



Control Number: 30240



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The Compliance Group, Inc.
1420 Spring Hill Road, Suite 401
McLean, VA22102

December 20, 2017

THE COMPLIANCE
GROUP

2017 DEC 23 AM 10:34

PUBLIC UTILITY COMMISSION OF TEXAS
AUSTIN, TEXAS

Public Utility Commission of Texas
Attn: Central Records
1701 N. Congress Avenue, PO Box 13326
Austin, TX 78711

Re: inContact - Annual Workforce Diversity Progress Report (TX) (Due: December 31, 2017)

Attention -

On behalf of our client, inContact, Inc., The *Compliance* Group submits the enclosed regulatory report: Annual Workforce Diversity Progress Report (TX) (Due: December 31, 2017).

This report covers the following reporting period: January 1, 2017 - December 31, 2017.

Please do not hesitate to contact the undersigned directly with any questions about this report at kmh@compliancegroup.com.

Respectfully Submitted,

Karen Hyde

On behalf of inContact, Inc.

SMALL UTILITIES HUB USE REPORT (purchases outside Texas)

Utility: _____

inContact, Inc.

MBE Procurement	Construction Expenditures	Commodities Expenditures	Other Services Expenditures	Professional Expenditures	Major Equipment Expenditures	Other Expenditures	Total HUB Expenditures
African American							
Male	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0
Asian American							
Male	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0
Hispanic American							
Male	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0
Native American							
Male	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0
MBE Total (Male/Female Minority)	0	0	0	0	0	0	0
WBE Total (Non-Minority Female)	0	0	0	0	0	0	0
Total MBE & WBE Procurement	0	0	0	0	0	0	0
Total Unknown Status Procurement (1)	0	0	0	0	0	0	0
Total Non-Fuel Procurement (2)	0	0	0	0	0	0	0
							Total Utility Purchases
Total Fuel and Purchased Power Procurement (electric only)							0
Total Non-Fuel, Fuel, and Purchased Power Procurement							0

(1) Vendors for whom HUB status is not directly known (2) Expenditures for goods and services from vendors not including wages, benefits, and other non-negotiable goods and services such as taxes and postage. Includes MBE/WBE and

Reporting Period: Jan - Dec 2017 Oct 1, _____ through Sep 30, _____

Address: 75 West Towne Ridge Parkway, Tower 1 _____

City: Sandy _____

Reporting Date: 12/18/17

Contact person: Kimm Partridge _____ State: UT _____ Zip: 84070 _____

Phone: (801) 320-3490 _____ Fax: _____ (801) 320-3490

To be filed by a utility which has more than 1,000 customers in a state other than Texas, or which purchases more than 10% of its goods and services from vendors not

**WORKFORCE AND SUPPLIER DIVERSITY FORM
WORKFORCE DIVERSITY**

Occupational Categories	NUMBER OF TEXAS FULL-TIME EMPLOYEES FOR REPORTING YEAR												
	Combined Total	Company Totals		Caucasian		African American		Hispanic		Asian		American Indian	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officials and Managers	8	6	2	5	2					1			
Professionals	9	7	2	5	1		1	2					
Technicians	0	0	0										
Sales Workers	13	11	2	10	2	1							
Office and Clerical	1	0	1						1				
Craft Workers (Skilled)	0	0	0										
Operatives (Semi-skilled)	0	0	0										
Laborers (Unskilled)	0	0	0										
Service Workers	0	0	0										
Previous Year Totals	33	24	9	19	7	2	1	2	1	1			
This Year Totals	31	24	7	20	5	1	1	2	1	1	0	0	0

NOTE: Double-click on embedded Excel chart to open. Click on a cell or use arrow keys to select an occupational category and ethnic group to update workforce diversity numbers. Do not enter information in Combined Total and Company Totals columns or the This Year Totals row as these will update automatically. Cells left blank will be counted as zero. Click anywhere outside of chart to exit.

WORKFORCE AND SUPPLIER DIVERSITY FORM
HUB/SMALL BUSINESS PROCUREMENT AS A PERCENTAGE OF TOTAL COMPANY PROCUREMENT

Actual % = [Total HUB(1) procurement + Total Small Business(2) procurement]/Total Company procurement	Actual % for Previous FY	Actual % for Current FY	Percentage Change
Construction Contracts (3)			%
Commodities Contracts (4)			%
Other Services (5)			%
Professional Services Contracts (6)			%
Major Equipment (7)			%
Other (8)			%

(1) HUB -- Pursuant to Texas Government Code § 481.191(4), HUB means: (A) a corporation formed for the purpose of making a profit in which at least 51 percent of all classes of the shares of stock or other equitable securities is owned by one or more persons who are members of certain groups, including black Americans, Hispanic Americans, women, Asian Pacific Americans, and American Indians; (B) a sole proprietorship formed for the purpose of making a profit that is 100 percent owned, operated, and controlled by a person described by Paragraph (A) of this subdivision; (C) a partnership formed for the purpose of making a profit in which 51 percent of the assets and interest in the partnership is owned by one or more persons described by Paragraph (A) of this subdivision. Those persons must have proportionate interest and demonstrate active participation in the control, operation, and management of the partnership's affairs, or (D) a joint venture in which each entity in the joint venture is a historically underutilized business under this subdivision.

(2) Small Business -- Pursuant to Texas Government Code § 481.191(6), Small Business means a corporation, partnership, sole proprietorship, or other legal entity that: (A) is domiciled in this state; (B) is formed to make a profit; (C) is independently owned and operated, and (D) employs fewer than 100 full-time employees.

(3) Construction -- Construction done by general contractors and special trade contractors which includes new work, additions, alterations, reconstruction, installations, repairs, remodeling, renovating, and repair of office buildings. Heavy construction other than buildings such as pipelines, communication and power lines, sewer and water mains, asphalt and concrete construction of roads, trenching, cable laying, conduit construction, land clearing and leveling.

(4) Commodities -- All materials, goods or tangibles purchased to conduct business, not including fuel or purchased power contracts and major equipment purchases and rentals.

(5) Others Services -- All specialty work, special circumstances that required contract labor, special consultants or other non-defined services. Examples include audio/visual, staffing services, landscaping, forestry, tree trimming, art and decorative services, janitorial, travel/lodging, automotive repair, and photography.

(6) Professional Services -- Contracted professional services which include legal, consulting, health, engineering, accounting, advertising/marketing, architectural, real estate, computer services, research and analysis, education/training, insurance, surveying services, weather services, environmental, financial, etc.

(7) Major Equipment -- Includes all major equipment purchases and rentals including but not limited to transmission and distribution equipment, power plant equipment, substation equipment, heavy construction equipment, fleet requirements, etc.

(8) Other -- Any commodity or service not covered by the above categories.

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

- (1) Describe the specific initiatives, programs, and activities undertaken under the plan during the preceding year:**

Insert text here

N/A

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

- (2) Make an assessment of the success of each of the specific initiatives, programs, and activities listed above:**

Insert text here

N/A

- (3) Describe the initiatives, programs, and activities the utility will pursue during the next year to increase the diversity of its workforce and contracting opportunities for small and historically underutilized businesses:**

Insert text here

N/A

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

(4) State the specific progress made under the plan filed by the utility:

Insert text here

N/A



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