality Rate	Satisfactory	15/15	●
Post Job Evaluation	Post Job Eval is between 90 and 100	10/10	●
Insurance	Current Documents are Accepted	20/20	●
Commercial Questionnaire	Satisfactory	3/5	●
Cyber security	Satisfactory	5/5	●
Total		91/100	

2 Collect the Data

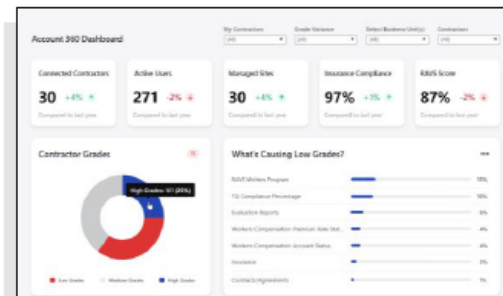
Contractor & Supplier Reported Data

KNOX
CONSTRUCTION



Company-Level • Project & Site-Level Individual-Level

5 Analyze & Report on the Data



3 Review & Verify the Data

- ISN Review and Verification Services Team
 - Insurance/Workers Compensation
 - Safety Due Diligence
 - Vendor Perception Surveying
 - ESG & Supplier Diversity
- Third Party
 - Web Scraping (Citations, Licenses, etc.)
 - Financial and Cyber Ratings
 - Training, Drug & Alcohol, Background Checks

Ongoing Monitoring & Process Integration


Client Input & Ongoing Monitoring

- Audits/Assessments
- Contractor Sourcing
- Post Job Evaluations
- API System Integration
- Incident Management
- Training Delivery
- Work Permits
- On-Site Badging


Configurable Qualification Criteria – Business Unit/Site/Risk Level

Grade Scorecard			
Grade Component	Status	Points	Gaps
HSE Pre-Qualification Questionnaire	HSE Compliance is Excellent	10 / 10	✓
Total Recordable Incident Rate (TRIR)	TRIR Statistics at or Below Industry Average	15 / 15	✓
Days Away Restricted Transfer (DART)	DART Statistics at or Below Industry Average	20 / 20	✓
Fatalities	No Fatalities	0 / 0	✓
Citations	No Citations Found	10 / 10	✓
Experience Modifier Documents	Rate is 0.53	10 / 10	✓
Written Programs	RAVS score is 100	35 / 35	✓
Total		100 / 100	

Company Scorecard



Carl Allen
✓ Meets My Company's Completion Requirements



Company ID: 400-128708

Company Grade			
STATUS	SITE	GRADE	MINIMUM PASSING GRADE
● Green	Active Contractors	A	C

Online Training (OT)		
STATUS	TRAINING NAME	TRAINING STATUS
● Green	Site Orientation	Pass

Training Qualifications (TQ)		
STATUS	ACTIVITY	ACTIVITY STATUS
● Green	Scaffolding - Crew	Qualified
● Green	Scaffolding - Supervisor	Qualified

Employee Scorecard



ISNetworld – Breakout Session



Colorado Springs Utilities – Contractor Forum (CSU)

September 26, 2023

www.isn.com

Questions



Colorado Springs



Utilities

Transition to the Cloud



Agenda

01

Solution Overview

03

Financial
Management

02

Phased Approach

04

Supply Chain

Presenter



VIVIANNA WILHELM
Financial and Supply Management
Solution Architect

- Infor ERP for Colorado Springs Utilities

Overview

Infor CloudSuite is the next generation of our current Infor system for Finance, Supply Chain, Human Capital, Payroll, and Work Force Management that provides current technology in a robust system with updated tools and personalized use.

The system was selected to meet the needs of our diverse set of users and will be the backbone of Colorado Springs Utilities business and human resources operations for years to come. It features a flexible application portal, integrated financial systems, a dynamic HR and payroll self service, paperless transactions, as well as a powerful reporting suite.

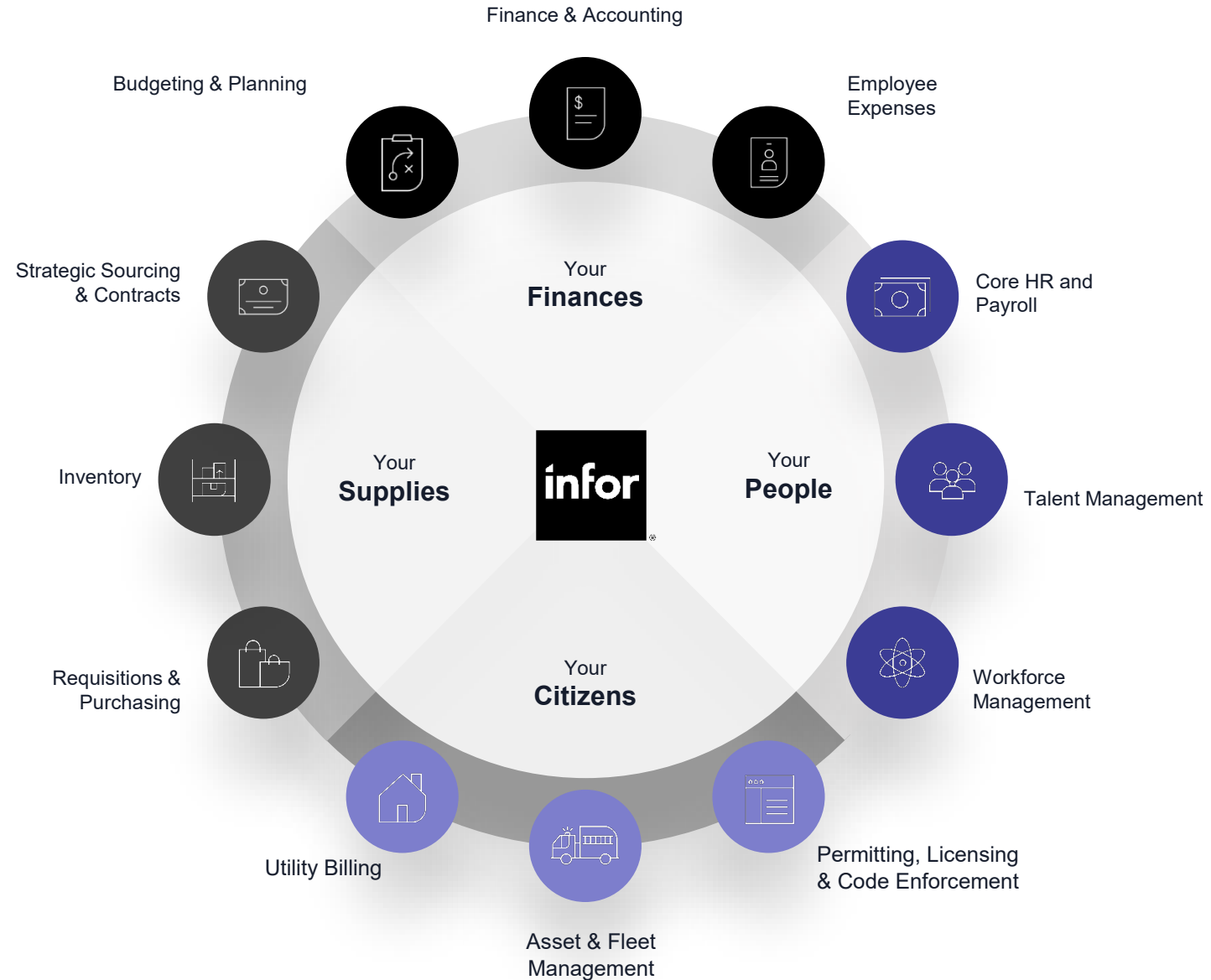
Executive Leadership considers this as part of the foundation towards building the future. It will also serve as a key pillar to the success of so many other projects down the road.

Serving a population of nearly half a million, the Infor Enterprise Resource Planning (ERP) System will help Colorado Springs Utilities perform daily operational tasks such as financial transactions, contract management, benefits administration, employee & manager space.



The power of a unified operations platform

Government modernization begins with a truly connected digital ecosystem. Leverage your existing data in unprecedented ways, break down silos across the organization, and achieve your mission.



Phase 1

- **Global Ledger**
- **Global Ledger Allocations**
- **Project Ledger**
- **Project Invoicing and Revenue**
- **Payables**
- **Cash Management**
- **Receivables**
- **Asset Accounting**
- **Matching**

Phase 2

- **Close Management**
- **Reconciliation Management**
- **Purchasing**
- **Requisitions**
- **Requisition Self Service**
- **Inventory Control**
- **Contract Management**
- **Mobile Supply Chain Management**
- **EDI**
- **Punchout**



What is the Company's strategy for the future? Have business models, employee work patterns, procedures or expectations changed? Have agility and innovation become more important? These strategic questions are important when trying to avoid the old "Alice in Wonderland scenario" aka "that's the way we have always done it"



Alice asks, “ Would you tell me, please, which way I ought to walk from here?:

Cheshire Cat replies: “That depends a good deal on where you want to get to.”

Alice replies: “ I don’t much care where.”

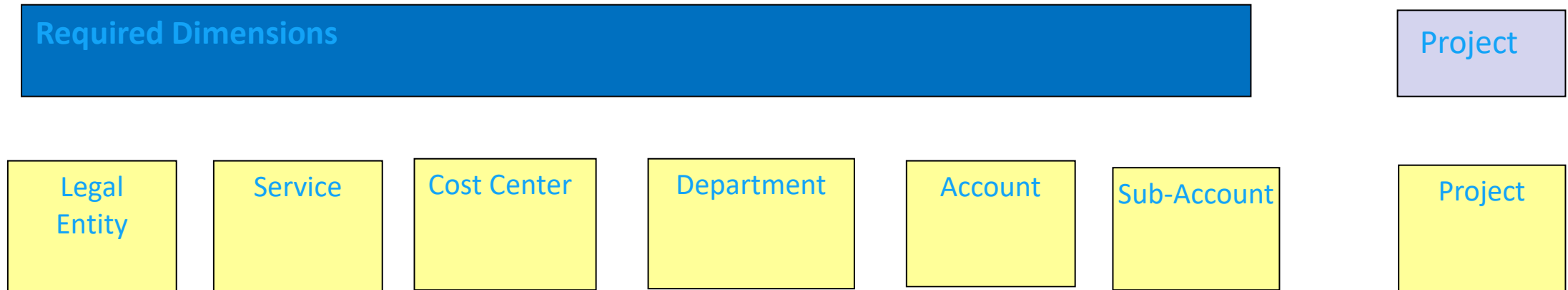
Cheshire Cat responds: “Then it doesn’t much matter which way you walk.”



Current Options Upgrading to the Cloud – Financials

- **Global Ledger**
- **Global Ledger Allocations**
- **Project Ledger**
- **Payables**
- **Cash Management**
- **Receivables**
- **Asset Accounting**

Global Ledger Code Block in FSM



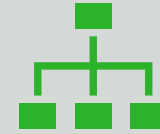
New

- **Close Management**
- **Reconciliation Management**
- **Project Invoice and Revenue**
- **Matching**
- **Purchasing**
- **Requisitions and Requisition Self Service**
- **Inventory Control**
- **Contract Management**
- **Mobile Supply Chain Receiving and Delivery**
- **Mobile Supply Chain Par and Cycle Counting**
- **EDI**
- **Punchout**

Key Features for Close Management



Easy to use task scheduling to manage a single close process across the entire organization



Centralized work for a resource (to-do list, to-do, overdue, approved, etc.)



Prebuilt Dashboards with views by period, process, sub-process, task owner, and team



Ability to add a One-Click task

Store supporting and

Project Invoicing & Revenue Benefits



Project revenue recognition



System created journal entries



Various billing methods



Track project funding sources



Project contract document/Invoice out

Extend to use Project Invoicing & Revenue

Key matching application components

Role-based home pages

Role-based home pages provide quick access to what is most relevant for your role. For example, the Payables Manager home page lists invoices on hold, overdue invoices, overdue invoices by vendor, and other options.

Reconciliation

Invoices are reconciled using the match specialist role. Invoice lines can be matched to receipts lines.

Invoice messaging

Invoice messaging is a powerful tool for communicating and resolving issues. It notifies responsible personnel of invoice matching discrepancies.

Manual/automated match process

You can match an invoice either manually or by running an automated program. Most customers run an automated program, and then process the exceptions manually.

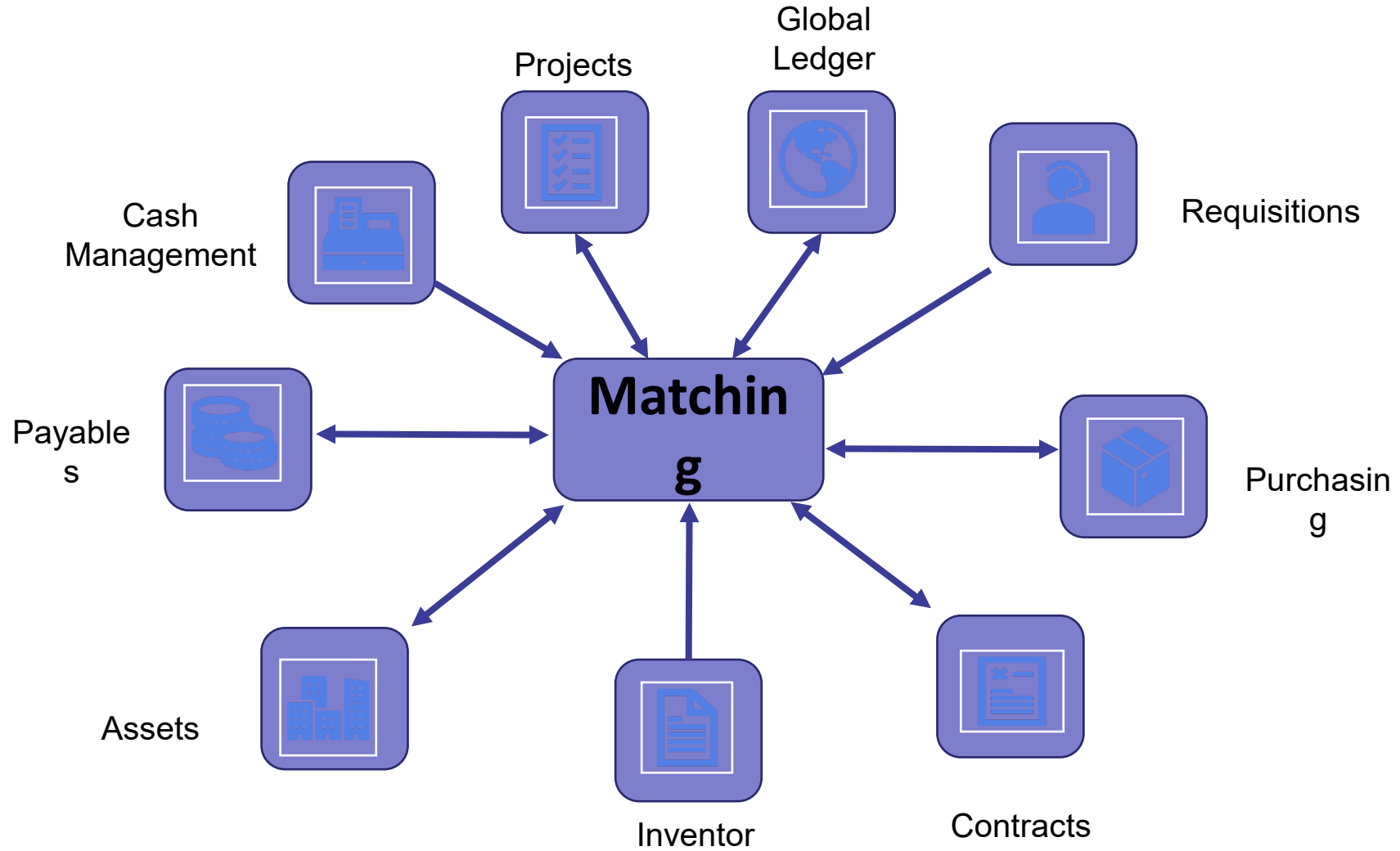
Two-way and three-way matching

Two-way and three-way match define the requirements to complete a successful match. Two-way matching is between an invoice and a PO, and three-way matching is between an invoice, a receiver, and a PO.

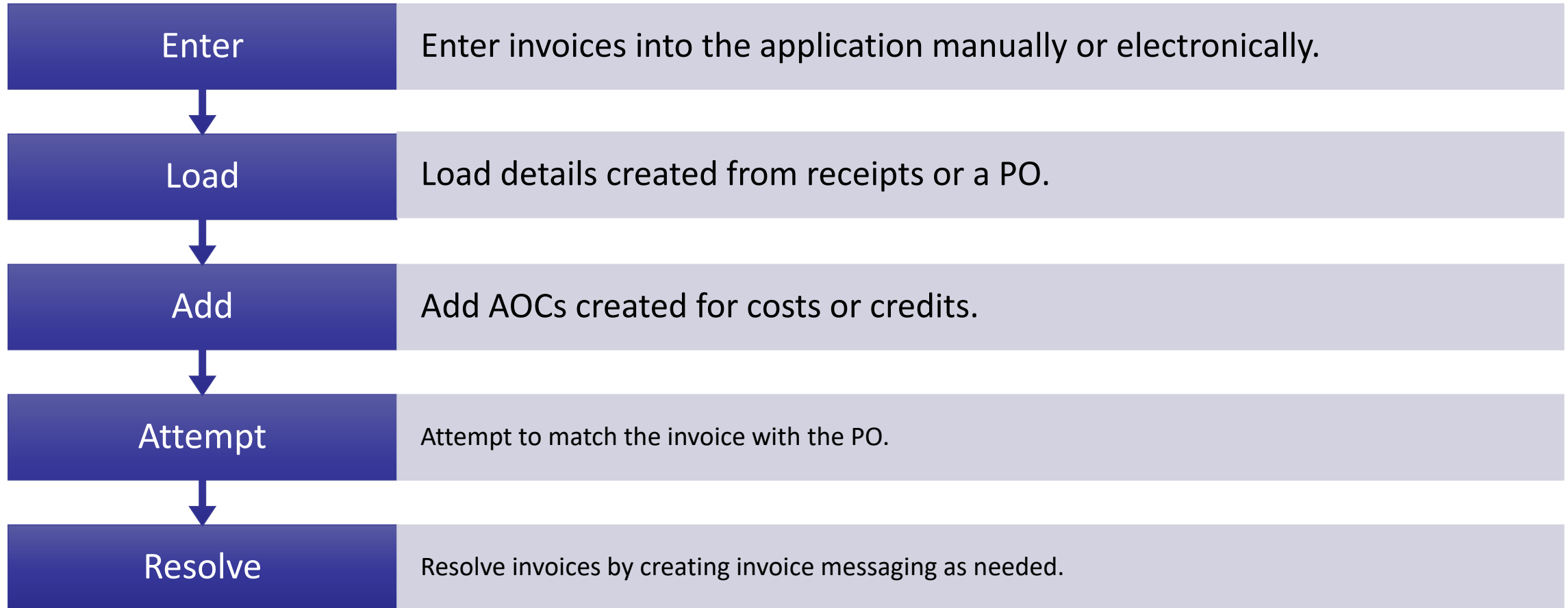
Invoice approval

Invoice approval has the same approvals as a requisition and is used for basic invoices. Service contracts and PO service lines have one level of approval to approve the service

Integrations with other applications



Invoice Matching Process steps



Components

- **Create Purchase Orders – Formal Process of buying goods and services**
- **Receipt of Items – Accepting items from the vendor**
- **Authorize Vendor Payments – Purchase orders are used to authorize vendor payments when correct items are received**

Components



Real time tasks and alerts

Ability to filter, view, and monitor the progress of important activities with tasks and alerts that transmit transaction information in real time



Social collaboration tools

Social collaboration tools to follow business objects such as invoices, customers, and items



Built in search

Built-in search capabilities accelerates end-user productivity



Access anytime, anywhere

Informational access to any assigned user at any time, from virtually anywhere



Workflow approval process

Automated workflow and approval process allows users to request actions such as requesting a new vendor or propose a new contract



Action Requests

Requesters may access multiple action requests such as Request New Item, Request New Item Location, Propose New Contract, Request New Vendor, New Item Proposal, and Request Vendor Payment

Components



Role-based home pages

Role-based homepages provide quick access to what is most relevant for your role.

Physical inventory counts

Physical inventory is the actual item quantity count that is currently in stock at a location.

Inventory replenishment

Inventory replenishment is the act of refilling the stock on-hand. You can replenish an inventory location from a vendor, from another location, or from a requisition or PO.

Cycle counts

Cycle counting is the process of counting inventory items on a yearly schedule, so all inventory is counted at least once a year.

Issue, transfer, and adjust inventory

Issue, transfer, and adjust inventory are transactions that can be made in inventory that either decreases or increases inventory.

PAR/exchange cart locations

PAR/exchange cart locations are stationary or mobile supply areas. PAR locations are replenished by restocking items, and exchange carts are replenished by exchanging with an identical stocked cart.