
Key Metrics 2009

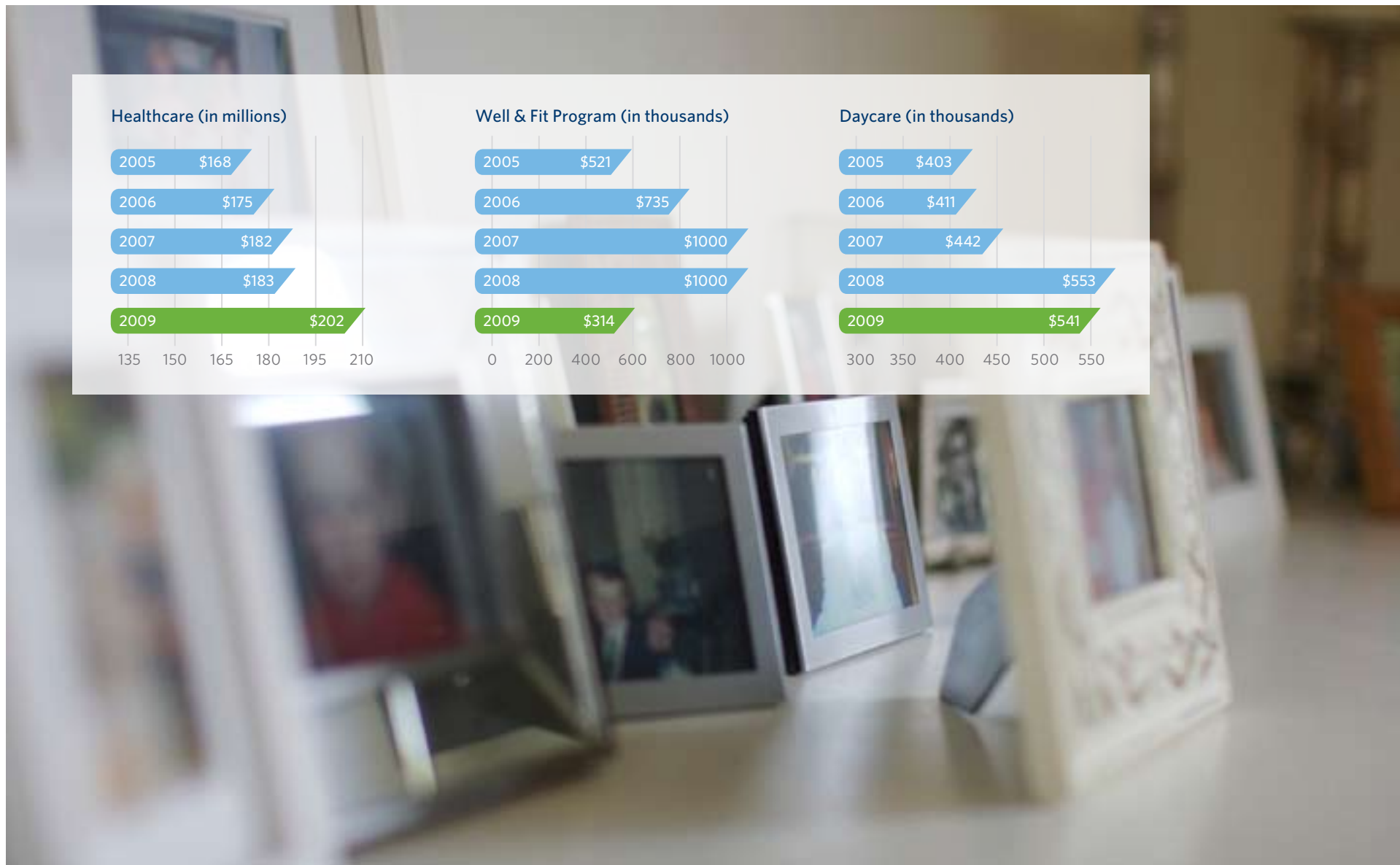
Committed to Social Responsibility



2009 Allstate Social Responsibility Key Metrics

For a full company report, visit us online at www.allstate.com/socialresponsibility

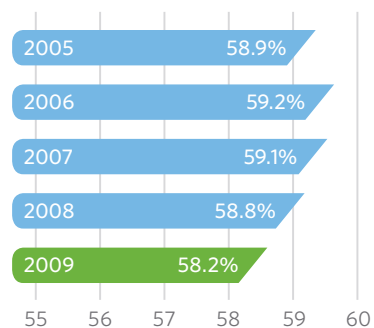
Work/Life Highlights



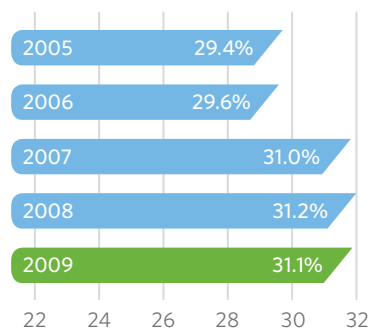
Employee Diversity—Total Workforce^{1,2}

Women make up 58.2% of total workforce.

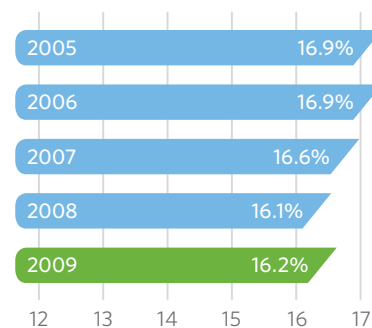
Female



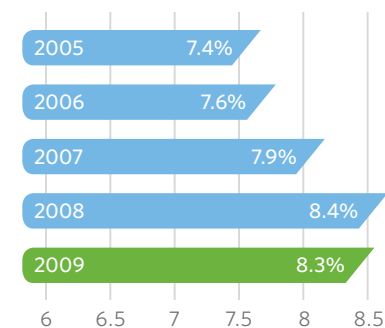
Minority³



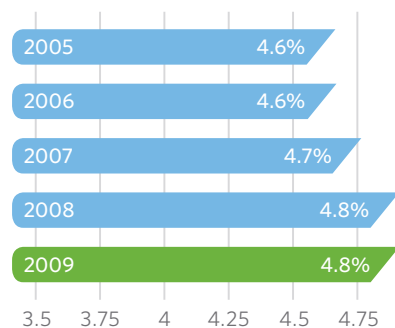
African American



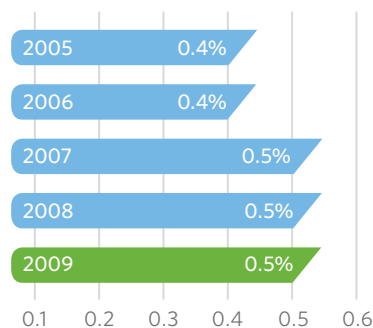
Hispanic



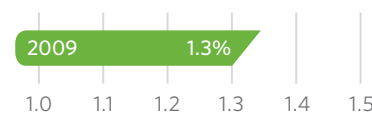
Asian/Pacific Islander



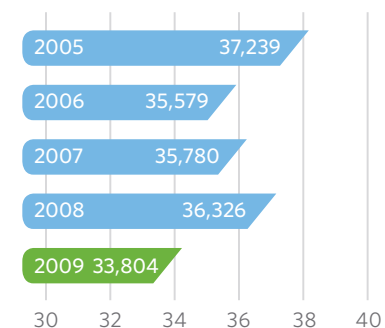
Native American



Two or More Races⁴



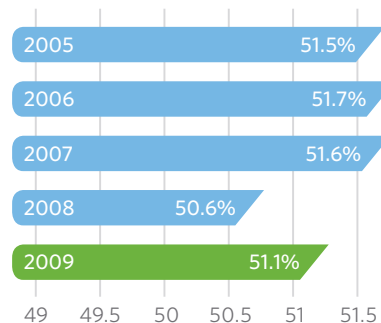
Total Workforce



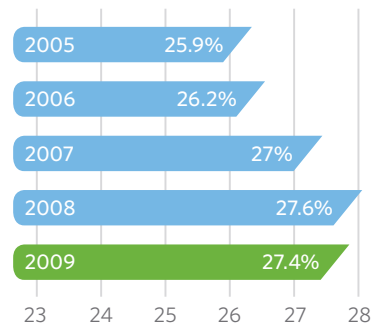
¹U.S. employee count only; excludes exclusive agencies, personal financial representatives and independent agents. ²The EEO-1 is a snapshot of Allstate workforce taken each September and reported to the federal government annually. ³For this data, the Minority category includes the sub-categories of: African American, Hispanic, Asian/Pacific Islander, Native American and Two or More Races. ⁴Not tracked prior to 2009.

Employee Diversity—Total Professionals^{1,2}

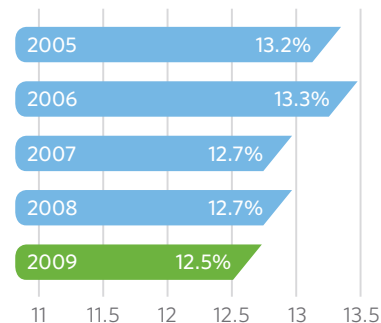
Female



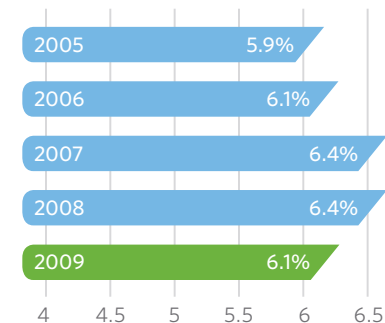
Minority³



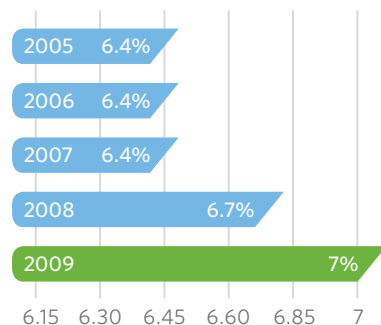
African American



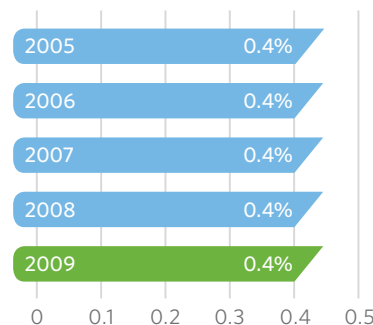
Hispanic



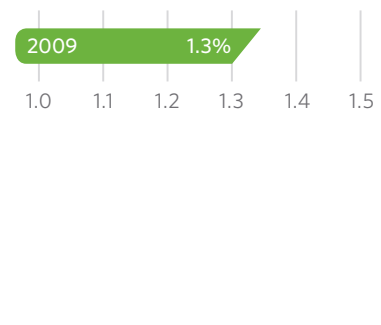
Asian/Pacific Islander



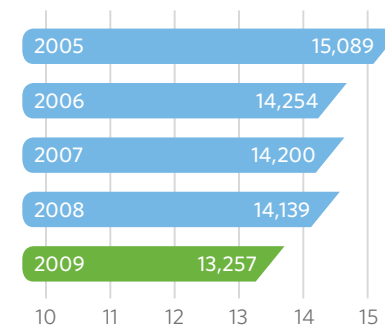
Native American



Two or More Races⁴



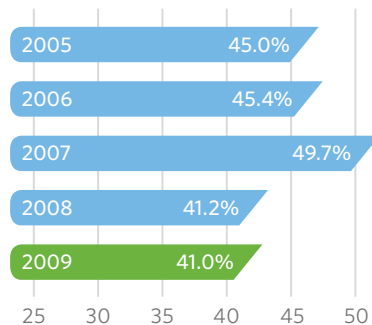
Total Professionals



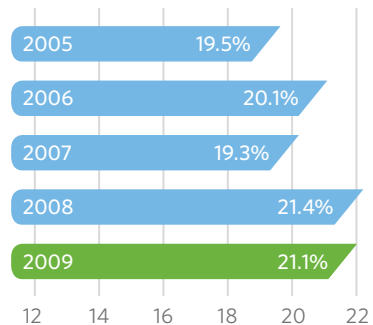
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Employee Diversity—Officers and Managers^{1,2}

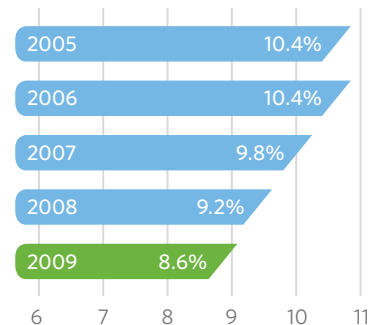
Female



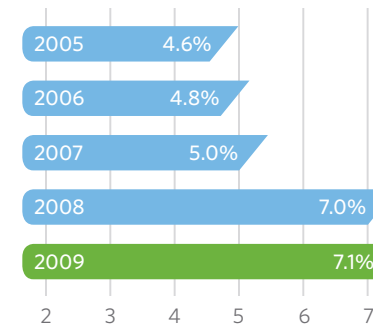
Minority³



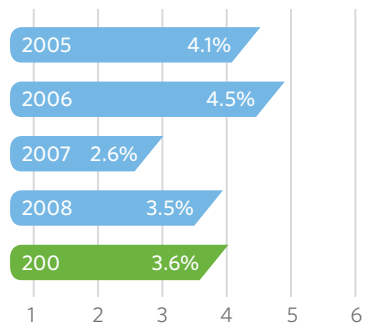
African American



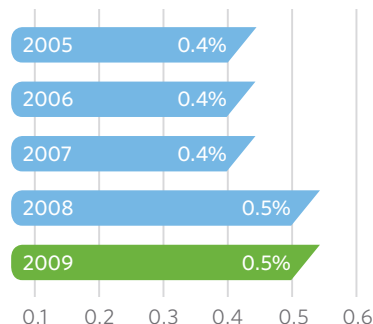
Hispanic



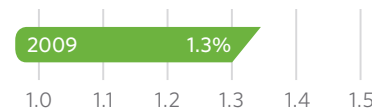
Asian/Pacific Islander



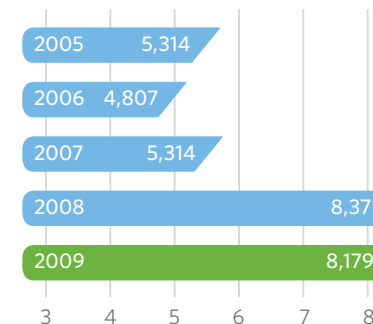
Native American



Two or More Races⁴



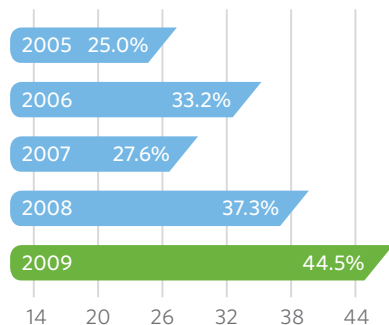
Total Officers and Managers



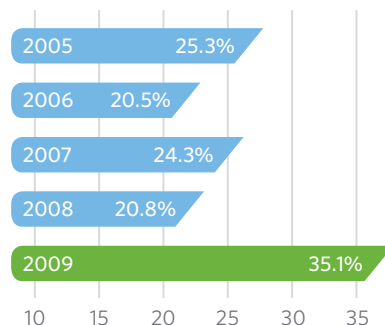
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Employee Diversity – Sales Associates^{1,2}

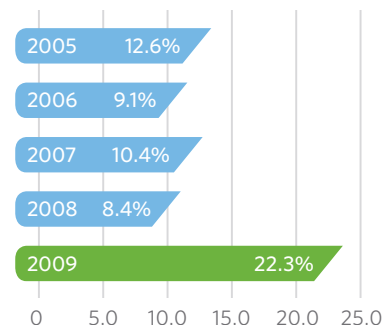
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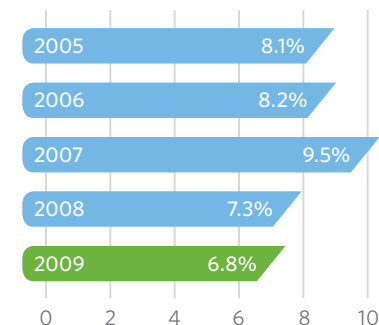
Minority³



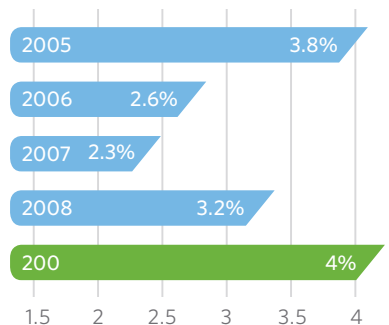
African American



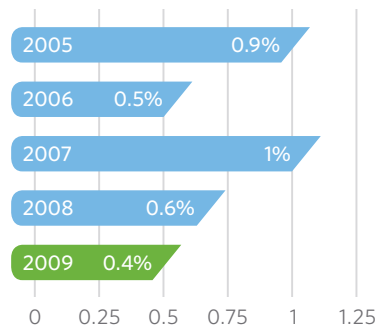
Hispanic



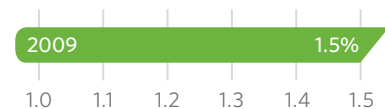
Asian/Pacific Islander



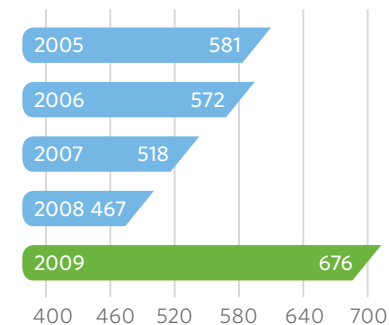
Native American



Two or More Races⁴



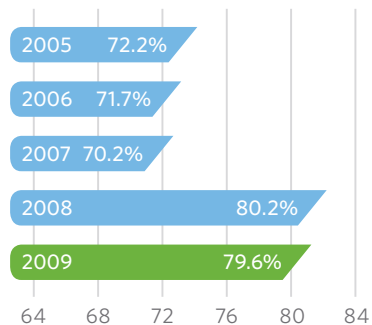
Total Sales Associates



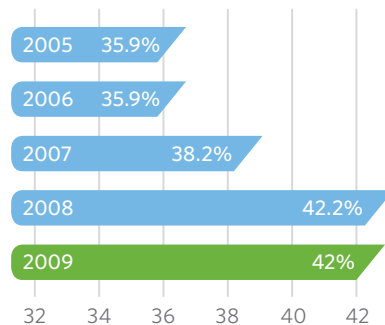
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Employee Diversity – Office Associates^{1,2}

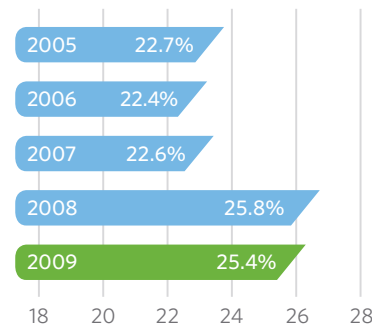
Female



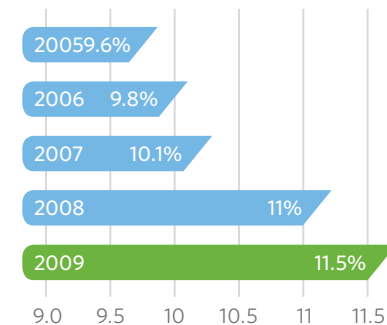
Minority³



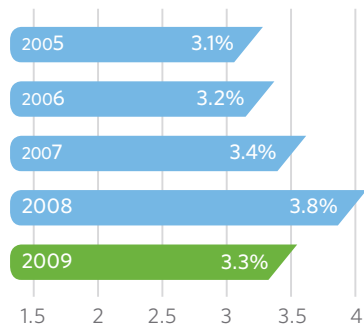
African American



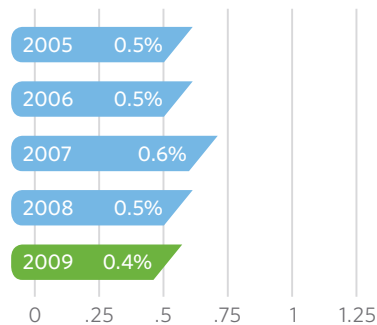
Hispanic



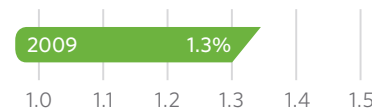
Asian/Pacific Islander



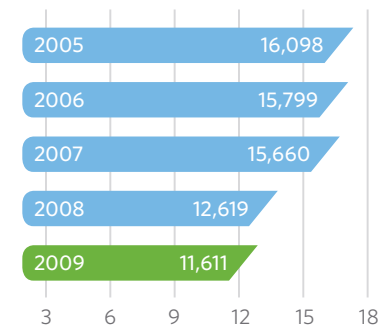
Native American



Two or More Races⁴



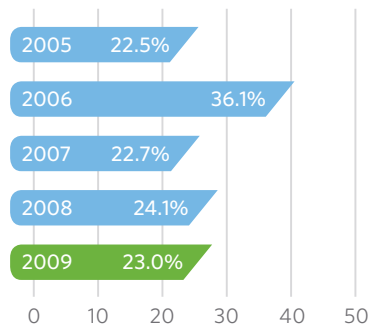
Total Office Associates



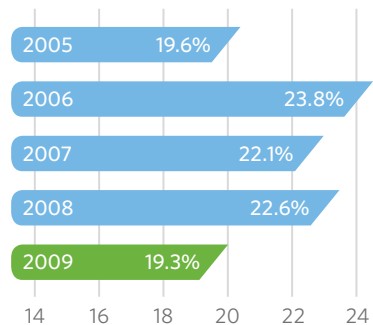
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Diversity—Agency Force^{1,2}

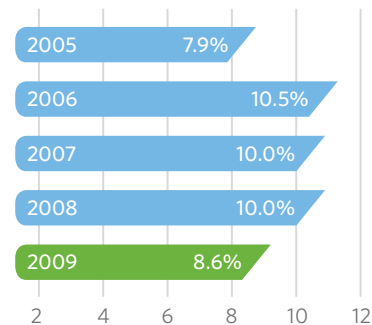
Female



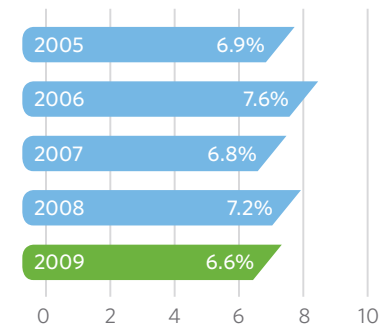
Minority³



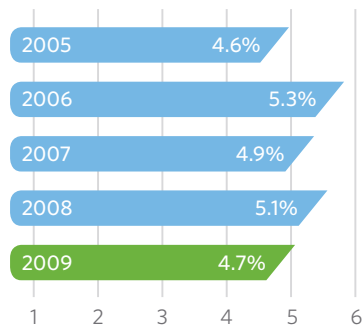
African American



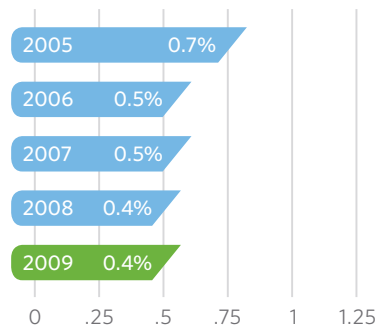
Hispanic



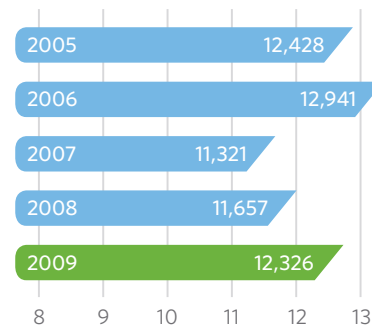
Asian/Pacific Islander



Native American



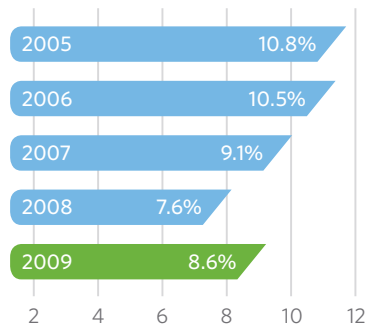
Total Agency Force



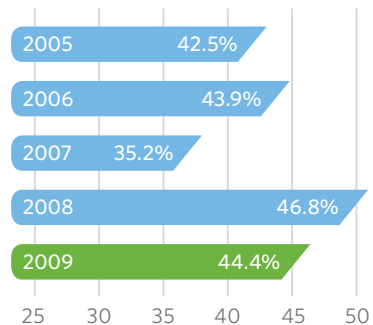
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Employee Diversity – Other Associates^{1,2}

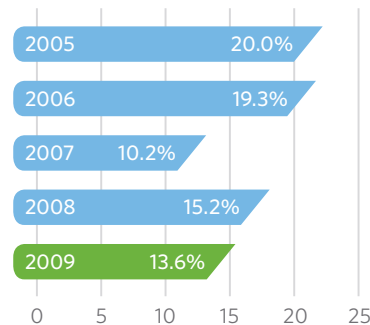
Female



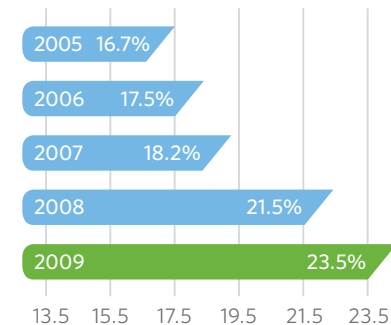
Minority³



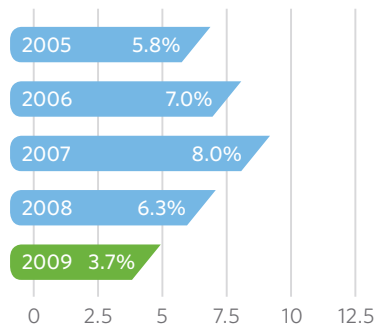
African American



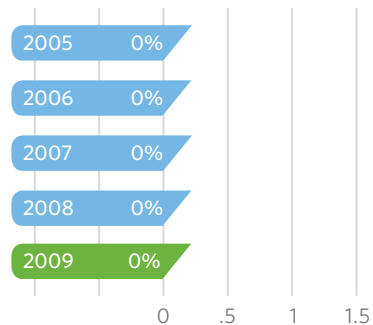
Hispanic



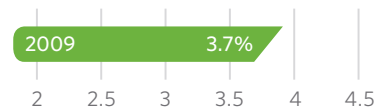
Asian/Pacific Islander



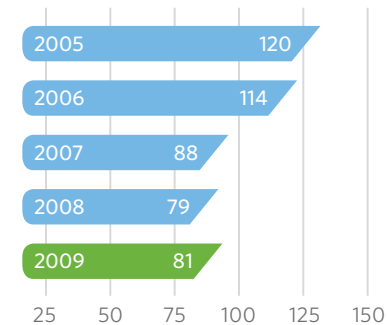
Native American



Two or More Races⁴



Total Other Associates

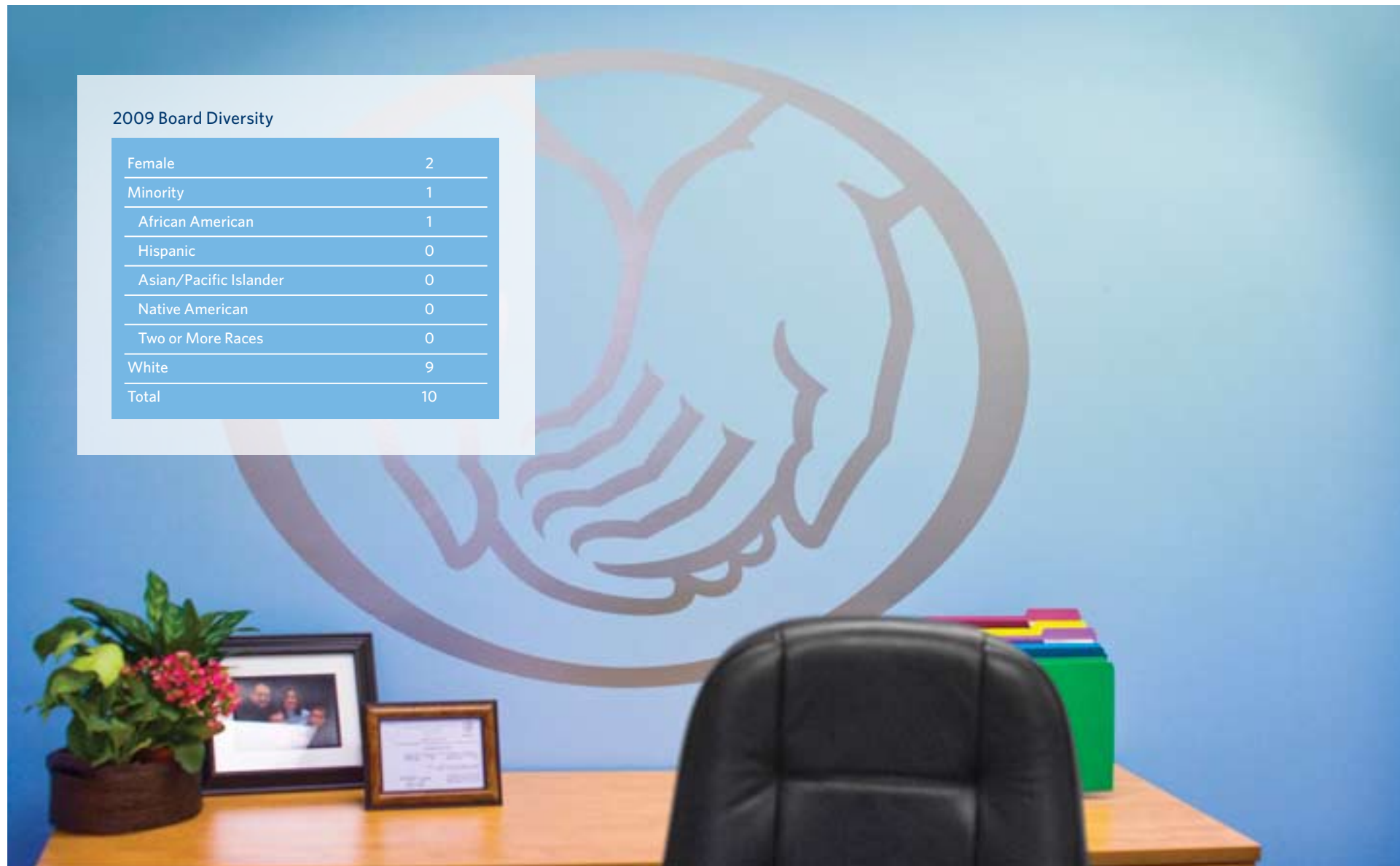


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Board Diversity

2009 Board Diversity

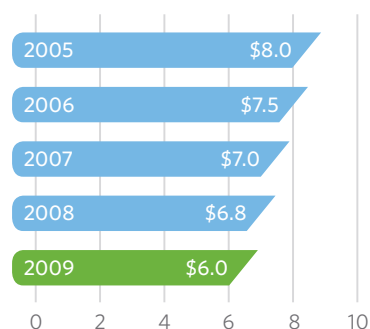
Female	2
Minority	1
African American	1
Hispanic	0
Asian/Pacific Islander	0
Native American	0
Two or More Races	0
White	9
Total	10



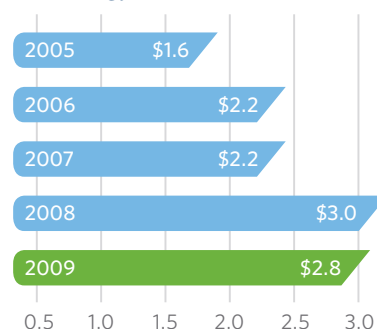
Employee Training/Education Investment and Participation

\$75 Million contributed to The Allstate 401(k) Savings Plan in 2009.

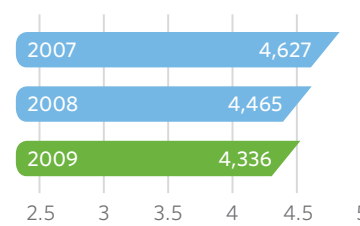
Professional Education-Tuition Reimbursement (in millions)



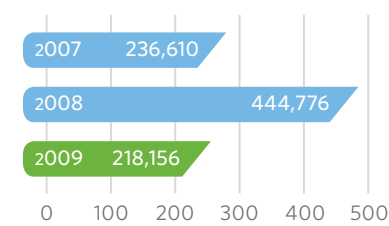
Investment in Learning Technology



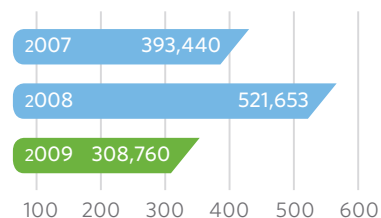
Number of Learning Activities Available (in thousands)



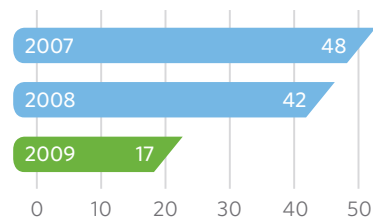
Number of Courses Completed (in thousands)



Hours of Learning (in thousands)

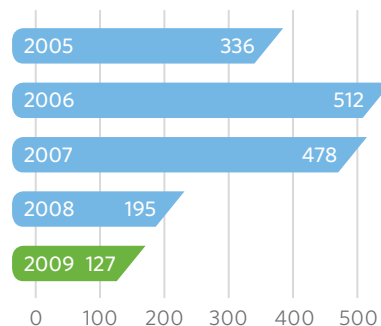


Talent Acceleration Program

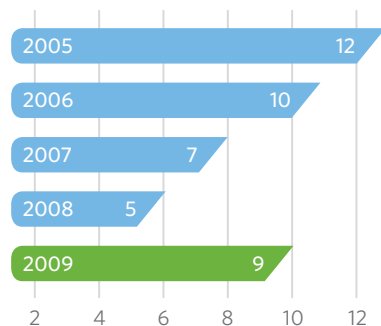


Professional and Industry Designations Achieved

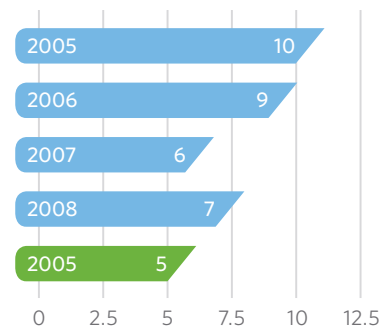
Senior Claim Law Associate (SCLA)



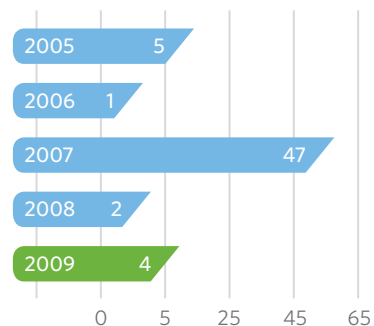
Chartered Financial Consultant (ChFC)



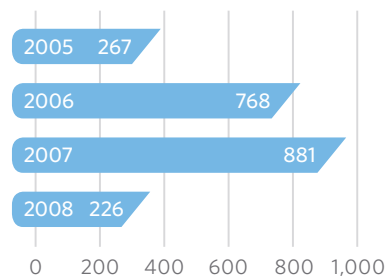
Chartered Life Underwriter (CLU)



Chartered Property Casualty Underwriter (CPCU)



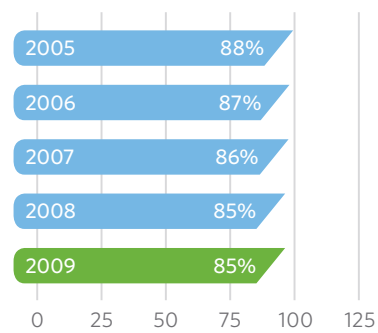
Inter-Industry Conference on Auto Collision Repair (I-CAR)



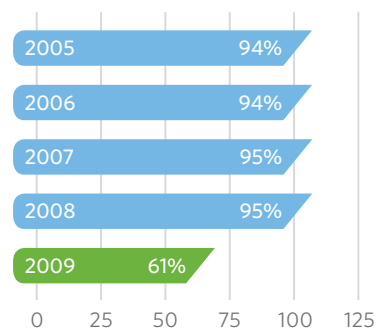
Employee Satisfaction¹

85% Employee satisfaction rate in 2009.

Satisfaction Rate



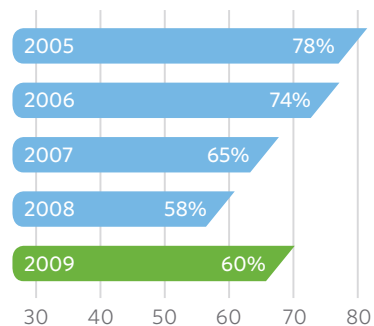
Response Rate



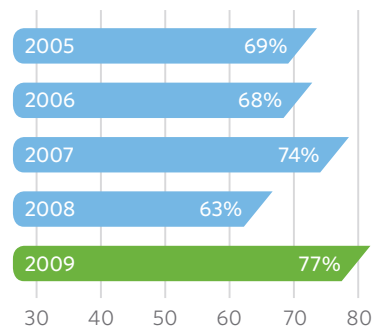
¹The VOICE survey measures the effectiveness of leadership and the work environment at Allstate, and includes a question regarding overall satisfaction. The satisfaction rate represents the percentage of employees who are either "completely satisfied" or "satisfied" with working for Allstate. This voluntary and confidential survey is offered annually to all Allstate employees.

Agency Relationship Survey—Exclusive Agency Owners¹

Satisfaction Rate



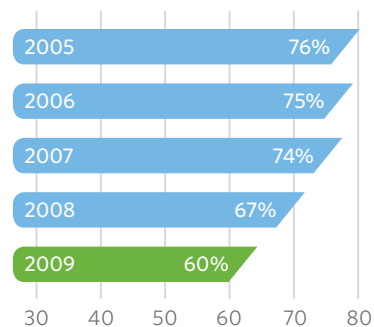
Response Rate



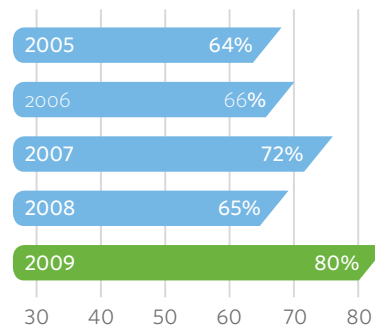
¹The agency relationship survey measures the business relationship exclusive agency owners, financial professionals and independent agency owners have with Allstate. The satisfaction rate represents the percentage of exclusive agency owners who are “very satisfied” or “satisfied” with their business relationship with Allstate. The survey is anonymous and confidential, and is offered annually to 100 percent of the agency force.

Agency Relationship Survey—Personal Financial Representatives¹

Satisfaction Rate



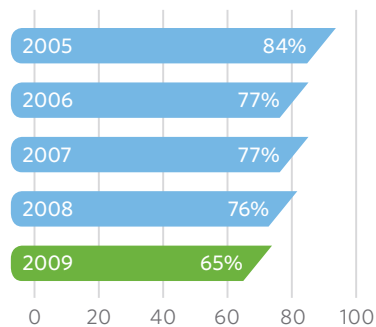
Response Rate



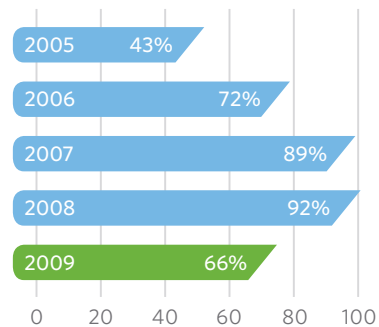
¹The agency relationship survey measures the business relationship exclusive agency owners, financial professionals and independent agency owners have with Allstate. The satisfaction rate represents the percentage of exclusive agency owners who are “very satisfied” or “satisfied” with their business relationship with Allstate. The survey is anonymous and confidential, and is offered annually to 100 percent of the agency force.

Agency Relationship Survey—Independent Agency Owners¹

Satisfaction Rate



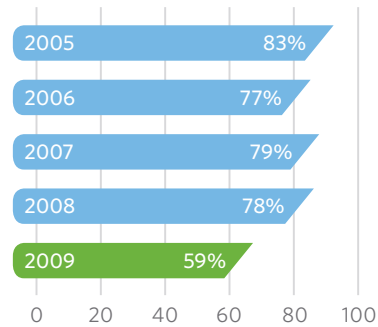
Response Rate



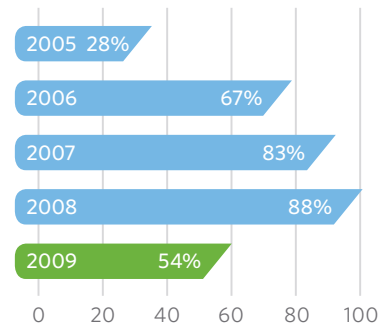
¹The agency relationship survey measures the business relationship exclusive agency owners, financial professionals and independent agency owners have with Allstate. The satisfaction rate represents the percentage of exclusive agency owners who are “very satisfied” or “satisfied” with their business relationship with Allstate. The survey is anonymous and confidential, and is offered annually to 100 percent of the agency force.

Agency Relationship Survey—Encompass Independent Agency Owners¹

Satisfaction Rate



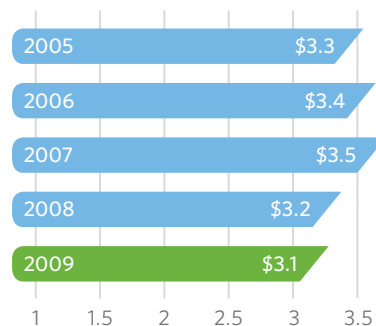
Response Rate



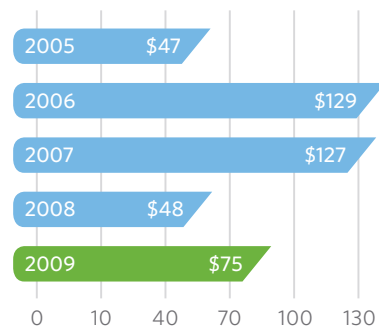
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Employee Compensation

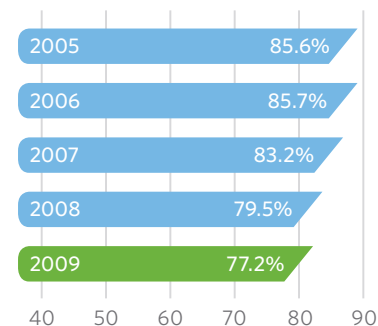
Non-agent Employee Compensation, Payroll Taxes And Benefits (in billions)



Company Contribution to the Allstate 401(k) Savings Plan, Consisting Primarily of Allstate Stock (in millions)



Percentage of Eligible Employees Participating in the Allstate 401(k) Savings Plan

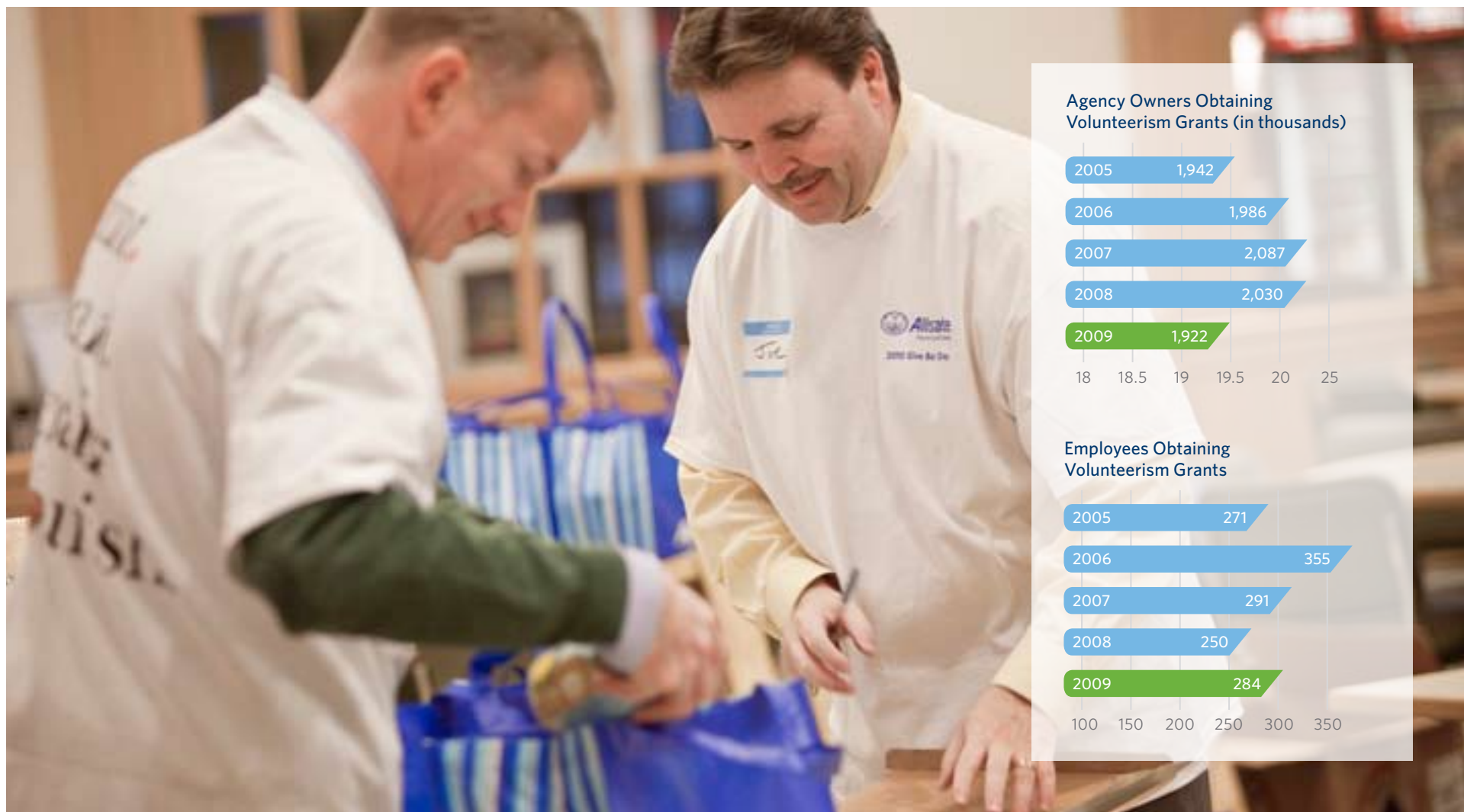


Average Annual Salaries at Allstate in 2009 By Employee Category

Full-time exempt employee	\$81,253.28
Part-time exempt employee	\$58,040.57
Full-time non-exempt employee	\$21,398
Part-time non-exempt employee	\$19/hour

Participation in Programs Through The Allstate Foundation

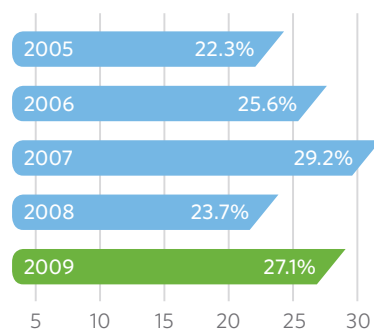
1,922 agency owners and 284 employees obtained volunteerism grants through the Allstate Foundation programs.



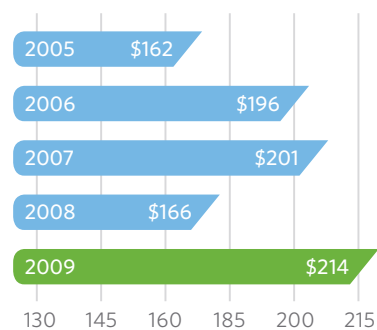
Diversity of Allstate's Suppliers

In 2009 inclusive diverse suppliers made up 27.1% of our total sourced spend.

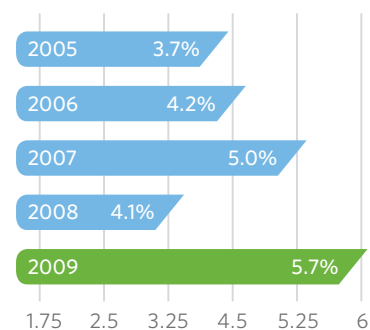
Inclusive Diverse Suppliers Spend as Percentage of Total Sourced Spend



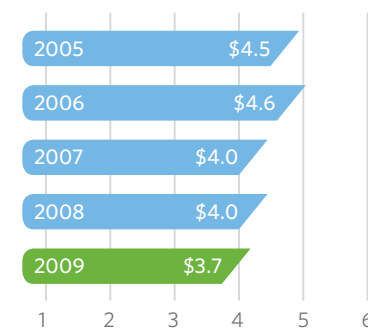
Targeted Diverse Suppliers Spend¹ (in millions)



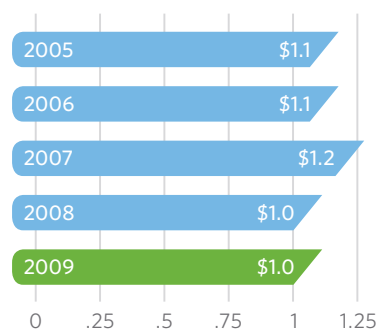
Targeted Diverse Suppliers Spend as Percentage of Total Sourced Spend



Supplier Diversity Base² (in billions)



Inclusive Diverse Suppliers Spend³ (in billions)

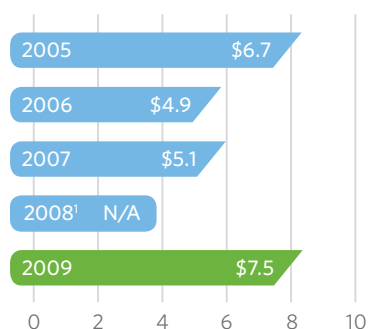


¹Allstate spend with: minority women-owned enterprises, minority-owned enterprises and women-owned enterprises. These three categories are among 12 identified by the Small Business Administration as diverse and of special interest. ²Expenditures sourced by an Allstate employee, including expenditures with supplier networks which are offered (as a choice/option) to customers and claimants. ³Allstate spend with 12 categories of diverse suppliers. These 12 categories are the inclusive group of suppliers identified by the Small Business Administration as diverse and of special interest. It includes small business concerns, a highly represented category in Allstate spend.

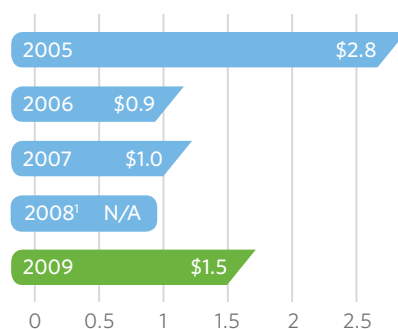
Annual Giving Campaign—Money Raised for Charities and Employee Participation

\$7.5 Million raised in 2009.

**Employee and Agency Donations
(in millions)**



**Additional Company Match
(in millions)**



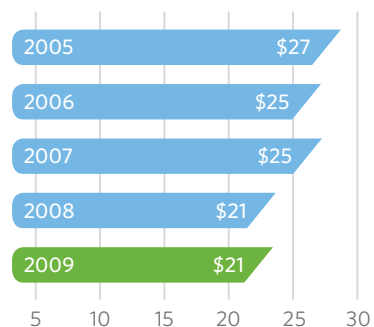
	2005	2006	2007	2008 ¹	2009
Employees	23,670	22,668	22,940	N/A	24,131
Percentage of Total Eligible Employees	63.8%	63.7%	64.2%	N/A	67.0%
Agents	3,683	2,856	3,791	N/A	4,003
Percentage of Total Eligible Agents	27.4%	21.2%	26.8%	N/A	31.4%
Total Participation	27,353	25,524	26,731	N/A	28,134
Percentage of Total Eligible Participants	54.1%	52.0%	53.4%	N/A	58%

¹Due to a change in timing of our Annual Giving Campaign, we did not conduct a campaign in 2008. The 2009 metrics include 2008 rollover donations from continuous givers.

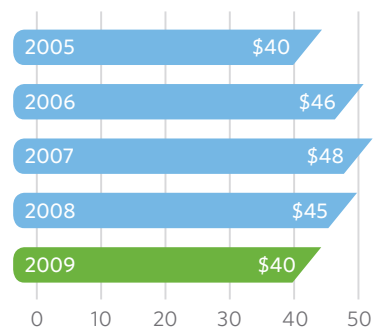
Investing in Redeveloping Communities

\$236 Million in Socially Responsible Investment portfolio in 2009.

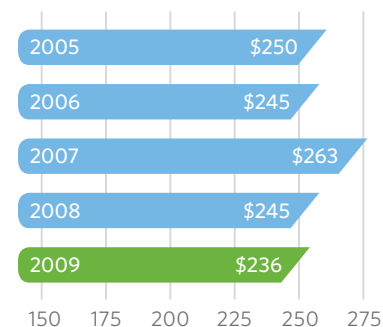
Municipal Bonds¹
(in billions)



NHSA Affordable Housing Loans²
(in millions)



Socially Responsible Investments³
(in millions)



¹Allstate's investments in municipal bonds help fund projects that improve community infrastructure and extend vital services. ²Allstate's investment in the Neighbor Works system helps families purchase their first homes or complete necessary home renovations. ³Allstate's Socially Responsible Investments are a diverse mix of investments comprised of mostly debt investment extended to established creditworthy institutions driving the redevelopment of communities across America. This total includes NHSA loans and Low Income Housing Tax Credit Funds for all years.