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Sourcing and Procurement Solutions

Supplier Expectations and Requirements

April 2010

This document is being provided to suppliers doing or seeking to do business with Allstate in order to encourage compliance with Allstate requirements and ethical business practices.

Supplier Expectations and Requirements

To encourage compliance with Allstate requirements and ethical business practices, Allstate has established this Supplier Expectations and Requirements document. The relationships with our suppliers and their representatives (hereinafter referred to as "Suppliers") are based on the principle of fair and honest dealings at all times and in all ways. Allstate specifically expects its Suppliers to extend the same principle of fair and honest dealings to all others with whom they do business, including Allstate customers, employees, sub-contractors and other third parties.

The concepts described in this document represent the high levels of professionalism and integrity that Allstate expects of any Supplier doing or seeking to do business with Allstate. Suppliers are also responsible for complying with the terms and conditions of their respective agreements with Allstate. Should a conflict arise between this document "Supplier Expectations and Requirements" and any written agreement between a Supplier and Allstate, the written agreement specific to Supplier and Allstate shall govern each parties' obligations.

Expectations and Requirements for a Supplier Working at Allstate

Allstate has many valuable assets — including its people, property, information, brand name and reputation. It is your duty to preserve and protect these assets, and to use them only in ways that promote the best interests of Allstate.

I. Conflict of Interest

Allstate policies are designed to avoid situations that could lead to potential conflicts of interest. It is expected that while doing business with Allstate and its employees, Suppliers will at all times avoid any situations that might be subject to question or present a potential conflict of interest.

Conflicts of interest may arise from receipt of improper personal benefits. Suppliers should not offer any Allstate employee, as a condition of doing or seeking to do business with Allstate, any money, property, gift, benefit, service, loan, credit, special discount, favor, entertainment or other items of value. What constitutes "money, property, gift, benefit, service, loan, credit, special discount, favor, entertainment or other items of value" should be interpreted as broadly as possible to protect the integrity of Allstate and its employees.

If Suppliers have any doubt or are uncertain as to whether a particular situation or course of action presents a potential or actual conflict of interest involving an Allstate employee, the Supplier should use the Alert Us Line to report any concerns. The Alert Us Line may be accessed by calling 800-427-9389.

II. Culture of Ethics and Compliance

Suppliers are required to act honestly and deal fairly and ethically in all Allstate business relationships. Compliance with all applicable laws and regulations, both foreign and domestic, is required of all Suppliers. It is also expected that while engaged in business with or on behalf of Allstate, Suppliers will adhere to the policies and requirements set forth herein:

Harassment/Discrimination

Allstate's policy is to maintain an environment free from discrimination. Additionally, the harassment of any person, regardless of whether he/she is an Allstate employee is prohibited while conducting business with or on behalf of Allstate.

III. Asset Protection

All Suppliers engaged in business with Allstate are charged with the duty of protecting and preserving Allstate assets and employing them only for legitimate Allstate business purposes. For the purpose of this provision, "assets" includes human resources as well as information, physical, financial and intangible assets.

Human Resources

To ensure that a safe work environment is maintained, Suppliers are prohibited from:

- Consuming, possessing, or acting under the influence of intoxicants or controlled substances that have not been prescribed to the individual by a licensed physician, while conducting Allstate business or while on the Allstate premises.
- To the full extent allowable under all applicable local, state and federal laws and regulations, Suppliers are prohibited from bringing firearms or weapons onto Allstate premises or from carrying firearms or weapons while on Allstate business.
- Allstate requires that Supplier not assign Allstate work to any personnel who Supplier knows, or should have reasonably known, to have been convicted of a felony involving dishonesty or breach of trust. Supplier shall not bring upon Allstate premises any personnel whom Supplier knows, or should have reasonably known, may pose a significant risk to the health or safety of others.

Information Assets

All Suppliers are responsible for protecting, securing and retaining Allstate information in accordance with Allstate requirements and as outlined in any contractual agreements. This includes, but is not limited to, protecting Personally Identifiable Information ("PII") and Protected Health Information ("PHI") information from modifications, duplication, destruction, or disclosure, whether accidental or intentional. This is true of all information created or used in connection with the transaction of Allstate business, regardless of how it is created, distributed, or stored.

Allstate's Information Technology Usage Policy provides parameters for the appropriate use of information technology provided by Allstate. Suppliers to whom network access has been granted will be subject to the provisions of Allstate's IT Usage Policy.

Physical, Financial and Intangible Assets To the extent that Suppliers may have access to Allstate's Physical, Financial and Intangible assets, it is expected that those assets will be used for the sole purpose of conducting Allstate business.

"Physical assets" are anything of a tangible nature provided by Allstate to Suppliers for their use in conducting Allstate business. Examples of physical assets include, but are not limited to: computer and other technology systems, communication equipment, office equipment and supplies.

"Financial assets" are the company's money, financial instruments and/or means that can be converted to money.

"Intangible assets" are things such as, but not limited to ideas, inventions, improvements, methods or processes of doing business, copyrightable works, whether registered or unregistered, patents, products, trademarks, service marks or trade secrets.

IV. Privacy Expectations

To the extent that Suppliers may be provided access to employee and/or customer personal data while conducting business with or on behalf of Allstate, Suppliers must comply with all applicable laws and regulations regarding the privacy of personal data.

Confidentiality of Information

Suppliers may be required by Allstate to sign a Confidentiality Agreement.

Monitoring and Recording

Since all electronic media and information that is transmitted from, received, saved or contained in Allstate property, owned or leased, are assets of Allstate, Allstate reserves the right to monitor and/or record any electronic media and information and the activity associated with that media. Suppliers should be aware that monitoring may include but is not limited to: telephone, video camera, and computer.

V. Supplier Diversity

Our Supplier Diversity Program Policy is to ensure inclusion of gay, lesbian, bisexual and transgender, minority, women and veteran owned businesses in the competitive bidding process at Allstate in support of our commitment to provide quality products and services to our customers while delivering outstanding value to our shareholders.

For information on the Allstate Supplier Diversity Program, please visit <http://www.allstate.com/procurement/supplier-diversity.aspx>

VI. Brand Name Usage

The use of Allstate's name, slogan, logos, and other trademarks and servicemarks is prohibited without Allstate's prior written consent.

VII. Business Agreements with Suppliers

Allstate expects that Suppliers doing or seeking to do business with or on behalf of Allstate will have the financial, human and technical resources required to provide agreed upon services.

Supplier performance may be monitored.

Alert Us

Allstate is firmly committed to compliance with the policies set out in this document. Therefore, if someone from Allstate has treated you in a manner inconsistent with any part of this document, please contact Allstate via The ALERT US Line at 1-800-427-9389.