



Sustainable Business Awards for the South East 2003

Case Study - UnumProvident

Company Background

UnumProvident was founded as NEL Permanent Health Insurance Limited (NELPHI) in 1970. Since then, it has been a leader in the development of insurance-based income protection solutions. The Unum Corporation became the parent company in 1991 and seven years later merged with Provident Companies allowing the launch of the UnumProvident brand.

Its Head Office, Milton Court, Dorking, Surrey is a Grade II listed building and the buildings and estate are managed to ensure sustainability and protection of the environment.

Sustainability Initiatives

UnumProvident's Environmental Policy established standards and measures in the following areas:

- Property design and CAD space management.
- Energy management.
- Waste management.
- Transport and travel management.
- Procurement and supply chain management.

UnumProvident participates in the comparative index run by Business in the Environment and facilities staff attend a conference.

Key Achievements

- Disability audit leading to installation of automatic door openers and 'talking' lifts.
- Environmental audit showed a reduction in adverse impacts.
- 2nd Community Survey conducted - April 2003.
- New 'Get Up, Get Active!' branding for volunteering programmes.
- A network of Community Champions is being set up.

Resource Efficiency

UnumProvident reduced paper waste by defaulting copying equipment to use both sides and increasing staff awareness. Scanning and workflow systems have reduced the need for paper copies. Paper use has been reduced by 20 tonnes since 2000 despite a 66% increase in staff.

A stock control system using Internet based re-ordering for promotional literature and stationery has reduced consumption and wastage.

Used office paper is recycled. Other initiatives include:

- Plastic cups are collected by the 'Save a Cup' recycling scheme.
- Toner cartridges are recycled - proceeds go to CLIC (Cancer and Leukaemia in Children Foundation).
- Computer equipment is recycled.



UnumProvident's Head Office, Milton Court, Dorking, Surrey a Grade II listed building

Energy Efficiency

UnumProvident is continually seeking ways to improve energy efficiency and has employed consultants to assist with this. It has already invested in:

- A drinks system which only heats or cools water on vending.
- A new energy and water efficient dishwasher for its staff restaurant. It channels heavily soiled items through a purpose designed 'pot-wash' increasing the dishwasher space for standard items. The machine is now only run when it is full which has resulted in one less wash per day.

Water

UnumProvident has initiated an extensive investigation into its water consumption - findings are being collated. Water consumption is metered and use of sprinklers and hoses is avoided. Urinal flush control devices are being installed.

Supply Chain Management

UnumProvident manages supplier relationships through its central purchasing team. All are subject to a minimum of quarterly review. Supplier profiles are completed in initial appraisal of prospective suppliers and annually for existing suppliers. UnumProvident identifies partners and critical suppliers to benchmark against its 'Vision and Values'. All suppliers are required to have published policies.

UnumProvident purchases paper in bulk from a mill that uses sustainable wood and/or virgin wood fibre from sawmill residues and forest thinnings. This paper is chlorine free and the water used in production is cleaned and returned to source.

The company continues to seek advice from specialist consultants when negotiating supplies and each year the energy contract is put out to tender to 12-16 suppliers.

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Social Responsibility

The UnumFoundation has led the company's volunteering and charitable work but is reviewing its approach to other business and social issues and has now been reformed as the CSR Development Group which aims to:

- Secure good practice across the company.
- Ensure that corporate values are upheld in all business activities.
- Engage stakeholders and communicate plans and activities.

UnumProvident conducted its second community survey in April 2003. 100 questionnaires were sent out and 32 were returned. 10 expressed willingness to participate in focus group discussions, facilitated by external consultants. Follow up telephone interviews have also been conducted. The focus group will contribute to determining whether to establish an UnumProvident community panel. Survey analysis is underway and sample comments show greater understanding of UnumProvident's community affairs than in 2002.

UnumProvident already works extensively with the community and it has adopted many leadership roles, focusing mainly on assisting people with disabilities. Below are a few examples of initiatives:

- Participated in Mole Valley Shared Agenda which has developed a community strategy for the district. The purpose is to promote the economic, social and environmental well-being of Mole Valley.
- Founder member of the 'Employer Led Development Project for People with Disabilities' (ELDP).
- Chairs Cares in Surrey and takes a leading role in promoting employee volunteering.
- Recommendations were given to the Department for Work and Pensions Select Committee on disability and employment. Most of these have been accepted.
- In Spring 2003 it hosted a series of breakfast presentations for members of London First, raising awareness of employment issues for disabled people and supporting London First's development programme.
- In partnership with RADAR and Business in the Community it funds a national mentoring project which matches young disabled adults seeking employment with managers who are able to offer guidance and support. A number of senior UnumProvident managers are now working with mentees introduced by RADAR.



Susan and Andrew participating in 'Le J'og' - a sponsored relay team event from Lands End to John O'Groats



Clippings from on-site yew trees are used in the production of 'Taxol', a cancer treatment drug. Proceeds are donated to Cancer and Leukaemia in Children Foundation (CLIC)

- Provide employment for a group of disabled people with the Oakland's Trust (Queen Elizabeth's Foundation). They manage an area of garden as a form of rehabilitation therapy.
- Funded two major projects in 2002 - the New Beginnings campaign, which has set a target of returning 250,000 disabled adults to employment by 2010 and Lincolnshire for the Disabled and Able-bodied British Sports Initiative.
- Principle sponsors of Le J'og where staff receive sponsorship to run in relay teams from Lands End to John O'Groats.

During 2002, UnumProvident has sought to raise the quality of its volunteering and to increase participation. It did this through its 'Get Up, Get Active' campaign. A network of Community Champions is being set up to encourage and support volunteers, to ensure best practice and provide case studies. Examples of their work are:

- The development of SABRE website.
- Review and support provided by members of the process management team for Brambles, a respite care home for multiple sclerosis sufferers.
- MAD 4 IT initiative, through which practical help with IT related projects for voluntary organisations is given.

Other CSR Initiatives:

- UnumProvident is committed to being a responsible employer and reviews its performance regularly. It has exceeded ethnic diversity and disability targets.
- The company promotes healthy eating in its staff restaurant and was recognised through the 'Healthy Heart Award' Scheme 2003.
- UnumProvident continues to explore opportunities to be good neighbours and allows the local community to use its facilities. The Civic Trust includes its listed building in Heritage Open Days.
- UnumProvident is keen to measure its CSR performance and one of the ways in which it does this is by benchmarking.
- UnumProvident is part of a network which enables it to share and learn from the experiences of other companies.

Transport

UnumProvident operates a Green Travel Policy. This includes:

- Supporting the Surrey Cares Bicycle initiative.
- Offering staff incentives to use public transport.
- Operating a minibus service between Dorking and the site during rush hour to enable staff and visitors to use public transport.
- Providing driver training for fleet car drivers to enhance their skills, increase awareness and reduce incidents.

Innovations

The UnumProvident site in Dorking sells Yew tree clippings for the production of 'Taxol', a cancer treatment drug. The proceeds are donated to CLIC.

Awards

- Investor in People
- Positive about Disabled
- Raising Standards Quality Mark
- Feedback from our People
- Surrey Chambers of Commerce Disability Award 2002 (Winner)
- Southern Regional Winners of Remploy Award 2002
- Bobby Level Two for SABRE website accessibility
- UnumProvident was commended by the Government Minister for the Disabled.

Contact

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