

Changing the Way We Work

Overview

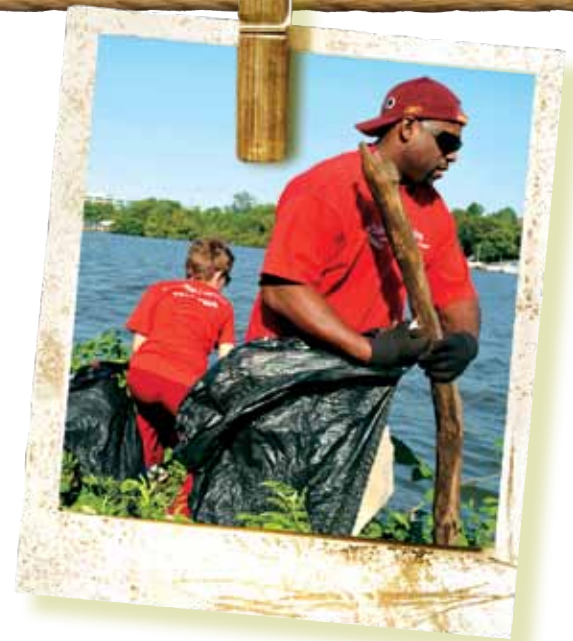
For close to a century, Booz Allen Hamilton has been providing consulting services to major government and commercial clients. While the company focuses on helping clients succeed, it never loses sight of how its work can make the world a better place—starting with its own operations and organization.

“Booz Allen’s sustainability practices and services begin with making green choices for our own enterprise and extend well beyond the firm’s walls—through our people, our work with clients, and our spirit of service,” says Executive Vice President Horacio Rozanski.



Social Responsibility Challenge

For years, many Booz Allen employees in the Washington, DC, area faced a long, daily commute to corporate headquarters in McLean, VA. Commuting in this congested area caused personal headaches for employees, made it harder to attract new staff, and contributed to the amount of car emissions released in the area. Realizing something had to change, the firm’s leadership took a fresh look at the firm’s facilities, occupants, and options. They noticed how offices often were unoccupied for hours or days as staff met with clients at their offices or traveled for business. They plotted on maps where staff reside, where clients are, what clients require in terms of proximity, and what could be done differently.



Solutions

Booz Allen’s new, multi-year, “Way We Work” initiative is changing the way its employees work. It’s about working where staff need to, when they need to—a flexible framework that leverages advances in technology and includes remote delivery, teleworking, “hoteling,” internal job transfers, and other work arrangements to connect talent with opportunity in ways that benefit clients and staff, support the environment, and promote work-life integration. Booz Allen is moving many staff around the Washington, DC, area into offices that are closer to their homes and redistributing office space previously consolidated at the firm’s headquarters.

The firm’s Sustainability Steering Committee—made up of senior leaders—ensures that sustainable concepts are fully incorporated into facilities infrastructure, policies, and practices.

Measurement/Results

Booz Allen has won several awards in the Washington, DC, area for its recycling and commuting programs. As a result of the new approach, employees’ average commute to one facility in the Washington, DC, network decreased by 1 hour (30 minutes each way), every day. The changes in driving patterns and leased space have been calculated to reduce more than 500 metric tons of CO₂ emissions in the region per year.

Other SR Involvement

Booz Allen applies lessons learned through its internal sustainability practices to many initiatives. Examples include its award-winning partnership to help the Wolf Trap Foundation for the Performing Arts adopt environmental practices; its staff’s volunteer efforts with environmentally focused organizations like the Ocean Conservancy’s International Coastal Cleanup; and its work with clients, such as collaborating with the U.S. Green Building Council on the “Green Jobs Study.”

Photos: More than 200 Booz Allen staff volunteer annually for the International Coastal Cleanup at more than a dozen sites across the country.