



# Allstate®

Northern Ireland

# ENVIRONMENTAL STRATEGY



ALLSTATE  
NORTHERN  
IRELAND

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## INTRODUCTION

The following document contains the Allstate NI Strategy for the management of the environmental impacts of conducting our business. The report includes our overall environmental policy and strategy and statement of environmental impact and our energy, waste minimization and environmental procurement policy. It also includes environmental objectives and targets for 2010/2011 along with our environmental performance against these measures since 2007 where available.

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## ALLSTATE NI ENVIRONMENTAL STRATEGY

ANI accepts an obligation to comply with all relevant legislation and minimise its impact upon the environment. In recognition of this, we have implemented an environmental management system, which focuses on:

- seeking to conserve natural energy sources and to help limit greenhouse gas emissions;
- water conservation to help preserve this natural resource;
- engaging in responsible waste management to limit our impact on landfill sites, resource consumption and greenhouse gas emissions while encouraging large-scale recycling;
- aiming to improve overall air quality by minimizing the consumption of fossil fuels and reducing harmful emissions, airborne pollutants, traffic and parking congestion; Raising awareness of environmental matters amongst our employees.

The company is situated across three locations, Belfast, Magee and Strabane. Separate Environmental Committees have been set up in each office, made up of volunteers from the staff. Each committee reports to a senior manager and holds regular meetings, during which checks and reviews are carried out to ensure the environmental management systems remains effective.

All Environmental strategic and performance based measures (such as recycling statistics and any energy saving initiatives) are communicated to staff via monthly newsletters and company wide emails.

We aim to continuously improve our environmental performance through the support and involvement of all employees and any other interested parties.

## STATEMENT OF ENVIRONMENTAL IMPACTS

Full environmental impacts are listed in our last environmental review, carried out in conjunction with the Arena Network.

In summary, our main raw materials are computer electronics, stationary (including paper) and human resources. We make every effort to implement environmentally friendly processes for our employees to use. Examples are double sided printing of documents, reuse of computers, a recycling programme for employee used paper, plastic, cans and a cycle to work scheme to encourage non-use of cars for commuting.

We partner with our managing agents for our shared multi-occupancy buildings to identify ways where we can impact reductions in waste to landfill, electricity and water usage.

## GREEN TRANSPORT POLICY

Our Green Transport Policy is available on the company internet site.

## ENERGY POLICY

Allstate NI are committed to the responsible management of the businesses energy needs by minimising expenditure and environmental impact.

The energy policy will be implemented through the following actions:

- Overall responsibility will rest with the Managing Director;
- Day-to-day energy management responsibilities have been appointed to the HR Manager Belfast and the Senior Accountant;
- The environmental committee will meet regularly to review progress, plan initiatives and prepare an annual energy report for the Managing Director and for publication on the company website and employee newsletters;
- Consumption of electricity and oil will be monitored carefully and any unusually high usage will be investigated and corrected;
- Each year realistic energy reduction targets will be set and monitored regularly;
- Regular awareness initiatives for colleagues will be held to emphasise the cost and environmental benefits of saving energy and water and how to avoid waste;
- Energy saving information will be provided to catering and cleaning staff;
- Energy efficiency will be considered in the purchase of all new equipment, e.g. computers, catering appliances etc.

This Energy Policy will be reviewed at least annually.

## WASTE MINIMIZATION POLICY

Allstate Northern Ireland's Waste Minimization Policy establishes a framework within which the company will incorporate waste minimization and management into its overall environmental management system. Moreover, this Policy aims to encourage a transition to practices in the selection and use of materials that, to the degree practicable, eliminates waste in Allstate's facilities.

The waste minimization Policy will be implemented through the following actions:

- Minimize the use of consumables;
- Recycle all materials that are generated as a consequence of conducting our business;
- Reduce and/or reuse packaging where possible and influence suppliers to reduce packaging for example on computer products purchased;
- Work with our catering providers to reduce and/or recycle any food waste products;
- Continue to recycle and/or repair older computers, photocopiers and faxes etc.

This waste minimization policy will be reviewed at least annually.

## ENVIRONMENTAL PROCUREMENT POLICY

The aim Allstate Northern Ireland's Environmental Purchasing Policy is to prompt staff involved in the procurement of goods and services to use environmental responsibility as a factor in their purchasing decisions. In particular for them to:

- consider goods and services which can be manufactured, used and disposed of in an environmentally responsible way;
- give preference, where items are of a similar cost, to those that are manufactured with a high recycled content;
- specify items that can be recycled or reused;
- consider the energy usage/cost of operating equipment prior to purchase;
- favour suppliers that are committed to environmental improvement especially in the area of transatlantic travel;
- consider 'whole life' costs and impacts when assessing equipment for purchase.

Specifically, the company's procurement process owners will:

- circulate agreements that offer environmentally friendly alternatives;
- carry out an environmental assessment of the company's major suppliers;
- provide best practice advice on environmental issues relating to purchasing.

## ENVIRONMENTAL TARGETS AND PERFORMANCE AGAINST TARGETS 2010/2011

The following section provides details on the objectives and performance against these targets to date in 2010/2011.

### TRAVEL

We will continue to monitor business related travel and seek innovate ways to reduce travel where possible by ensuring the latest technological methods are offered to replace unnecessary travel. This will be carried out with a clear understanding that in order to grow the business, travel is likely to increase as travellers visit the US to transition work. As we are set to grow significantly during 2010 the metrics will be subsequently reflect increased travel.

Our main travel methods that generate fossil fuels are interoffice travel primarily carried out by car and transatlantic travel from Ireland to Chicago in aeroplanes.

Our main objective this year given the anticipated increase in travel is to use suppliers for transatlantic travel who can demonstrate better environmental performance through their operations.. Through procurement policy we are assessing the suppliers performance and will ensure that this is included as a selection criteria when purchasing flights.

The current rates of all business travel are as follows:

TOTAL BUSINESS TRAVEL MILES			
YEAR	Total Miles per year	Total Employees all sites	Miles per Employee
2007	2,687,070	1,575	1706.07
2008	2,048,228	1,476	* 1387.68
2009	2,652,758	1,607	1650.75
2010 (Jan-Jun)	2,032,901	1,796	1131.90

\* Note that 2008 is considered as a statistical outlier as there was an embargo on travel due to budgetary considerations.

## RECYCLING

As part of our waste minimization policy we will try to reduce the overall amount of packaging and paper usage including the amount of paper recycled and increase the amount of recycled plastic and grey materials in line with the increase in employee numbers during 2010/2011.

The following objectives are planned:

- In 2009 317 Blue 'Paper' recycling sacks were sent for recycling. Our aim is to further reduce the amount of paper purchased by the company and reduce the amount of paper recycled. The specific objective is to reduce recycled paper from 317 bags to 300 bags whilst at the same time ensuring that paper is not being dumped to landfill. This would result in a net reduction in paper usage;
- During 2009 445 Yellow 'Plastics' recycling sacks and 91 'Grey Can' recycling sacks were sent for recycling. As our employee numbers are increasing during 2010 our aim is to increase recycling of these materials by 5%;
- In the last year Allstate NI donated computers to Camara and Wee Care. Camara received 23 laptops, 22 Desktops and £365 for recycling the hardware. An article is available on our external website <http://www.allstate.com/about/Northern-Ireland/News/Camara.aspx>. Our objective is continue to repair computers where possible and ensure that any used hardware is recycled to the aforementioned charities.

We have obtained figures for waste sent to landfill from Belfast City Council for the whole 9 Lanyon Place building. Our aim is to work with other occupants in the building to reduce waste to landfill from 101,200 litres in 2009. An appropriate metric is being determined based on headcount for the whole building.

## SUPPLIER ENVIRONMENTAL PERFORMANCE

Allstate NI will collect environmental performance data on key suppliers. Information has already been compiled on Mount Charles, American Airlines, Air Lingus and Continental Airlines. Information will also be collected from our current computer hardware suppliers.

Allstate NI will work with Mount Charles in Belfast to enable the Manager on site to increase the amount of material recycled. This will include food waste, grey can and plastics.

## WATER USAGE

Allstate NI will commence the measurement of water in 2010 used for the whole of the 9 Lanyon Place, Belfast building. Our aim is to work with other occupants in the building to reduce water usage from An appropriate metric is being determined based on headcount for the whole building. In the last period November 2008—November 2009 the building consumed 18,621 M3 of water.

## ENVIRONMENTAL IMPACT AWARENESS

We will arrange 4 events during 2010 to raise employees' awareness of key environmental messages. These are planned to be:

1. Recycling both in work and at home;
2. Sustainable transport for travelling to work through promoting the green transport policy;
3. Create a mural in the Belfast and L'Derry staff restaurants with an environmental theme. This will be carried out by art students from local colleges;
4. Create a guide for employees as to what methods of sustainable energy can be used in the average household. This will include ways that colleagues can gain government grants etc;
5. Inform employees about ongoing environmental government incentives e.g. newsletter articles re government/local council incentives and green events.

## NI BITC BENCHMARKING SURVEY PERFORMANCE

Allstate NI will aim to improve the score in the Arena Survey to Quartile 1 by the 2010 survey.

## ELECTRICITY USAGE

Allstate NI has committed to moving 50% of electricity used to sustainable sources. This is the equivalent of all of the electricity used in the Belfast Office. This means that approximately 1,348,437.17 kWh will be transferred to renewable sources for electricity generation. This is a reduction of 733,549.82 kgCO<sub>2</sub>e per year.

As well as moving at least 50% of our electricity needs to renewable sources of energy for electricity generation in 2010/2011 the company will take steps to further reduce electricity usage. The target for reduction is to reduce the number of kWh per employee by 5% from 1,607.95 kWh per employee to 1,527.55 kWh per employee by the end of 2010. This would represent a total reduction of 129,199 kWh in 2010 or 70,284.25 kgCO<sub>2</sub>e. In order to achieve this target the company will monitor performance using the ESB tool. As air conditioning is one of the largest contributors to energy usage we will implement an onsite Building Management Software system in Belfast to enable us to personally control air con usage. The current arrangements are not as effective as could be achieved because we rely on a 3<sup>rd</sup> party contractor to monitor usage and set set points and holiday periods. We have already successfully piloted a BMS system in our Strabane office.

We will also consult with our employees to determine innovative methods for reducing our electricity usage including an audit of our electricity usage by the Centre for Competitiveness Carbon Reduction programme. This will primarily look at factors like reduction of voltage/wattage etc

## FUEL OIL USAGE

Allstate NI will seek to improve efficiencies in our Strabane office around heating and air conditioning. Strabane is our only site that uses fuel oil for heating. With specific regard to heating oil Allstate NI will seek to determine efficiencies in the mix between air con and heating oil. Where appropriate we will engage expertise from industry in our analysis. We will seek to reduce fuel oil usage in Strabane by 3% in 2010.

I am pleased to endorse this policy and will review it again in January 2011.



Bro McFerran  
Managing Director



## ABOUT ALLSTATE NORTHERN IRELAND

Allstate Northern Ireland was established in Belfast in 1998 and provides high quality software development services and business process outsourcing solutions in support of its U.S. parent's global operations. The company currently employs more than 1550 people over 3 locations in Belfast, L'Derry and Strabane.

Allstate Northern Ireland is focused on delivering the highest quality customer service to Allstate and has a proven track record of delivering on-time, high quality information technology and business process outsourcing solutions at a globally competitive price.



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