Health and well-being are closely intertwined with our planet and communities. Our purpose as an organization answers the question of why we do what we do: creating smiles, improving health and enhancing lives. And we understand the importance of how the social and environmental impacts of our business can drive meaningful change. This is why we are working to embed efficiency and sustainability into everything we do. We are committed to:

**Operational Efficiency**
Implementing continuous improvements that reduce our energy, waste, water, paper consumption and carbon footprint.

**Responsible Business Practices**
Partnering with suppliers, promoting environmentally preferred purchasing and exceeding our customers’ expectations.

**Making a Difference in our Communities**
Engaging 95,000 dental providers and 35.5 million enrollees to make a difference with online tools and giving back to our local communities.

AARP Services, Inc. cares about the environment and supports livable communities for AARP members and the aging population — and we expect the same from the organizations that provide products and services to AARP members. We are pleased that Delta Dental provides dental insurance to AARP members and also has stated its commitment to sustainability and communities.

Alyssa Heffernan
Relationship Manager — Health Products and Services
AARP
2016 – 2017 Report Highlights

Facilities
75% of our office footprint is ENERGY STAR® Certified

Energy
Electricity demand from data centers decreased 11% over 3 years

Waste Diversion
58% of our waste is diverted from the landfill annually

Paper Use
Digital adoption decreases our paper consumption

Water
Low-flow water fixtures and recycled water are used in drought prone locations

Climate Change
We purchase renewable energy to match 10% of our electricity demand

Looking Ahead
While we are proud of what we have accomplished, we know there is more work to do. Looking ahead, we’ll focus our efforts on areas of our organization that can make the biggest positive difference for our planet and communities. These areas include:

— Continuously reducing our energy impacts in our data centers and office spaces and shifting to 100% renewables
— Meeting (and exceeding) the efficiency and sustainability expectations of our customers
— Encouraging more individuals and providers to adopt our paperless communication options

Did you know?
If all Delta Dental enrollees and providers chose paperless explanation of benefits (EOBs), it would save more than 16,800 trees annually — the equivalent to 140 million sheets of paper. This also has the estimated environmental benefits equivalent to saving 24 Olympic-sized swimming pools of water, 48 garbage trucks filled with solid waste and removing 356 cars from the road.

Environmental impact estimates were made using the Environmental Paper Network Paper Calculator Version 3.2.1. For more information visit papercalculator.org.

To learn more and to read the full Efficiency and Sustainability Report visit www.deltadentalins.com/sustainability-report/2016/index.html.

Questions? Comments? We want to hear from you!
Please contact goinggreen@delta.org