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PUBLIC UTILITY COMMISSION
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December 17, 2004

VIA US Mail

Central Records Division
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, TX 78711-3326

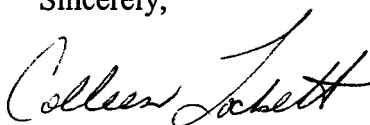
RE: **Project No. 30240**
Intrado Inc.
Workforce Diversity Plan

Dear Sir/Madam:

Please find enclosed the original and four copies of Intrado Inc.'s Annual Progress Report on Five-Year Plan to Enhance Supplier and Workforce Diversity.

If you or anyone at the Commission has any questions regarding this form, contact me at (720) 494-5800.

Sincerely,



Colleen Lockett
Paralegal
Intrado Inc.

cc: Governor
Lieutenant Governor
Speaker of the House of Representatives
African-American Legislative Caucus
Senate Hispanic Caucus
Mexican American Legislative Caucus



INTRADO INC.

WORKFORCE AND SUPPLIER DIVERSITY PLAN FORMS

2004

WORKFORCE AND SUPPLIER DIVERSITY FORM **WORKFORCE DIVERSITY**

Occupational Categories	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	6	3	3	3	2					1			
Professionals	3	0	3		2					1			
Technicians	0	0	0										
Sales Workers	4	2	2	2	2								
Office and Clerical	3	2	1	2				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													
	20	6	14	5	11	0		1	1	2	0	0	0
This Year Totals	16	7	9	7	6	0		1	0	2	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)		0.00%	0.00%	0.00%
Commodities Contracts (4)		0.00%	2.10%	2.10%
Other Services (5)		0.00%	0.49%	0.49%
Professional Services Contracts (6)		0.00%	0.00%	0.00%
Major Equipment (7)		0.00%	0.00%	0.00%
Other (8)		0.00%	0.00%	0.00%

(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 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:

Intrado strives to employ a diverse workforce emphasizing local community employment.

In 2004, Intrado established corporate principles that recommended behaviors which include seeking diversity. These newly founded principles can be viewed by all Intrado employees on the IntradoNet, the company's internal website.

Intrado's general philosophy and practice of cross departmental transfers and promotions, supported by developmental efforts (such as the Leadership Development Program), has resulted in a higher number of diverse employees in management/senior level positions.

Intrado continues to promote that we are an Equal Opportunity Employer on our employment application and job postings.

All corporate materials, such as the annual employee benefits brochure, incorporate photographs that depict the company's diverse employee base.

Intrado continues to participate in the Inroads Internship Program. The Inroads Program develops and places talented minority youth in business and industry and prepares them for corporate and community leadership. Inroads interns have worked in the company the past two summers and several have been subsequently employed in regular full time positions. Intrado expects to participate in this program again in the summer of 2005 and is increasing its participation to 3 interns.

Intrado has offered the Leadership Development Program sponsored by the Corporate Leadership Team and the Board of Directors for the past three years. This program identifies and develops a select group of employees for leadership/senior management positions. Diversity of participants is an integral part of the program. One-half of this year's class was comprised of female supervisors and/or managers and one participant was of Hispanic origin.

Intrado has launched a Cultural Awareness Program that occurs on a monthly basis. This program brings information to employees on different ethnicities in the form of written information, displays, events, etc. Each month a different culture/ethnicity is featured. In 2004, cultures that were celebrated were National Hispanic Heritage Month, Oktoberfest, Native American Heritage Month and Holiday Celebrations around the World. Other cultures are scheduled to be celebrated each month in 2005.

Intrado also added an important diversity awareness statement to the Performance Evaluation Forms of all executive and managerial employees. This statement provides the reviewing manager with the opportunity to indicate if the reviewed manager maintains diversity awareness and equal opportunity in their department. The statement reads, "Manager maintains awareness in his/her department of company's Affirmative Action Plan, including monitoring, hiring and

WORKFORCE AND SUPPLIER DIVERSITY FORM COMPANY INITIATIVES

promotion practices and identifying problem areas. Manager assures that no person in his/her department is discriminated against in any condition of employment because of race, national origin, sex, religion, age, disability, gender variance or veteran status.” This confirms to all Intrado employees the Company’s commitment to diversity and equal opportunity and encourages that these values will be practiced within the organization.

Internal training programs continue to focus on our globally diverse employee base. Examples of training offerings are: “Understanding Gender Differences in the Workplace”, “Dignity and Diversity in the Workplace”, “and Managing Diversity in the Workplace.” Also, when Intrado acquired a Swiss company, the training department offered a class called “Cross-Cultural Training – Swiss” to help employees become more aware of the Swiss culture.

Intrado continues to offer the tuition reimbursement program to all eligible employees to encourage continued education and development of its workforce. This program provides up to \$3,000 annually for undergraduate studies and up to \$5,000 total for graduate studies. In 2003/2004, Intrado had 27 female and/or minority participants in this program.

Intrado has continued to refine the means of identifying historically underutilized businesses (HUB’s) by enhancing our database management in terms of capturing the relevant data.

Intrado continues to explore other means of expanding diversity and cultural awareness among its employee population and to identify means of expanding its utilization of HUBs and small business.

**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:

Intrado is proud of its efforts to enhance the diversity of its workforce and to utilize HUBs and small businesses where appropriate with the communities it serves. We believe by continuing the opportunities listed in Section (1) and expanding on these opportunities we can continue to promote diversity in both our employee population and the vendors utilized by the company.

As a result of the Company's initiatives we see a significant increase in interest from employees in participating in our Cultural Awareness Programs on a monthly basis. Employees have participated by providing ideas, submitting items for display and sharing information that may be relevant to their specific ethnicity and/or culture. In addition, our Finance Department has refined their database management opportunities to the point that we can now gather the appropriate information on HUBs and small businesses and are able to report an increase in utilization from the last time this report was filed.

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

Since the last report was filed, Intrado has reduced its overall workforce in Texas by 20%. However, it has attempted to maintain the diverse makeup of the employee population. While the overall female population has declined, the African American population has been maintained and the female Hispanic population has been maintained. Intrado will continue, based on company needs, to recruit from the local community base when openings occur and will attempt to maintain the minority population within our workforce in Texas.

In terms of procurement, the company has increased its overall HUB/Small business procurement from 0% to 2.59% of the total company procurement. A 2.49% increase has been realized in the Commodities Contracts category and a 0.49% increase has been realized in the Other Services category. The company will continue to seek out HUB/Small business vendors in 2005.