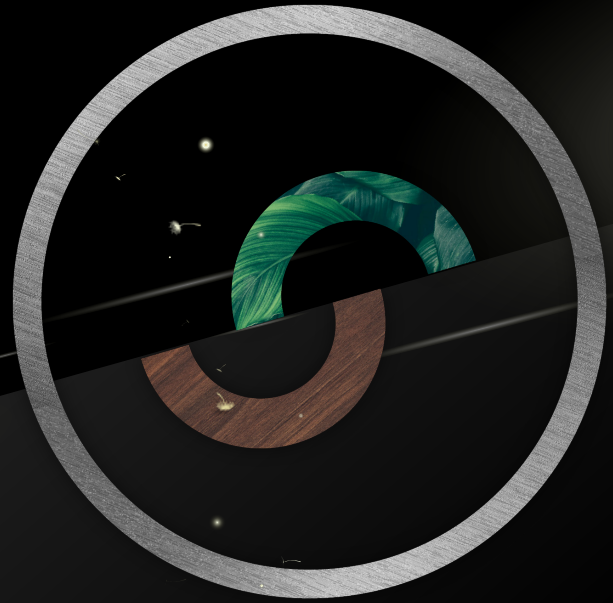


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A W A R D S



SUSTAINABLEIT IMPACT AWARDS

SustainableIT Impact Awards 2023

A summary of honorees' actions and achievements in environmental, social and governance sustainability

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SustainableIT.org's inaugural Impact Awards honored IT organizations in 14 global companies for their accomplishments in environmental, social, or governance (ESG) sustainability. By highlighting real-world, relatable examples of IT-led ESG progress, we hope to inspire others to act as sustainability catalysts and partners in their functions, enterprises, and industries.

Although some industries are further along in sustainability maturity, the program sought to highlight achievements across multiple sectors. "We were impressed to see so many strong examples of IT-led sustainability initiatives coming from a wide variety of sectors, including banking, healthcare, manufacturing, energy, and technology," noted Ralph Loura, board chairman of SustainableIT.org and former CIO of Lumentum. "Our winners demonstrate that IT leaders can and must help pave the way for their businesses to operate not just more efficiently, but more sustainably."

Honorees were chosen based on the following parameters:

1. The ambitious goals established and strong commitment made at the enterprise and IT levels to ESG sustainability.
2. Tangible and intangible environmental, social and economic benefits, with applicable performance metrics.
3. Substantial positive impact to the business, e.g., its finances, operations, workforce, brand image.
4. Leadership effectiveness demonstrated by IT leaders and their business peers.

To facilitate evaluations, the award committee focused on a stand-out, specific sustainability accomplishment for each organization, which are described in the synopses below. However, it should be noted that most of these organizations have a broader scope of accomplishments across the ESG sustainability spectrum. Indeed, most have comprehensive sustainability programs at the corporate level, if not within IT itself.

Awards were given out live at a special gala, May 2, 2023, sponsored by Okta, Palo Alto Networks and Delphix (SustainableIT.org's founder and technical advisor).



Environmental Sustainability Honorees



Choice Hotels International operates systems that process more than \$10 billion in annual revenue for 22 brands and more than 625,000 hotel rooms in nearly 50 countries. Choice was the first hospitality company to make an “all-in” strategic commitment to a cloud-native, sustainable platform with AWS.

Cloud hosting not only helped Choice pivot quickly during the pandemic, it has reduced energy consumption and costs. In 2022 alone, the company eliminated over 500 metric tons of CO2 emissions with AWS and by leveraging renewable energy. In addition, Choice retired an entire data center, eliminating all environmental impacts for the company from that source. Over 85% of Choice’s data footprint is now in the cloud, with 100% expected by end of year.

From a social sustainability perspective, CIO Brian Kirkland has transformed roles and reskilled employees who would otherwise have been displaced by the move to the cloud.

Morgan Stanley

From 2012 through 2021, **Morgan Stanley** reduced its overall operational greenhouse gas emissions by over 50% and has a new reduction target of 25% by 2025. Shifts to renewable energy sourcing, on-site renewable energy generation, and infrastructure power consumption optimization have all been major contributors. (Design note – see MS logo guideline document)

In the financial services industries, IT infrastructure is a particularly significant contributor to power consumption and Scope 2 and 3 emissions. While most IT organizations focus the bulk of their attention on hardware infrastructure such as data centers, few have developed a sustainability culture in which developers consider the environmental impact of their code. New York-based Morgan Stanley, however, realizes that how IT builds applications impacts their usage, power consumption, and overall impact on sustainability. The IT organization integrates sustainability throughout the development lifecycle, improving measurability and transparency, reducing unnecessary or excess cycles, and better leveraging the hardware that runs the systems.

Another way IT enables enterprise sustainability is to be the reliable source of ESG data for the business. “The most important thing to do is give people information to make better decisions,” says Katherine Wetmur, the financial services company’s CIO for Cyber, Data, Risk and Resilience. “The biggest thing we need to do as CIOs is help our business partners understand the levers they have available to make change.” Redundant or unused IT assets, system complexity and technical debt, and device refresh cycles are typical data points that can help business partners make choices for sustainability impact.



Since mid-2020, **Rocket Companies** has diverted more than 652,000 pounds (33 truckloads) of potential e-waste from landfills by refurbishing and extending the life of more than 2,300 hardware devices. This environmental sustainability success also yields a social impact, as the devices are being donated to underserved communities in Rocket Companies' hometown of Detroit, Michigan, to help bridge the city's digital divide. The FinTech company partners with Human-I-T, a nonprofit based in Bell, California, that provides devices, Internet access, digital skills training, and tech support for disadvantaged communities.

In its data centers, Rocket Companies has adopted Kyoto Wheel rotary heat exchangers, which use between 75% and 92% less power compared to traditional data center cooling systems. With the combination of direct exchange cooling equipment, Rocket Companies data centers use no water or outside air and achieve partial compressor-free cooling for the majority of the year.



Schneider Electric's comprehensive "Green IT" program stretches back to 2018 and focuses on mitigating impact within four areas: IT end user devices, IT Infrastructure assets, business collaboration strategies, and green adoption practices.

As with most IT organizations, Schneider Electric's biggest challenge was where to start. Firstly, they educated themselves on methodologies to account for key indicators such as energy consumption and carbon emissions. Secondly, they broke down the scope of the IT landscape and decided strategically what to prioritize and where to focus first. Then they learned how to baseline these areas and track them over time. Once tracking was in place, they could take action and monitor the impact.

Among those impacts have been a 50% reduction in CO₂ emissions from new PCs. Massive infrastructure efforts of technical debt reduction, migration, and consolidation have led to a 30% reduction in on-premise energy consumption.

A key tenet of sustainability change initiatives has been that whenever possible, they should also create value for the business. For example, the rationalization of Schneider Electric's server landscape and hosting resulted not only in lower energy consumption and emissions, but efficiency gains and reduced risk as well. Another success factor has been creating awareness and knowledge among employees. Enterprise employees interacted with Green IT program materials, training and webcasts more than 40,000 times in 2022.



Sunbelt Rentals, a global equipment rental company with 18,000 employees, has embraced its role in the sharing and circular economy by building sustainability into its culture, competencies, and long-term strategy. "ESG is embedded into everything we do and is a core component in how we operate our business," says CEO Brendan Horgan. To back this up, the company has tied 20% of executive bonus pay to ESG goals and is investing heavily in new low-emission equipment, 20% of which is electrified, hybrid or solar.

IT is an essential part of the strategy. Virtually all Sunbelt's rental assets will be connected via IoT by year's end, and APIs and microservices extend those connections to Sunbelt's people and operations. With this level of asset visibility, AI and machine learning algorithms can optimize rental logistics, ensuring the right equipment gets to the right place, with better fuel efficiency enroute and less miles traveled, says Executive VP and Chief Digital and Technology Officer JP Saini.

Scope 1 and 2 carbon intensity has been cut 22% from Sunbelt's established baseline, and the company is on track to reduce its total carbon footprint 30% by 2030.



Social Sustainability Honorees



MASSACHUSETTS

Blue Cross Blue Shield of Massachusetts has made a significant commitment to social sustainability, and has seen remarkable impacts in workforce diversity and inclusion. People of color make up 30% of the insurer's workforce and 40% of its board. The staff is 39% Millennials, and the majority of executive leadership are women (60%). The company has also been recognized as a Best Place to Work for LGBTQ+ equality by the Corporate Equality Index and a Best Place to Work for people with disabilities by the Disability Equality Index.

The most recent U.S. federal employment statistics show only 21% of people with disabilities participate in the labor force compared to 69% of people without disabilities. Tapping into this under-utilized talent pool will help alleviate worker shortages that challenge most industries. With an aging population and fewer young people entering the workforce, it is also vital to ensure that those with disabilities that come with aging can continue to work effectively if they desire.

IT can optimize worker accessibility and inclusiveness through technology. Deployment of assistive tools such as text-to-speech readers make employment viable for low-vision workers. Inclusiveness has also become an essential design factor for new systems that seek to engage the broadest spectrum of employees and customers. Retiring technical debt and streamlining IT infrastructure improves agility and the ability to support a sustainable future of work. For example, Blue Cross Blue Shield will complete the sunset of one of its two mainframes by year's end and the reduction of the remaining mainframe to a fraction of its former computing load. Not only has such technology modernization made the company more responsive and inclusive, it is contributing to the insurer's goal to be carbon neutral by 2030.



DXC Technology, a Fortune 500 global IT services company with more than 130,000 people in 70-plus countries, helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private, and hybrid clouds. With a focus on its customers, colleagues, and communities, DXC is committed to advancing digital skills among young and diverse populations around the globe. In fiscal year 2022, DXC employees completed more than 3.5 million hours of formal training including SheLeads, a virtual leadership program, and Service Line Technical Academy for women in India, helping to build a diverse talent pipeline.

Externally, DXC is advancing digital literacy through partnerships and investments in programs such as India NGO and trade association NASSCOM to develop digital skills in more than 1,000,000 young people in marginalized Indian communities. In the UK, DXC has teamed with Manchester United Foundation in a multiyear initiative to expand the tech capabilities of young people in the Greater Manchester region. These efforts enable these populations to have vital skills well-suited not only to the tech sector but to digital business and the future of work.



HP's longtime commitment to social sustainability has placed them at No. 7 for digital inclusion out of 150 information and communications technology companies, according to the World Benchmarking Alliance. The \$63 billion technology solutions provider based in Palo Alto, California, has set aggressive DE&I goals companywide, including in IT. The technology function plans by 2030 to have women make up 30% of its IT team (the industry average is currently 24%). HP also plans to double the representation of black/African American people in its IT workforce by 2025, compared to its 2020 baseline.

To this end, HP sponsors, among other programs, employee enrollment in the Information Technology Senior Management Forum's Management Academy for Black/African Americans. Fifty percent of graduates have been promoted to management at HP or moved into new or expanded roles. HP Global CIO Ron Guerrier, a son of Haitian immigrants, helps lead the charge for IT diversity, promoting DE&I programs and policies to help marginalized IT professionals thrive.

nationalgrid

National Grid, a leading energy company in the UK and US, recognizes that social sustainability is crucial for the long-term success of its business. The company's commitment is reflected in its mission to deliver clean and reliable energy while making a positive impact on the communities it serves. The company prioritizes investment in initiatives that promote social sustainability, such as energy efficiency programs, community development projects, and partnerships with local organizations.

Through its efforts, National Grid has been singled out for distinction in, among other areas, gender equality. In 2021 it was ranked 1st in the UK and 3rd globally for gender equality in an assessment of 4000 companies in 23 markets by Equileap. It also placed in The Times' Top 50 Employers for Women in 2022.



Rackspace Technology, a cloud managed-services provider based in San Antonio, Texas, has built an outstanding social sustainability reputation over its 25-year history, earning a 100% score on the Human Rights Campaign's Corporate Equality Index and the distinctions of being a Best Place to Work for LGBTQ+ Equality, a Top 50 Best Place to Work for Latinas, and a Best for Vets employer.

The inclusiveness ethic is advanced in IT, which has reached beyond the traditional STEM to fill its ranks. Adopting simpler-to-use rather than more complex new technologies and tools, and embracing low-code and no-code solutions, Rackspace IT has made technology jobs more viable and attractive to a broader community. The company has also committed to reskilling and upskilling Rackspace employees. Its Technical Onboarding Program provides intense training for interested staffers. It certified 560 people in AWS within a recent three-month period. The outreach is helping alleviate the skills deficit and win the war for talent.

Says Srini Koushik, Rackspace's executive VP and CTO, "We need to be more inclusionary and reach out to non-standard pools and turn our skill scarcity problem into an abundance problem."



Governance Sustainability Honorees



BNP PARIBAS

The mission of **BNP Paribas**, the Paris-based banking, financial services, and insurance company, is clearly defined: “We serve our clients and the world we live in.” Living this mission requires comprehensive sustainability risk governance. Since 2017 the company has had an ESG center of expertise coordinating all of its ESG engagement, integration, and research activities.

The CoE works in conjunction with CIO Bernard Gavgani, who is responsible for one of the most critical areas of ESG risk—data privacy and security compliance. When the bank needed to decouple data from legacy systems and migrate to cloud, Gavgani implemented automated sensitive-data discovery and masking to ensure compliance with global data protection regulations and similar mandates and guidelines. Other data governance sustainability best practices include localized empowerment and customer experience development to ensure regional data privacy compliance.



MOLINA[®] HEALTHCARE

Molina Healthcare has grown from a single healthcare clinic in Long Beach, Calif., founded in 1980, to a U.S. Fortune 500 company with 5.1 million members.

The trust of those members is essential to its success, and that trust is safeguarded by outstanding data privacy and security governance. The company adopted U.S. President Joe Biden’s Executive Order recommendations for cybersecurity, including:

- A dedicated Chief Information Security Officer and a Vice President, Compliance & Privacy.
- Modernized IT systems, including migration to a hosted cloud platform.
- Multi-factor authentication and encryption of sensitive data.
- Timely systems and software patches.

Molina’s Incident Response Plan is vigilantly maintained and regularly tested. The company reinforces mandatory annual data privacy and security training with monthly simulated phishing attacks. The IT team has also been proactive to protect data from ransomware attacks and catastrophic events, co-developing new solutions with its data virtualization partner.



Truist Financial Corp. of Charlotte, N.C., launched a major sustainability initiative in 2021, Enabling Trust and Privacy. The multiyear, multimillion-dollar investment focuses on consumer rights and data privacy, data preference management, consent, and related technologies and processes. Increasing demands by various Truist innovation teams for fresh, production-quality data to work with has created a need for IT to enable enhanced data agility without impacting personal data privacy or jeopardizing data security.

Truist's approach was to virtualize and privatize 44 terabytes of data from 235 databases feeding 132 enterprise applications across multi-cloud deployments. Personal identifiable information (PII) is scrambled or masked per security policy/compliance requirements, and the masked data is provisioned and refreshed in an automated, repeatable and scalable fashion. Through these sustainable data governance measures, Truist reduced its Scope 2 CO₂ emissions by more than half a mega ton.

The Wells Fargo logo, consisting of the words "WELLS" and "FARGO" stacked vertically in white, bold, sans-serif capital letters on a red square background.

Wells Fargo technology is committed to a hybrid, multi-cloud delivery model, underpinned by a strong data governance framework.

Cloud partners host and run the company's public-cloud infrastructure, and the financial services company's private-cloud data will be hosted in new data centers designed to minimize environmental impact. Specifically, they will use zero water for cooling, align with the US Green Building Council's LEED Gold design specifications, and be powered with electricity from renewable sources. Via this new data governance strategy, Wells Fargo will significantly reduce the challenges and environmental impact from aging data centers.

Wells Fargo CTO Mike Brady noted when accepting the award that the commitments and accomplishments of his fellow honorees are about more than serving their companies, employees and local communities – they are about serving the planet itself. Brady thanks the SustainableIT board members for “being that spark that ignites, aligns, and galvanizes our collective progress.”

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About SustainableIT.org

SustainableIT.org is a Delaware 501(c)(6) nonprofit, non-stock legal entity led by technology executives who will advance global sustainability through technology leadership. Our mission is to define sustainable transformation programs, author best practices and frameworks, set standards and certifications, provide education and training, and raise awareness for environmental and societal programs that make our organizations and the world sustainable for generations to come.

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