



**Corporate**Social  
Responsibility

# CSR Annual Report 2019

*Being a Trusted Source for Our Employees and Community*



NCCI is committed to corporate social responsibility (CSR), a concept where businesses help to shape a better world. As an organization, we weave socially responsible principles into everything we do. Sharing our experience, information, high standards, and strong values has made NCCI an industry leader. We extend those values every day to our customers, our employees, our community, the environment, and society at large.



Bill Donnell pictured (center, kneeling) with NCCI employees during the YMCA Corporate Cup event.

As the nation's leading source of workers compensation data, tools, and information, we provide service to thousands of insurance carriers, regulators, and other system stakeholders every day.

But it's the work that we do in our own backyard that is being felt in immeasurable ways.

NCCI employees have a heart for our community, and it shows. The impact from our volunteer efforts in the South Florida community last year accounted for more than 6,000 hours spent reading, painting, cleaning, advising, planning, and more.

From Alzheimer's support to pediatric cancer research, and animal rescue to preventing domestic abuse, NCCI employees recommend and select the charities that we support each year, putting the power of charitable giving into their hands.

This giving is enabled through the NCCI Cares program, which provides employees with 40 hours of Volunteer Time-Off each year, and an additional 8 hours to participate in our annual Day of Giving companywide volunteer event.

We also made strides to better our corporate footprint through a focus on the environment and sustainability. These initiatives included an in-house Recycle Center, preferred parking for carpoolers, and limiting the use of plastic bottles by providing water refilling stations throughout the building.

I invite you to read more about our community impact in 2019 in this Corporate Social Responsibility Annual Report.

I'm proud of this team's efforts to make our communities more vibrant. We all have a responsibility to serve—and serving is at the heart of NCCI.

Bill Donnell  
President and CEO





# Community











NCCI believes that a responsible company is involved in the communities where it does business. We make a difference in our community and align with the important causes of our employees through the NCCI Cares program.

## Notable Highlights

- 500+ employees used VTO; **6,200 volunteer hours** were logged by employees
- **200 charities were supported** through the Matching Program
- **400 employees volunteered** during NCCI's Day of Giving



## Snapshot of the 2019 Program

SIGNATURE PROGRAMS	EMPLOYEE DRIVEN	VOLUNTEER TIME OFF	MATCHING	EXECUTIVE TEAM	IN-KIND
Organizations supported based on NCCI's mission and values	Organizations supported based on employees requests	Employees receive 40 hours/year plus an additional 8 hours for the companywide event	Matching requests are submitted by employees through the NCCI Cares Giving Portal	Along with NCCI Signature Programs and Employee Driven Programs the Executive Team also supports local and national charities	NCCI will donate used items as available
 ✔ Day of Giving ✔ Kids' Chance ✔ Share the Spirit ✔ United Way	 • Aid to Victims of Domestic Abuse (AVDA) • Alzheimer's Association • Covenant House • Lynn Cancer Institute • Peggy Adams Animal Rescue • Pediatric Oncology Support Team (POST) • Sea Angels • SOS Children's Villages	 ✔ 40 hours per year ✔ 8 additional hours for companywide event	 Through our Matching program, NCCI donates to non-profit organizations that our employees support each year.	 • Actuarial Foundation • American Red Cross • Literacy Coalition of Palm Beach County • Place of Hope • United Way	 • Office furniture • Computers • Office supplies • Other items as available
 <b>COMMUNITY PROGRAMS</b> Organizations supported to continue our business relationships within the community					
 • Boca Raton Chamber of Commerce • Florida Chamber of Commerce • Economic Council • Business Development Board		 • Palm Beach State College • Florida Atlantic University		 • Bethesda Hospital Foundation • Boca Raton Police Foundation • Junior League of Boca Raton • One Blood • YMCA	

## Key Statistics/Information

More than **\$15,000**

was donated to Aid to Victims of Domestic Abuse (AVDA) through **donations, matching, and corporate gifts**

More than **\$20,000 was raised** by NCCI and employees to support **hurricane relief efforts**



**263** pairs of shoes were **donated** to children in need



Recognized by United Way as a **Top 5 campaign** in Palm Beach County

Care packages totaling 260+ lbs. were sent to **Kids' Chance of Florida scholarship** recipients



Saved **707** lives through our blood drives

More than **220 lbs. of pet food** was donated during our **Animal Shelter Awareness** campaign

*"I'm fortunate in my role to work with people who have a passion to help those less fortunate. Our employees' dedication to our community is amazing."*

—Kelly Cavaleri, Community & Charitable Relations Manager







## Environment

NCCI understands that what we do today will impact our tomorrow. We encourage employees to recycle and upcycle the materials used in our building and to continue these practices at home. We conserve our environment and improve the world we live in.



### Notable Highlights

- Cafeteria switched **from plastic** to paper bags
- Since 2018 we've **saved 213,000 water bottles** through use of water bottle refilling stations
- **Replaced paper name tents with reusable ones** to use in classes and meetings
- Celebrated Earth Day by **planting a tree** and providing all employees with **stainless steel reusable straws**
- **Reduced transportation-related carbon emissions** by telecommuting

### Key Statistics/Information

**53 employees carpool**  
and therefore receive  
**preferred parking**



Cafeteria added **compostable paper products** made  
from sugarcane



**232 lbs. of materials were upcycled** through our **new Recycle Center**

“Giving is such an integral part of the culture here at NCCI. It's one of the reasons people tell me they love working here. There is something very special about the spirit and commitment both on the individual level and across the organization.”

—Robert Snyder, Executive Director, Strategy & Corporate Communications







## People

NCCI's employees are our greatest asset. We provide tools and resources for employees to succeed and foster an inclusive work environment where diverse viewpoints, backgrounds, and talents are respected and valued.



## Notable Highlights

### Benefits

- Family Time Off
- Flex Time
- Work/Life
  - On-Site Dry Cleaning
  - On-Site Day Care
  - On Site Fitness Center

### Career and Talent Development

- 15 employees participated in the **1st Executive Leadership Development Program**
- 130+ employees attended the internal Career Showcase **focusing on employee career development**
- Spent \$1,138 per employee on **internal and external training and development**

### Employee Experience

- Continued **Fitness Center enhancements**
- Held **Employee Engagement Events**
- Continued **adding collaboration space** for a more inclusive and open conversation environment
- Launched new internal social and blog site called The Buzz to **enhance enterprise information sharing and collaboration**

### Culture and Values

- 90% of employees completed second culture survey—with **improvements in nearly every category**

“I am so grateful for the NCCI Cares program, which gives me the opportunity to volunteer for and support charitable organizations that do vital work in our communities! Whether it's volunteering with NCCI-provided time, attending a sponsored race or event, or matching my financial contributions, the NCCI Cares program gives me the ability to make a much greater impact than I could as an individual.”

—Vicky Mayen, Director and Actuary, Actuarial & Economic Services

## Key Statistics/Information

**9%** of our vendors are small business owners and **4%** are female-owned.

**321 employees completed exams**

that led to certifications, designations, or academic degrees







## Practices

NCCI is known for integrity and the clear and accurate information we provide. We have numerous practices in place to ensure that we conduct business to be The Source You Trust.



## Notable Highlights

- **100% of employees** completed the Antitrust Compliance Training
- Educated employees on phishing and **conducted several phishing email tests**
- Completed **review of all company policies**
- 100% of employees **completed Operational Excellence Foundation Course**

## Key Statistics/Information

Board of Directors  
increased focus on economically  
responsible and compliant practices

Finished the year  
**below budget**

Continued to **save**  
**approximately**  
**\$100K** per year  
since adding  
an in-house color  
printing room

“Our community engagement reflects the responsibility we’ve assumed to not only foster a great work environment but to contribute to a healthy and vibrant community that we are all a part of.”

—Mark Mileusnic, Chief Customer Operations Officer





## NCCI on Social Media

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