



Building the Future Together

A Diverse Supplier Development Program

2023



INDIANAPOLIS

FIVE CITIES PLUS

Citizens Energy Group

It's Always Been a Matter of Trust

In 1887, Indianapolis civic leaders came up with the idea of operating a natural gas company as a Public Trust, solely for the benefit of customers and the community. Today, this Trust lives on as Citizens Energy Group, a broad-based utility service company, providing natural gas, thermal energy, water, and wastewater services to about 900,000 people and thousands of businesses in the Indianapolis area.



Committed to Diversity

- **Supplier Diversity Policy Statement**
 - Citizens is dedicated to providing procurement and economic growth opportunities to small-to-mid sized business. Our goal is to work with companies committed to providing value to our customers. Our policy is to source and provide equal access to procurement opportunities for businesses that are local, minority, women and veteran-owned enterprises.



Supplier Diversity Program Objective

- Support the economic development of local businesses
- Maximize visibility to opportunities
- Support viable growth of minority, women, and veteran owned businesses through development programs
- Increase minority, women, and veteran Tier I & Tier II utilization
- Meet or exceed supplier spend metrics
15% MBE | 8% WBE | 3% VBE
- Monthly & annually track and report diverse spends, from all business units, to Corporate Leadership



Designing a Diverse Supplier Development Program



Why develop a Diverse Supplier Development Program?

- Transparency
- Collaboration
- Quality
- Responsiveness
- Awareness



Building the Future Together (BTFT)

Mission

To support the Mission of Citizens Energy Group “to provide safe, reliable service while being good stewards of the environment, at the lowest rates consistent with sound financial management,” by developing, strengthening, engaging, and growing select diverse businesses’ abilities to consistently meet all requirements in providing needed goods and services to Citizens’ utilities.

Vision

The vision of the Building the Future Together program is to support Citizens Energy Group’s Vision “to fulfill the promise of the Trust with unparalleled excellence and integrity” by cultivating a broader, more diverse “first call” supply base to serve Citizens and its customers for the long term.



What are the objectives

BTFT Objectives



Provide ongoing feedback & open dialogue



Develop long-term proficiencies



Encourage & support high-performing & promising emerging businesses



Grow diverse businesses = Economic impact



Increase diverse Tier I/prime contractor supply base



Help meet supplier diversity metrics

How will you measure success

BTFT Measures



Performance improvement (metrics/safety)



Progress along Situational Leadership Continuum



Financial performance & stability



Increased employment



Company growth



Tier II program development



Community impact

What are your program's requirements

BTFT Criteria

- Registered business
- Certified diverse supplier
- Satisfactory performance on current projects
- Self-performance
- Safety qualifications
- Transparency with financial records
- Master agreement in place
- Proof of Insurance



What is your selection process?

BTFT Selection Process

- Define scope of services with future needs
- Identify diverse supplier candidates
- Compile list for consideration
- Identify internal sponsor
- Verify if candidate is interested in program
- Review if candidates meets requirements
- Communicate approval to diverse supplier into program



How will you define performance measurements

BTFT Performance Measurements

- Internal & external standards for scope of work
- Safety performance
- On-time performance; adherence to schedule
- On-budget performance
- Customer relationship management



How will you document performance

Supplier Name: _____ Date: _____

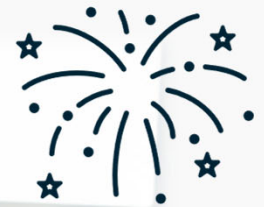
Supplier name:	Meeting date:					
Discussion tool for supplier performance						
Please add to this list as necessary:	Current performance			Over time		
	Good	Fair	Poor	Improving	No change	Declining
Performance overall						
Productivity level						
Quality of work/familiarity with, following standards						
Project management/planning, execution						
Responsiveness						
Communication, sufficient and timely						
Personnel availability						
Bench strength						
Effective use of subcontractors						
Level of training/skills/OQ						
Equipment condition/availability						
Safety/safe working practices						
Customer focus/public relations						
Cost-consciousness						
Worksite housekeeping						
Meeting deadlines/timelines						
Documentation/paperwork						
For the type of work typically assigned, what is this company's level of development?		D1 - D4				
Identify top 2-3 areas for improvement that would make the biggest difference in their performance						
Supplier qualifications:	_____					
Contract type and date	_____					
Safety qualification expiration date	_____					
COI expiration date	_____					
Financial qualification expiration	_____					

How will you engage & promote

- BTFT Engagement & Promotions
 - Host events
 - Introductions to business units
 - Executive involvement & mentorship
 - Newsletters
 - Social media



How will you celebrate





Thank you!

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