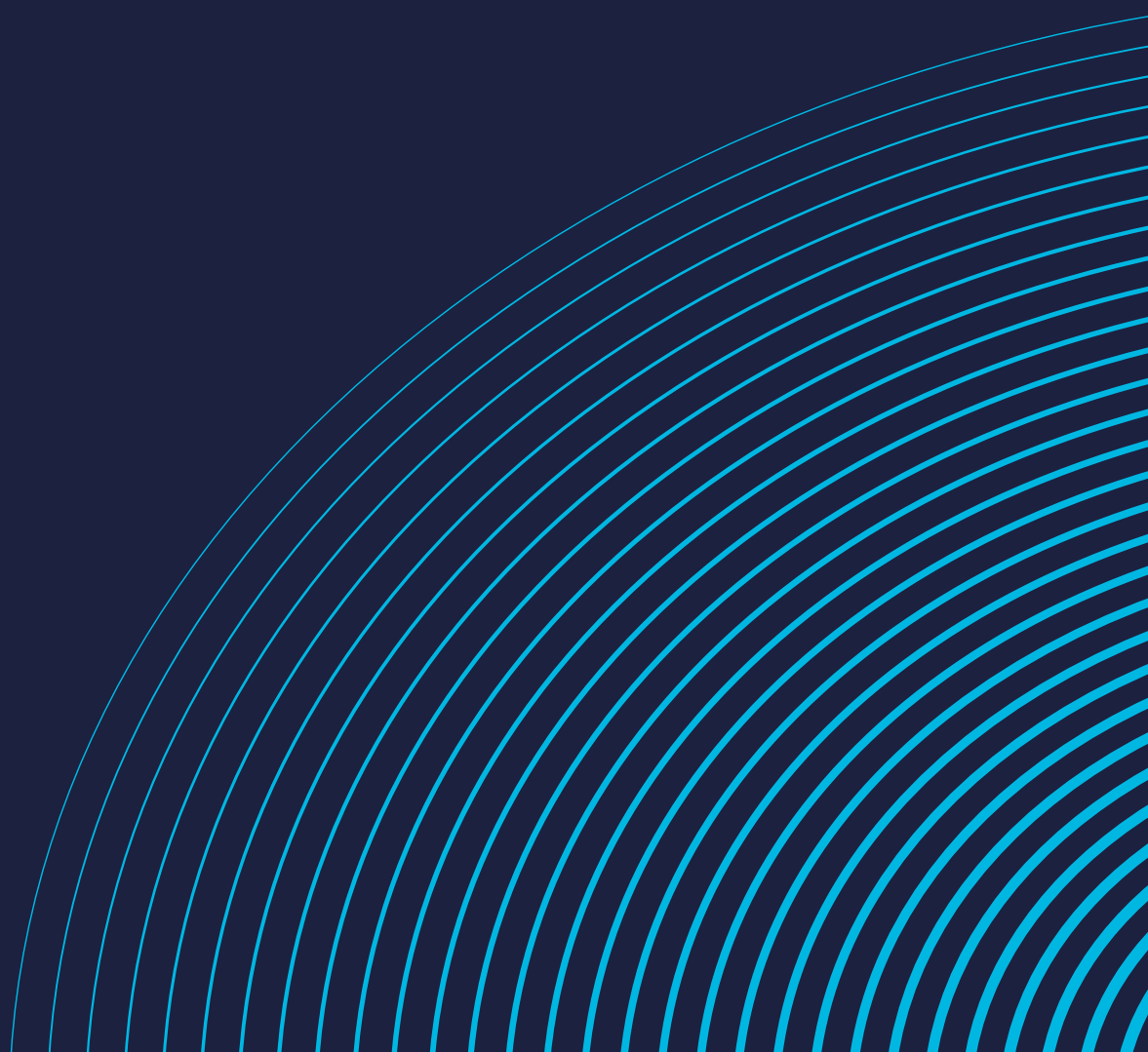




ANI IMPACT Report 2021



FOREWORD

As we think about Allstate Northern Ireland and the global delivery role that we play, we can cite many great examples of how our delivery teams are leading and supporting Allstate's journey to expand customer access and improve the customer value proposition. In the future, competitive advantage will be created through data and analytics, business models will be shaped by cloud services, and mobile and social technologies will demand privacy, security, and trust. At Allstate NI, we must deploy strategic priorities which focus on building these skills globally, whilst taking seriously our commitment to diversity, culture and sustainability.

ANI employees are central to strategic decisions and the development of Allstate products and services, ensuring we remain market leaders.

Defining our customer centric philosophy, we utilise consumer insights and data, improving service and generating growth; we execute well-considered, timely decisions focusing on the things providing the greatest impact, leveraging successes, learning from failures to continuously improve; and we provide employees with fulfilling opportunities, personal growth and performance-based rewards, working together to advance Allstate.

John Healy



Strategic Services



Strategic Services

Response to changing circumstances - 2021 Policy Reviews

ANI was nimble in developing and changing policies in 2020 to respond to Working from Home. In 2021 we continued to change and develop policies in preparation for Return to Office. We reviewed and redesigned the carpark policy; provided updated information and processes for employees on public transport; extended the Good Office policies for joiners; designed a new Gym policy for increased flexibility for employees to use facilities close to home instead of near the office; Team Events / Recognition Policy simplified to respond to the hybrid situation in 2021.

VALUE TO THE BUSINESS:

Benefits include clarity and transparency for employees, improved processes that align to our current circumstances, and reduced manager and Finance time if policies can apply to all and exceptions can be avoided.

SDG's:



HR - Talent Acquisition

Talent Acquisition has implemented a new operating model around hiring for skills, to deliver greater efficiency and optimal management of applicant talent. This has been enhanced with greater talent mobility through lateral moves and the development of hybrid leadership opportunities from current IC talent pool.

VALUE TO THE BUSINESS:

External Job posting administration has been automated; many repetitive internal activities have been eliminated; Talent Prioritization Tool implemented for Hiring managers, classifies requisitions for Talent Acquisition.

SDG's:



HR – Talent

HR teams work collaboratively to improve experiences at each stage of the talent life cycle from talent acquisition to development, growth, mobility and promotion. Taking a new approach to our Talent Review process in 2021 and driving purposeful and intentional assessment of our talent, has enabled us to create a companywide talent landscape view and a strategic approach to talent planning.

VALUE TO THE BUSINESS:

Effective talent planning ensures our talent management actions deliver the skills we need. It helps us understand the expertise and abilities required for future success, ensuring we attract, engage, develop and retain the right people.

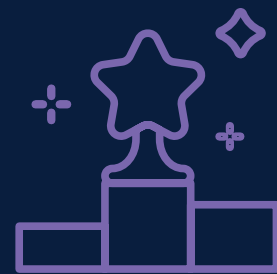
SDG's:





ANI LOCAL GOALS

SUPPORTING ATSV



GOAL 1

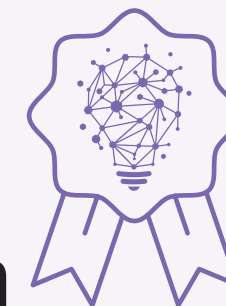
LEVERAGE AND DEVELOP ANI STRATEGIC SKILLS TO FOCUS ON TRANSFORMATIONAL INITIATIVES THAT WILL PROVIDE THE GREATEST IMPACT TO BETTER CONNECT TECHNOLOGY AND BUSINESS, IN AN INNOVATIVE, CREATIVE AND COLLABORATIVE WAY.

SDG's:



Creating Significant Value Every Year:

83
EMPLOYEES
AWARDED
INNOVATION BADGES



99%
OF EMPLOYEES
COMPLETED TQ1



10 INNOVATION EVENTS HELD IN 2021
TOPICS INCLUDING DESIGN THINKING
AND AUTOMATING BUSINESS





GOAL 2

MAKE ANI THE MOST ATTRACTIVE PLACE TO WORK SO PEOPLE WANT TO JOIN US.

SDG's:



Creating Significant Value Every Year:



**ALLSTATE
GOOD HANDS
ACADEMY**



**ACCREDITED
APPRENTICESHIP
PROGRAMS**

CIPD

**L&D / HR
TEAM OF THE YEAR**



SINCE JANUARY OUR OVERALL COMPANY RATING HAS **INCREASED FROM 3.7 TO 3.9** AND RECOMMEND TO A FRIEND FROM **60% TO 75%**

GOAL 3

DEVELOP LEADERSHIP CAPABILITIES AND CAPACITY WITHIN OUR TEAMS. FOSTER A STRONG CULTURE OF INNOVATION, ENGAGEMENT AND AN AWARENESS OF RISK AND CONTROLS.

SDG's:



Creating Significant Value Every Year:



**124
LEADERS**

**ATTENDED HYBRID
LEADERSHIP WORKSHOPS**

**247
EMPLOYEES**
ATTENDED LEADERSHIP
TRAINING IN 2021



116 EMPLOYEES

**ATTENDED TECHNICAL TRAINING IN CLOUD,
FULL STACK, SECURITY, DATA AND ARTIFICIAL
INTELLIGENCE/MACHINE LEARNING**



218 EMPLOYEES
**PROJECTED TO COMPLETE
STRATEGIC SKILLS TRAINING BY YE**



**137
EMPLOYEES**
**COMPLETED STRATEGIC
SKILLS TRAINING**



GOAL 4

MAKE ANI THE BEST PLACE TO WORK SO OUR TALENTED EMPLOYEES WANT TO STAY.

SDG's:



Creating Significant Value Every Year:

ROLLOUT OF 3
ANI INCLUSION TO
BELONGING WORKSHOPS



500+
EMPLOYEES

JOINED ANI EXCLUSIVE
'MR MOTIVATOR'
SESSIONS

**ADOPTION LEAVE,
BREASTFEEDING POLICY
AND FERTILITY TREATMENT
SUPPORT ADDED TO SUITE
OF FAMILY FRIENDLY
POLICIES**

37.5HRS
OF CARERS LEAVE INTRODUCED
FOR EMPLOYEES DURING COVID-19

**NEW CBT MENOPAUSAL
SYMPTOMS WORKSHOP
ROLLED FOR 20 EMPLOYEES**



**CIPD HIGHLY
COMMENDED AWARD
FOR EMBEDDING A CULTURE
OF WORKPLACE WELLBEING**

91%
OF LEADERS SAID 'STRESS, RESILIENCE &
PSYCHOLOGY OF WELLBEING
PROGRAMME' MET THEIR
OBJECTIVES



**SEPTEMBER 2021 FESTIVAL OF WELLNESS
RATED 4.62
OUT OF 5 WITH 450
EMPLOYEES
ATTENDED**



GOAL 5

BUILD A BUSINESS-BASED ENGAGEMENT STRATEGY THAT ACTIVELY REINFORCES ALLSTATE'S BUSINESS PURPOSE AND LEVERAGES OPERATIONAL COMPETENCIES TO HAVE A POSITIVE EFFECT ON EDUCATION, GOVERNMENT AND SOCIETY.

SDG's:



Creating Significant Value Every Year:

**DMNI SILVER CHARTER MARK
INCLUDES GENDER,
LGBTQ+ AND AGE**



**CYCLE FRIENDLY
EMPLOYER
GOLD AWARD**



**CYBERSAFETY
FOR OLDER
PEOPLE LAUNCHED**



**Women's Aid
FEDERATION
NORTHERN IRELAND
CORPORATE PARTNERSHIP LAUNCHED**

3 YEAR

267 EMPLOYEES VOLUNTEERED
1,299 HOURS **WITH 43** PARTNERS **ACROSS 68** EVENTS YTD

**EMPLOYEES DONATE
£73,036.41 TO 50
CHARITIES YTD**



**MATCH FUNDING
LAUNCHED**

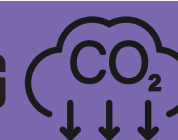
**ACTIVE TRAVEL CHALLENGE
WINNERS**
1000+ EMPLOYEES CATEGORY



**LOGGING
1,397
JOURNEYS**



**SAVING
348KG
OF CO2**



**NORTHERN IRELAND
ENVIRONMENTAL
BENCHMARKING SURVEY
SILVER ACCREDITATION**



**ANI SIGNATORY
TO CLIMATE PLEDGE**



**PLEGDED £25,964
TO 29 PROJECTS**

IN LOCAL COMMUNITIES
THROUGH THE 'FUNDING
FOR GOOD' PROGRAMME
**FUNDING
FOR GOOD**



Societal Impact



Societal Impact

3 Year Ambitious Partnership with Women's Aid

Allstate NI launched a three-year partnership on International Women's Day 2021 with Women's Aid - the lead voluntary organisation addressing domestic and sexual violence in Northern Ireland. ANI will support their work to eliminate domestic violence by providing technical support, fundraising and leadership mentoring services. In collaboration with Women's Aid, the 'Hear her Voice' campaign aims to highlight the violent, abusive and often life-threatening situations many women continue to face.

VALUE TO THE BUSINESS:

This partnership has matured our support for employees impacted by domestic abuse and raises awareness against bias, progressing towards a more gender equal world.

SDG's:



Awards

Allstate Information Security - Double Award Winners at Belfast Telegraph IT Awards

Allstate Information Security were recognized as one of the biggest achievers in Northern Ireland's IT industry as leaders in Cybersecurity, with two awards: IT Woman of the Year for Rachelle Reid and Cybersecurity Project of the Year. The IT Woman of the Year Award honours Rachelle's positive impact within Allstate, often leading the way for other women in the workplace as Chair of the Women in Technology at Allstate (WITA) employee group, and inspiring the next generation of cybersecurity professionals through community initiatives such as 'Little Girls with Big Goals' and 'Bring IT On'.

Allstate's Privilege Account Risk Reduction project was also celebrated for its outstanding business value and thought leadership. The Cybersecurity Project

of the Year Award highlights the exceptional work of the Identity and Access Management and the Deputy CISO Analytics teams.

SDG's:



ATSC Awards

The ATSC have won numerous National and Local awards in 2021. At the UK National Contact Centre Awards, Stephen Lomas and Sean Benson won gold awards; Stephen for Large Contact Centre Manager of the Year, for being at the forefront of the company's digital transformation strategy; Sean Benson for being the industry's Unsung Hero for his selfless support provided to Allstate during the pandemic.

Two further golds and one silver were awarded at the NI Contact Centre Awards. The ATSC won gold for being the country's top contact centre in the Large Contact Centre of the Year category and the other for the Training Team, in the Support Team of the Year category. Sabrina Lynch was awarded a silver in the Senior Manager of the Year category.

CIPD L&D / HR Team of the Year

Allstate NI were recipients of two awards at the 2021 CIPD Awards - 'Best L&D/HR Team of the Year' and Highly Commended in 'Embedding a Culture of Workplace Wellbeing'.

SDG's:



BelTech 2021

BelTech – the tech event which has driven and enabled an explosion of activity in the local tech community, took place virtually in June, and continues to lead the way in gathering, informing and inspiring Northern Ireland’s technology practitioners of today and of the future. Giving technology and business leaders from NI a forum to meet and exchange views with peers locally and globally, BelTech also celebrates achievement in NI tech, whilst engaging and inspiring the next generation of professionals.

The specialist themes of BelTech have gone way beyond the original scope of Software Engineering, to now include AI, IoT, Immersive Tech and Cyber Security. Allstate NI, as an enthusiastic curator, combined their deep knowledge of technology, applications, and their network of global contacts, to assemble world class sessions, featuring the best of local talent.

Talks from ANI included:

- **5G – Jason McBride**
- **Leveraging AI Cognitive Services and NLP for Claims Processing – Ross Eley**
- **How we use Multi-Disciplinary Teams to Accelerate our Product Delivery – Adam Hale**
- **Delivering Digital Products – Columb Duffy**
- **Digital Product Delivery Panel Discussion, which included Emad Isaac, VP, Engineering, Arity - Julie Cassidy (Arity)**

Other

CBI - John Healy is working with CBI and the wider Tech group in NI to discuss digital skills and develop a skills report

Expo 2020 - Andrew Jenkins (Arity) invited to speak at Expo 2020 in Dubai, representing Arity and Allstate Northern Ireland

CCEA - Rob Smyth appointed by the Minister for Education to the Board of the Council for the Curriculum, Examinations and Assessment (CCEA). This body sets the curriculum for all schools in Northern Ireland and gives us the opportunity to influence what is taught to our children, particularly as it relates to technology, as we look to the next generation of technologists. Rob’s appointment reflects the impact that he personally has had with schools across NI and also the value that is placed on Allstate by government and our influence on wider society.



