

# Responsibility. Every day.



The overall satisfaction rate in 2007 among Allstate employees was 86%. "Because Allstate challenges me, I'm engaged. I'm energized. I'm constantly thinking about how to change an ordinary experience for customers into an extraordinary one."

Michael Forney, Allstate Talent Acceleration Program

Allstate Agency Owner Dean Akey of St. Charles, Illinois, is the founder of Rescue Riders—volunteer motorcyclists who bring supplies and assistance into disaster-stricken areas that four-wheeled vehicles can't reach.



As wildfires escalated in California in 2007, Allstate claims personnel and Mobile Response Units were on site within hours supporting victims with living expenses and offering personal support from Allstate agencies.



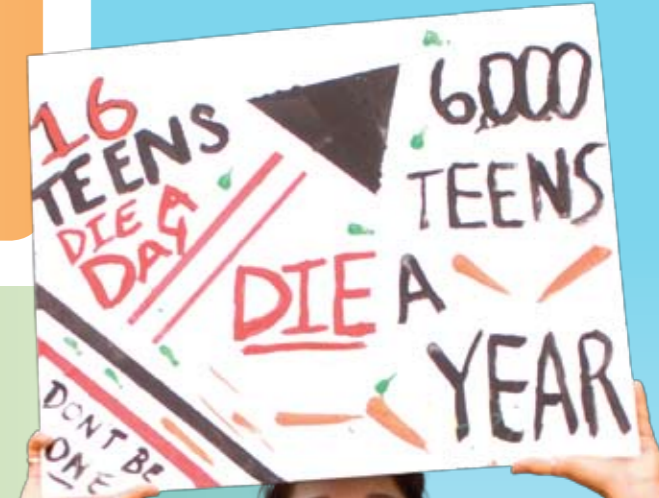
For drivers concerned about the environment, Allstate is bringing car insurance consumers in select markets a new choice—one that lowers their impact and contributes to reforestation.



In 2007, Allstate Agency Owner Vicki Pitmon of Loveland, Colorado, was recognized with Allstate's highest volunteerism award for dedicating more than 12,000 hours over the past seven years to help victims of domestic abuse.



Nearly 6,000 teenagers are killed every year in car crashes—the number-one cause of death among teens. Allstate and The Allstate Foundation are identifying and implementing new approaches to raise awareness of this issue, including advocating safe driving at The Allstate Foundation's National Teen Driving Summit.



"We represent millions of different customers, with differing needs. Being diverse—and thinking diversely—is a reflection of who we serve."

Catherine Karl, Allstate Human Resources



Welcome from  
Tom Wilson

At Allstate, we believe business is a part of society, not apart from society. As one of our nation's leading financial services companies, we have a responsibility to be a great corporate citizen.

- From the workplace to the marketplace, we are committed to inclusive diversity and we engage people with honesty, caring and integrity.
- Allstate helps communities across America through our volunteer committees, our corporate and employee giving programs and Allstate Foundation grants.
- We have a passion to lead positive change in this country, both in our industry and society.

As you will see in this social responsibility summary, we have made progress in many areas. We will persevere on this journey. Along the way we will become better people. In the end, that will be the true measure of our success.

Thomas J. Wilson  
Chairman, President and Chief Executive Officer

Through comprehensive reporting, Allstate seeks to create open dialogue with our diverse audiences of consumers, partners, investors and other stakeholders. This printed report is a summary of our full social responsibility report, which is available online. We encourage you to view our online report, which contains in-depth data and information, including updates made throughout 2008. Together with Allstate's 2007 summary annual report (also available online) these reports embody our active and ongoing commitment to social responsibility and transparency in reporting.



Learn more at  
[WWW.ALLSTATE.COM/SOCIALRESPONSIBILITY](http://WWW.ALLSTATE.COM/SOCIALRESPONSIBILITY)

## Inspiring Excellence, Embracing Diversity

At Allstate, we want to energize and engage our people as well as employ them. It's simply part of our culture. Attracting these employees—leaders who contribute and grow over many years—takes more than professional opportunities and a strong benefits package. It's a result of creating an excellent place to work, one founded on values and principles worth following.

Allstate is perennially recognized by leading publications and industry and professional associations for excellence in diversity. In 2007 we were recognized in *DiversityInc* magazine's Top 50 Companies for Diversity and Top 10 Companies for African Americans.

Allstate employees experience a high-performance culture that values innovation, rewards risk taking and continues to find a better way of doing business and serving customers. Our people choose Allstate because they embrace the challenge of reinventing protection and retirement to meet the evolving needs of consumers. They also come to Allstate because they want to be part of a community of caring, compassionate individuals who value their role in the business of helping people. Allstate leaders, at all levels of the company, have a responsibility to help all our people be the best they can be.

We believe diversity is critical to meeting the needs of the diverse customers we serve. With support from The Allstate Corporation Board of Directors, Allstate transformed its tradition of encouraging diversity into a core business strategy. We define inclusive diversity as the collective mixture of all of our differences and similarities in our workforce, workplace and marketplace. We respect inclusive diversity as one of our core values. It defines who we are and what we believe in. It holds each of us personally and professionally accountable to welcome all as we strive to win in a diverse marketplace—and to accept nothing less.

In this effort, Allstate's Supplier Diversity Program was established in 2003 and has steadily increased our procurement of goods and services with diverse suppliers. In 2007, Allstate spent \$201.8 million with 2,591 women- and minority-owned businesses. This performance places us among the top 25 percent of our peer companies. We are committed to increasing our business with diverse suppliers again in 2008.

Learn more at  
[WWW.ALLSTATE.COM/SR/WORKPLACE](http://WWW.ALLSTATE.COM/SR/WORKPLACE)

## Innovating and Advocating for Consumers

Allstate is improving the quality of the protection and retirement marketplace by being responsible in the way we serve customers and by advocating the interests of American consumers.

When large-scale natural catastrophes occur and customers need us most, Allstate people are among the first to arrive on location, so we can start helping our customers restore and rebuild their lives. In the case of Southern California's devastating wildfires of 2007, Allstate adjusters were on the scene within hours of the fires' outbreak, helping customers immediately begin the recovery process.

On a more daily basis, in 2007 Allstate launched an employee and agency initiative: "In My Good Hands, I'll Make It Count." The program establishes customer service expectations among agencies and employees, ensuring that customers experience the Good Hands® Promise in every interaction with Allstate.

Allstate and ProtectingAmerica.org achieved a major milestone in November 2007 when the U.S. House of Representatives passed The Homeowners' Defense Act, a bill that helps create a public-private partnership to address the impact of large natural catastrophes.

Advocacy—using our leadership position to take a stand on behalf of our customers and consumers in general—is fundamental to our progress as an enterprise. Among our signature issues is the threat of mega-catastrophes, and we're working to find a solution that will help better prepare and protect Americans from the devastating consequences of these events. Allstate is a founding member of ProtectingAmerica.org, a coalition that encourages collaboration between local, state and federal governments, consumers and the private sector. Since 2005, ProtectingAmerica.org has been working to advance a comprehensive, integrated solution to deal more effectively and efficiently with mega-catastrophes.

For our auto insurance customers and for the public, we promote safe driving through highly visible activities, including advertising, public relations, public policy advocacy and philanthropy—as well as through product features such as safe-driving discounts. Teen driving is of particular concern. Allstate and The Allstate Foundation are committed to identifying and implementing new approaches to raise awareness of this issue and, ultimately, help lower the number of teen driving fatalities and injuries.

Learn more at  
[WWW.ALLSTATE.COM/SR/MARKETPLACE](http://WWW.ALLSTATE.COM/SR/MARKETPLACE)

## Our Role in Protecting the Environment

As an insurance and financial services company, the impact of Allstate's core operations on the environment is limited. But our interest in protecting the environment is extensive. The scale and reach of our business, and the number of customers we serve, create a meaningful opportunity to minimize our impact and to be seen as a responsible steward of our resources. We are committed to conducting business in a sensible way that protects and preserves the natural environment and to supporting solutions that address environmental impact throughout our value chain.

**In 2007, Allstate offset the annual energy usage of our corporate headquarters and business miles traveled by employee-owned and company vehicles through contributions to reforestation and wind energy projects.**

Allstate has established policies and programs to reduce the direct impact of our operations on the environment and to promote the safety and health of our employees—from energy and water conservation initiatives and responsible waste management programs, to biodiversity expansion and air pollution reduction efforts. We also seek opportunities to help our customers offset their impact on the environment, including the innovation of environmentally friendly product options for our customers.

Allstate recognizes that our business and our ability to continue to protect our customers may be profoundly affected by climate change. We are engaged in an ongoing evaluation of climate change and natural catastrophes as it relates to Allstate's future risk exposure and America's ability to prepare for and manage these risks.

Learn more at  
[WWW.ALLSTATE.COM/SR/ENVIRONMENT](http://WWW.ALLSTATE.COM/SR/ENVIRONMENT)

## Working at the Heart of Our Communities

Allstate is in the business of helping people by protecting and preparing them for the future. Giving back to our communities by contributing our experience, leadership, financial and volunteer resources is a natural extension of this work.

Allstate provides financial support to a variety of programs and organizations throughout the country that help create strong and vital communities. In addition to the numerous organizations and events that we support countrywide through monetary and in-kind contributions, Allstate's subsidiaries are also the sole source of funding for The Allstate Foundation. In 2007, the Foundation contributed \$20.1 million to organizations across the country. The Foundation is an independent charitable organization that supports national and local programs that fit within three focus areas: safe and vital communities; economic empowerment; and tolerance, inclusion and diversity.

Recognizing that a thriving hometown is critical to our success, Allstate takes a special interest in the greater Chicago community. We recruit local talent, rely on local infrastructure and depend on the city's vibrancy to ensure that our associates have a rich quality of life. By supporting organizations that build strong Chicagoland communities, we contribute to the city's position as a center of global culture, education and business.

**As corporate citizens, we make a significant contribution to the communities in which we live and work. We will make our communities and our nation a better and safer place to live.**

Employee volunteerism is a significant, company-wide commitment at Allstate. Since 1976, Allstate's more than 100 employee-led Helping Hands® Committees across the country have coordinated thousands of volunteerism efforts within our communities. Every week, our employees and agency owners staff soup kitchens, teach children about business and the economy, clean up neighborhoods, paint schools, help run fundraising walks and host events at community centers. Across the country, Allstate and The Allstate Foundation work in tandem to support employee and agency owner volunteer efforts with operational and financial resources.

Learn more at  
[WWW.ALLSTATE.COM/SR/CORPORATEGIVING](http://WWW.ALLSTATE.COM/SR/CORPORATEGIVING)

## Allstate Social Responsibility At-a-Glance

### PERFORMANCE HIGHLIGHTS

		2006	2007
<b>WORKPLACE</b>			
<b>Employee overall satisfaction</b>	Percent of employees expressing overall satisfaction with the quality of leadership and work environment at Allstate	87%	86%
<b>Agency Owner overall satisfaction</b>	Percent of Allstate Exclusive Agency Owners expressing overall satisfaction with their business relationship with Allstate	74%	65%
<b>DIVERSITY</b>			
<b>Women</b>	Total workforce Agency Owners	59.2% 36.1%	59.1% 22.7%
<b>People of color</b>	Total workforce Agency Owners	29.6% 23.8%	31.0% 22.1%
<b>Suppliers</b>	Amount spent with 12 categories of suppliers identified by the Small Business Administration as diverse and of special interest	\$1.1 billion (25.6% of total spend)	\$1.2 billion (29.2% of total spend)
<b>COMMUNITY INVESTMENT</b>			
<b>Municipal bond investments</b>	Including nonrated bonds for hard-to-fund projects in high-risk communities	\$25 billion	\$25 billion
<b>Economically targeted investments</b>	Including long-term, below-market rate loans extended to institutions redeveloping communities across America, including low-interest loans that help families purchase their first homes	\$245 million	\$263 million
<b>Annual Giving Campaign</b>	Employee participation	22,668 (63.7% of employees)	22,940 (64.2% of employees)
	Agency participation	2,856 (21.2% of agencies)	3,791 (26.8% of agencies)
	Total contribution including company match	\$5.8 million	\$6.1 million
<b>The Allstate Foundation</b>	Total contributions from Allstate subsidiaries to the Foundation	\$17.9 million	\$17.2 million



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