



# ANI IMPACT Report

DECEMBER 2022



## 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**





ANI Impacts

Tech Employment Academy – Belfast City Council

Demand for skills in Belfast’s booming Tech sector is significantly outstripping supply – Allstate ANI & Belfast City Council has joined forces to help meet that need. Belfast City Council’s first ever Tech Employment Academy has been designed and delivered with Allstate ANI, with support from the Belfast Labour Market Partnership and the Learning & Work Institute. As well as investing in and tailoring the programme design, employers across the region have offered valuable work experience and will be providing guaranteed job interviews for those who successfully complete the 16-week course. 70% of participants have received job placements within the technology sector with 5 employed by Allstate ANI within CTS and Fight.

VALUE TO BUSINESS:

Supporting and developing a new talent pipeline int Allstate ANI, supporting the local community in valuable technology training to enable them to develop new careers.

SDG’s:



ATSC Continued Awards Success

ATSC have continued to be recognized at a National and Local level by the Contact Center Industry for their innovative and disruptive approach to providing world class service to Agencies, Customers and Employees. At the UK National Contact Center Awards Sean Benson won gold for a 2nd consecutive year this time picking up support manager of the year for his outstanding contributions to the ATSC and ATSV. The ATSC Learning and Development team also took home the award for the UK top L&D team of the year. Also, the ATSC were awarded a highly commended for their outstanding approach and strategy around Diversity and Inclusion. Three further golds were awarded at the Northern Ireland contact center awards, Sabrina Lynch recognized for being the top Senior Manager of the Year, Alan Mullen recognized for the top trainer in N.I and lastly the entire ATSC were delighted to be awarded an award for the

top approach to Diversity and Inclusion in the local industry.

SDG’s:



The Graduate Development programme

The programme has been implemented this year with great success. It has helped to develop, retain and progress our key entry level talent and will continue to support the ATSV hiring strategy into 2023.

The Ask-HR team have introduced a number of innovations which has led to the automation or self service of higher volume employee queries, including Anni Chatbot dealing with absence/time off queries, Eye care requests being generated in a new self service function. This has reduced employee requests/ queries by around 100 per month.

SDG’s:



Allstate Cyber Safety

The Allstate Cyber Safety program has exceeded expectations having delivered cyber safety training to 4,837 individuals over 146 sessions in India, U.S. and Northern Ireland with an additional 626 kids to be booked in before the end of the year.

4252 Kids trained over 103 sessions  
585 Adults trained over 43 sessions

In January, a leaderboard was introduced to strengthen reward and recognition. Volunteer engagement increased by 63.8% with 53 more active volunteers than in 2021. In May, the program successfully returned to face-to-face sessions after 797days of being completely virtual. Summer at Allstate’ was an initiative hosted in partnership with HR offering Allstate staff the opportunity to connect in learning activities with their families.

What’s next?

To continue our commitment to safeguarding communities a comprehensive program for parents has been developed and will launch in 2023.

CyberFirst

One of our key industry partnerships is with CyberFirst, a government outreach and education program that helps young people explore their passion for tech and pursue a career in cybersecurity. Allstate NI hosted the annual CyberFirst Girls Competition for girls aged 12-13 with more than 130 teams taking part in the final round. Allstate NI has been asked again to host the CyberFirst Girls competition regional final in 2023. Approximately 30 CyberFirst school students and staff members attended our ‘How Secure Are You?’ expo and CyberCon keynote.

SDG’s:





# Strategic Services



## Strategic Services

### Leadership Development/Cope Capability Assessments

In April 2022, over 200 ANI leaders participated in Wave 2 of the Leadership Development Assessment Process. The detailed assessments provided ANI leaders with a personalized and tailored insights report and more targeted development guidance. The assessment and development report focused on the six core capabilities that have been defined by Allstate as being critical to Transformative Growth. With ANI achieving a 98% participation rate, following the assessment leaders made an individual development commitment and will be encouraged to continue their development journey through the lens of the core capabilities. This investment in ANI leadership development aligns with Allstate's commitment to help employees keep their skills relevant today and into the future through continuous learning and development.

#### VALUE TO BUSINESS:

By identifying the six core capabilities and the skill sets within that are most critical to our success as a business both now and into the future; and by focusing the development of our leaders on these core capabilities we are securing our future both as individual employees and collectively as a company.

#### SDG's:



### Learning & Development

- Over 277 YTD employees have completed a strategic Skills programme (Technical & Leadership)
- 99% of ANI employees complete the OBD learning Series
- Over 140 more employees have attended up-skilling / re-skilling versus 2021 (investing in more of our people)
- Over 50 employees completed re-skilling (transforming their career) 80% have moved to new roles
- Over 90 employees have completed or are in progress in leadership programmes (Aspire & Evolve)
- Over 300 employees have received the globally recognised "Credly" badging recognition through OBD and FSD programmes

#### 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:

 **FUTURESTATE  
PROGRAM LAUNCHED**

**4 INNOVATION  
CLINIC SESSIONS**   
HELD TO DEVELOP ELEVATOR PITCH

**29**   
**RADICAL  
INNOVATION IDEAS  
WERE COLLECTED**  
FOR COMPLETELY NEW  
PRODUCT/SERVICE

 **25 1:1 SESSIONS**  
HELD WITH EVERY IDEA SUBMITTER,  
TO FURTHER REFINE THE SUBMISSION



## 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 2022**



**DIGITAL DNA  
BEST WORKPLACE  
OF THE YEAR AWARD**



**ACCREDITED  
APPRENTICESHIP  
PROGRAMS FOR 2022**



OVERALL RATING HAS INCREASED  
FROM 3.5 IN 2019 TO  
**3.9**  
OUT OF 5



**78%**  
SAID THEY WOULD  
RECOMMEND  
TO A FRIEND

## 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:

**336 EMPLOYEES**  
ATTENDED  
TECHNICAL  
RE-SKILLING/  
UPSKILLING



**TECHNICAL  
EXCELLENCE  
BRIDGING PROGRAM**  
20 EMPLOYEES CHANGED CAREER  
FROM NON-TECH TO TECH



**240 LEADERS**  
ATTENDED MANAGEMENT  
SKILL BUILDER



**336 EMPLOYEES**  
COMPLETED 19 TECH +  
LEADERSHIP PROGRAMMES



**52**  
NEWLY PROMOTED EMPLOYEES/  
TECHNICAL LEADERS UNDERTOOK  
TARGETED DEVELOPMENT  
PROGRAMMES



**23**  
EMPLOYEES  
TOOK PART IN THE EVOLVE  
- FUTURE TECH LEADERSHIP  
PROGRAM



**PROTÉGÉ  
MENTORING PROGRAM**  
DEVELOPED IN COLLABORATION  
WITH LGD AND WITA.  
15 MENTORS SUPPORTED  
33 MENTEES







## GOAL 4

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

### SDG's:



### Creating Significant Value Every Year:



**STONEWALL  
GOLD EMPLOYER**  
ANI HIGHEST SCORER IN  
STONEWALL WEI AMONG  
COMPANIES HQ'D IN N.I.

**700+**  
EMPLOYEES

PARTICIPATED IN  
2022'S FESTIVAL OF  
WELLNESS EVENTS  
WITH 200 UNDERGOING HEALTH  
OR HEARING CHECKS



**60**  
EMPLOYEES  
AGED OVER 50  
ATTENDED THE 2022 AGE  
AT WORK PROGRAMME

**LIFE  
ASSURANCE  
BENEFIT**  
4 TIMES AN EMPLOYEE'S SALARY  
WAS EXTENDED TO ALL EMPLOYEES  
REGARDLESS OF BAND

**ASSISTED ANIMAL  
THERAPY COMES TO  
ALLSTATE NI**

ANI WELCOMED LEXI AND  
MIA - THERAPY DOGS FROM  
ASSISTANCE DOGS NI, TO  
SUPPORT EMPLOYEES AT THEIR  
BELFAST & STRABANE OFFICES



**31%**  
OF EMPLOYEES  
WERE PROMOTED  
OR MOVED  
LATERALLY,  
AN 8%  
INCREASE



**75.4%** EMPLOYEES SAY THEY ARE  
SATISFIED WITH THEIR  
WORK/LIFE BALANCE

**ONE MILLION  
STEPS  
CHALLENGE**  
77 EMPLOYEES IN  
26 TEAMS REACH  
26.5MILLION STEPS

**£2K+**  
RAISED FOR OUR  
STRATEGIC PARTNER,  
WOMEN'S AID

## 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  
**3 YEAR**  
CORPORATE PARTNERSHIP CONTINUES

**475** EMPLOYEES VOLUNTEERED  
**3,840** HOURS **WITH 83** ORGANISATIONS **ACROSS 152** EVENTS YTD

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

**ANI CHARITIES  
COMMITTEE** **£100,000+**  
TO 5 NI CHARITIES

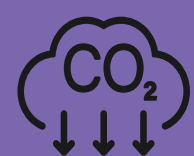
**ACTIVE TRAVEL CHALLENGE**  
**WINNERS**  
1000+ EMPLOYEES CATEGORY



**LOGGING**  
**1,330**  
JOURNEYS



**SAVING**  
**626KG**  
OF CO2



NORTHERN IRELAND  
ENVIRONMENTAL  
BENCHMARKING SURVEY  
GOLD ACCREDITATION



**ANI SIGNATORY**  
TO CLIMATE PLEDGE



**PLEGGED** **£36,000**  
TO 45 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 against women and girls, in Northern Ireland. During 2022, our employees have supported the charity through various fundraisers and volunteering events in individual refuges across Northern Ireland. Women's Aid received over £55K to support numerous projects across the charity.

#### 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 NI have been proud recipients of many prestigious awards this year which have included -**

- UK National Contact Centre Awards - Contact Centre Manager of the Year – Sean Benson
- UK National Contact Centre Awards - Learning and Development Team of the Year
- Digital DNA Awards – Workplace of the Year
- Identity Management Day – Enterprise Project of the Year – Identity Access Management Team
- Women in Tech Awards – Male Advocate of the Year – John Healy
- Stonewall Gold Employer
- Contact Centre Network Northern Ireland (CCNNI) 2022 - Senior Manager of the Year – Sabrina Lynch
- Contact Centre Network Northern Ireland (CCNNI) 2022 – Trainer of the Year – Alan Mullen
- Contact Centre Network Northern Ireland (CCNNI) 2022 - Best Diversity and Inclusion Strategy
- Belfast Telegraph IT Awards – IT Woman of the Year,

Suzi Murtagh

- Belfast Telegraph IT Awards - Outstanding Contribution to the IT Sector, John Healy
- Northern Ireland Environmental Benchmarking Survey – Gold Accreditation

#### SDG's:



## BelTech 2022

BelTech 2022 took place on 7 April at Titanic, Belfast – the tech event which has driven and enabled an explosion of activity in the local tech community, 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.

Wendy Kelly and Shane Reid represented ANI at BelTech 2022. Wendy Kelly took part in a panel discussion focusing on 'The challenges of Implementing AI in Real World Systems' and Shane Reid presented a talk on 'AICOE Sentiment Analysis - Teaching our Software how to be more understanding.

#### SDG's:







## Empowering Women to Lead Cyber Security in NI

Allstate NI employees, Rachelle Reid and Jeanne Chapple, graduated from the Empowering Women to Lead Cyber Security Programme, with the aim of building a collaborative and powerful community of emerging women leaders in cyber security roles, across all industry sectors.

### SDG's:



## Tech Talks at Magee

Deborah Hunter and David Ivorra hosted talks to students at Ulster University, Magee providing a high-level introduction to Data Science projects at Allstate NI, including a recent Marketing Mix Model used to inform business decisions.

### SDG:



## Gerry Byrne's publishes Target C#: Simple Hands-on Programming with Visual Studio

The book aims to help the reader write computer applications using the Microsoft C# programming language, and is ideal for beginners, those refreshing their C# skills or those moving from another programming language. It is ideally suited for students studying programming at high school or at university and is an excellent resource for teachers delivering programming lessons.

### SDG:



## Allstate NI are Inspire Partners of SistersIN

Allstate NI have been announced as SistersIN newest Inspire Partners. The SistersIN Leadership Programme aims to foster girls' leadership capacity and confidence amongst its Sixth Form students and is committed to empowering young women through advancing gender equity, inclusiveness, and youth development. An holistic evidence-based approach, offers education and training as well as opportunities to engage in leadership initiatives and build aspiration through exposure, so young women can reach their full potential.

### SDG's:



## The Code Show 2022!

Allstate Northern Ireland were proud sponsors of this year's Code Show, a traveling historical computing exhibition which took place in September, bringing the IT and Computing curriculum to life for pupils by exploring the evolution of programming and demonstrating that what they learn is an evolving area that Northern Ireland are excelling in.

### SDG's:



## Your Child, Their Future

Allstate NI are the founding member of the Your Child, Their Future series of events, designed for parents and guardians to help children achieve their full potential.

In 2022 we ran a series of virtual events and an in-person exhibition that were designed to help children take their first steps in their career. Experts from a range of organisations signposted parents to help guide their children when starting their careers. In 2022 over 1,000 parents were reached and the plan is to treble this number in 2023.

### SDG's:



