

# 2019 IN PERSPECTIVE

Our mission is to be the best regional insurance company in the Northeast. Part of that mission includes being stalwart and compassionate stewards of our local communities and economies. We are committed to investing and helping our communities thrive, and we accomplish this in several ways: by restoring policyholder businesses through our claims process, through our education and value-added service to our customers, through our philanthropic community efforts, and through our investment in our employees to help them succeed.

## CLAIMS: MAKING CUSTOMERS WHOLE

- » 16,000 claims handled
- » \$200,000,000+ paid to policyholders, injured workers, and to third parties

## CUSTOMER EDUCATION & VALUE-ADDED SERVICE

- » Held 10 OSHA 10 training courses for 293 customer employees
- » Held MSHA training course for 25 customers to receive their MSHA designation
- » 4,500 customer field surveys conducted in 2019 to help policyholders prevent an accident or injury
- » Access to Risk Management Center, a safety training and resource platform at no additional cost to policyholders

## GIVING TO OUR COMMUNITIES

Our charitable giving is local and focuses on supporting programs that expand and enrich the lives of our neighbors and make our communities better places to live.

- » Over \$150,000 donated to local organizations
- » Over 400 hours donated by employees in volunteer efforts supporting non-profits in Connecticut, Maine, Massachusetts, New Hampshire, New York and Vermont

## DIVIDENDS RETURNED

Of 9 insurance programs designed for specialized customers groups, we returned over \$1,600,000 in premium dividends to nearly 1,000 policyholders.

## A GREAT PLACE TO WORK

We support our employees so they can thrive both at work and at home.

- » First company to receive the Mindful Employer designation demonstrating our commitment to cultivating a mindful work environment where employees are connected to our mission, have access to educational and growth opportunities, and can thrive in a supported environment where they can be themselves at work
- » We financially support our employees' pursuit of professional education
- » 60% of our staff hold at least one professional designation

