

FAST FACTS

COMPANY OVERVIEW

Nonprofit corporation covering
17.5 million people in California.

INDUSTRY

Health Insurance

PROGRAM OVERVIEW

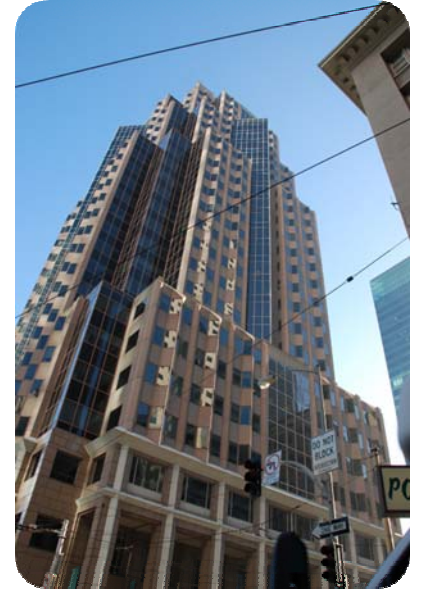
- Carbon Footprint
- Paper Usage
- Waste Diversion
- Energy Efficiency
- Employee Engagement
- Procurement

RESULTS

- Saved 1.1 million pounds of greenhouse gasses from virgin paper lifecycle emissions.
- Reduced waste bills by 25% and increasing diversion by 20% over their 2008-2009 baseline.
- Increased purchases of environmentally preferable products from 10% of total in 2008 to 29% in 2009.

Company Overview

Delta Dental of California is the state's largest dental health plan. Along with its affiliates, the nonprofit corporation covers 17.5 million people in its commercial and government programs throughout California and 20 million throughout the nation. It is part of a national holding company system formed with Delta Dental of Pennsylvania and its affiliates. Together, the holding company members represent one of the largest dental benefits delivery systems in the country, covering 24 million people in 15 states, the District of Columbia and Puerto Rico.



Founded in 1955, Delta Dental of California is based in San Francisco and has offices in Cerritos, Fresno, Sacramento and San Diego. It is a member of the national Delta Dental Plans Association, whose member companies collectively cover nearly 52 million people nationwide.

In addition to their mission to help improve the overall oral health of the nation by making dental care more available and affordable, Delta Dental is committed to reducing environmental impact, contributing to the community, and leading the way towards a more sustainable future.

Program Overview

Since 2008 Delta Dental has partnered with iReuse, a sustainability consulting and software company, to track all current sustainability practices, as well as identify key opportunities and implement programs to reduce their environmental impact. In that period, iReuse has conducted a comprehensive assessment to identify the greatest opportunities for improvement and begun program implementation in the following areas:

- Carbon Footprint
- Paper Usage
- Waste Diversion
- Energy Efficiency
- Employee Engagement
- Procurement

“Thanks to iReuse, Delta Dental has developed a strong foundation of environmental stewardship from which to build upon. Their strategic analysis and thorough program implementation has enabled us to have some significant early wins, as well as highlight the important next steps for us to take along the path to sustainability.”

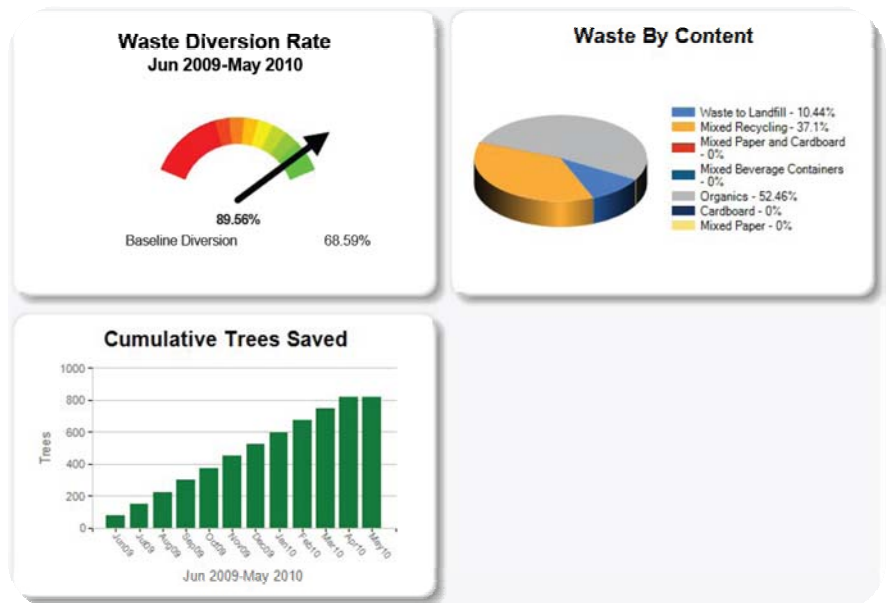
Tonia Leonardos
Director
Corporate Services, Delta Dental

Results

Carbon Footprint: iReuse conducted an analysis of Delta Dental’s greenhouse gas emissions using the World Resources Institute (WRI) Greenhouse Gas Protocol Corporate Standard to produce an inventory across the enterprise. This comprehensive analysis included Scope 3 emissions that extended to paper life cycle emissions. iReuse is currently mapping a GHG reduction plan through 2015.

Paper Usage: iReuse audited paper usage at Delta Dental, working with 35 different suppliers of paper products, including Boise Paper and OfficeMax, to identify all paper sources, content, and uses, and the resulting greenhouse gases produced. As a sector, insurance companies use a great deal of paper to process claims, as well as to market and administer insurance programs. As a result of this process, Delta Dental instituted a new policy requiring the use of certified-source, 50% post-consumer waste (PCW) for all paper used for administrative purposes, and 30% PCW for all claims envelopes, where available. Boise paper served as a green partner on the project, delivering exceptional service in helping to make the transition to alternative paper products. This change helped Delta Dental save 1.1 million pounds of greenhouse gasses from virgin paper lifecycle emissions (GHG conversion source: EDF Paper Calculator).

Waste Diversion: iReuse implemented waste diversion programs in Delta Dental managed facilities, reducing waste bills by 25% and increasing diversion by 20% over their 2008-2009 baseline. This helped Delta Dental avoid 3,000 metric tons of CO₂e, the equivalent of saving over 12,000 trees.



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iReuse[®]

CASE STUDY

Delta Dental's Sustainability Goals

- Establish Delta Dental's position as a sustainability innovator and leader.
- Integrate environmental impact as a factor in business decisions.
- Enable employees to make more sustainable choices at work and at home.
- Track and report on the environmental impact and progress of our organization.
- Work with our suppliers, business partners, and customers to help guide environmentally responsible practices across the industry.

Energy Efficiency: iReuse benchmarked the energy use of all Delta Dental buildings and currently provides reporting on an annual basis for facility managers, increasing overall transparency of energy use and costs. iReuse has also led Energy Star certification in key locations, managed lighting retrofit projects, and advised Delta Dental on energy efficient buildings as they lease new buildings or renew leases on old buildings.

Employee Engagement: iReuse supports increased employee engagement by integrating sustainability education into human resources' new hire materials, company internal e-newsletters, Earth Day celebrations, posters, and intranet sites. According to a recent Delta Dental employee survey on attitudes towards sustainability, 90% of employees are supportive or strongly supportive of Delta Dental's environmental commitment and 72% said it was very important or important for Delta Dental to go further with that commitment.

Procurement: iReuse has helped Delta Dental increase purchases of environmentally preferable products from 10% of total in 2008 to 29% in 2009. iReuse is also partnering with Delta Dental on the development of an online vendor management tool, which will ensure that vendors are delivering high quality products and competitive pricing through operational, environmental, and social best practices.

As a result of the iReuse engagement, enterprise-wide sustainability efforts have saved Delta Dental over hundreds of thousands of dollars in operating costs.

