



# Enterprise

**Amgen Rhode Island**



# Large

**Navigant Credit Union**

**PBN**

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# BEST PLACES TO WORK 2019

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**UnitedHealthcare** is proud to be the presenting sponsor of the Providence Business News Best Places to Work. Congratulations to the recipients of the 2019 awards – your hard work and commitment are an inspiration to us all. For more than 25 years, we’ve brought big thinking to the issues that matter most to Rhode Island and like you we know it’s about focusing our innovation around what matters the most. We appreciate your dedication to Rhode Island – Thank you!

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**Cox Business** is excited to continue our sponsorship of the 2019 PBN’s Best Places To Work.

We congratulate and look forward to celebrating all of this year’s honorees!



**Chisholm Chisholm & Kilpatrick LTD** is proud to sponsor PBN’s Best Places to Work awards. As CCK celebrates its 20<sup>th</sup> year, we are honored to be selected once again as one of the Best Places to Work in Rhode Island. Congratulations to our dedicated team of hard-working professionals and to all of this year’s honorees.



**Pawtucket Credit Union** is proud to sponsor the Best Places to Work awards. Congratulations to this year’s winners and thank you to our staff who have nominated us each year since 2010.

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## FROM THE EDITOR

### Build culture to achieve success

**THE BEST WAY** to succeed in business: engage all of your



employees. Who doesn’t know that?

Well, apparently a whole lot of businesses, large and small, don’t do that as well as they could.

Those that do make it onto Providence Business News’ Best Places To Work list.

Interestingly, the winning companies each year seem to approach their business in common ways. This year the theme is communication.

Companies can build a culture that supports their success by introducing new employees to the carefully crafted and supported culture from the moment they arrive, communicated by their colleagues.

Other enterprises make it a point of listening to both employees and customers, and removing the pain points that hold performance back.

Still others use staff-supplied feedback to make changes in the workplace atmosphere.

Some companies emphasize the close connections that staff can feel to one another, likening the workplace to a family.

None of these approaches would be successful without strong, honest communication, flowing back and forth between worker, employer and customer. Now that is the best way to succeed in business.

PBN has been doing the Best Places To Work program since 2006, and I still remember that first year and the joy felt by all the companies that were recognized. Now in its 14th iteration, only three enterprises have been named to the list each year: Edward Jones, Embrace Home Loans Inc. and Hinckley Allen & Snyder LLP. Their placement on this list is not an accident. They listen to their employees, knowing that that is the best way to take care of their customers.

We are fortunate to have UnitedHealthcare return as our presenting sponsor, joined by partner sponsors Chisholm Chisholm & Kilpatrick Ltd., Cox Business and Pawtucket Credit Union. Their support allows PBN to provide valuable insight to all the company entrants.

Mark S. Murphy  
Editor



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# Reaping rewards of employees caring

BY SUSAN SHALHOUB | Contributing Writer

**IN COLLABORATION:** Amgen Rhode Island employees discuss manufacturing data on a display screen at the West Greenwich facility. From left are manager Jennifer Gangi, senior associate Kelly Perry, associate David Folco, manager Jon Berthiaume and manager Gary Theroux.  
PBN PHOTO/RUPERT WHITELEY

**WITH CAREFUL PLANNING,** Amgen Rhode Island is utilizing innovation to get its new, \$165 million West Greenwich plant up and running as quickly as possible.

The biotech manufacturer – with 640 Rhode Island employees – is using modular construction to streamline the building process. Segments of the structure will be shipped and assembled this summer, paving the way for increased environmental efficiencies.

The foundation is already in place.

Amgen is always on the lookout for ways to maximize the scope of its employee-recognition efforts. With several successive years of Providence Business News Best Places To Work awards, the foundation for a positive work environment is also already in place.

Now – as part of the new facility – the company will work to incorporate 150 more team members into its fold and is taking steps to ensure all are valued, heard and encouraged.

“Some will be moved internally to other roles and we will backfill other roles, bringing in new individuals to learn our culture and Amgen values,” said Tara Urban, Amgen senior manager of corporate affairs.

At the same time it’s planning to grow its team, Amgen finds new ways to engage with employees and create an even safer, leaner work experience overall.

Carolyn Crawford, an Amgen business performance senior manager and member of the company’s Quality Organization group, said that the Actively Caring program went into effect this past year.

**1** Intended to increase observation, the model is designed to build a safety culture. It comes at a good time at Amgen, she said.

“It leads us toward an injury-free environment at a time where we have new staff, construction underway, people in new roles or new people in general,” said Crawford.

Embossed, flexible plastic wristbands are used by colleagues to recog-

nize one another for a job well done. Employees who see a co-worker doing something safely give that person a wristband to wear. The company tracks each numbered wristband and its progress on a board in the office. Word is spread about the safe behavior that warranted each wristband on Amgen’s Yammer social network.

Not texting while walking, holding a handrail on a stairway and helping an overburdened colleague carry items are common examples, said Urban. The program is designed to increase situational awareness and help prevent injury.

“It’s working. People are passing them on,” Crawford said.

A challenge to running employee-recognition programs is that Amgen operates multiple shifts. The company actively ensures that its campaign messaging is reaching each team member, no matter what they do or when.

Engineer Joann Gonzalez is a member of the company’s Operation Excellence team. She said that it’s important to have different levels of recognition year-round, and not just from supervisor to employee but also employee to employee.

Different programs, run at different times, with different methods of communication are most effective at Amgen.

“We try to convey a message of our culture,” said Gonzalez. “Lean is a method to ensure quality and safety. We are running our campaign with that messaging on magnets, mugs and water bottles.”

Urban noted that due to the nature of their

“We try to convey a message of our culture.”

**JOANN GONZALEZ,**  
Amgen Rhode Island engineer

roles, some team members don’t have access to email all day, for example, to see engagement campaign announcements, so Amgen may add things such as information tables and banners. “Employees see it everywhere – even in the cafeteria and gym.”

The gym, a hub of employee fitness, is an area where Amgen has found room for improvement over the last year. With its nap area, massage space, fitness classes and personal trainers, the facility added new equipment as well, continuing to let team members know their wellness is important.

Urban does not need to look far for evidence that efforts such as safety-observation programs are working.

“Sometimes I’ll find myself stopping where I am in [my] house to text,” as opposed to walking while texting, she said. “It has a positive impact outside of work.” ■



**Amgen Rhode Island**  
Employees in R.I.: 640  
Thomas Seewoester,  
vice president of site operations



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**RAVE REVIEWS:** Bulk Packout team members at Blount Fine Foods give thumbs up about their workplace.  
COURTESY BLOUNT FINE FOODS



**PREPARED TO HELP:** Washington Trust employees volunteer to serve meals to the community at the McAuley House in Providence.  
COURTESY THE WASHINGTON TRUST CO.

**2** What three words best describe your staff?  
Innovative, dedicated and excited.



What modifications have you made to your workplace to support employee wellness?

We introduced the position of wellness resource advocate to our HR team in 2018. The WRA has implemented many wellness-promoting initiatives such as Walking Wednesdays, Healthy Happy Hours and Friday Stretch Sessions.

**How do you support community-service work by your employees?**  
Community-service opportunities are arranged for and promoted to our employees. Employees with tenure are able to accumulate paid time off for community service. ■

**Blount Fine Foods Corp.**  
Employees in R.I.: 740  
President and CEO Todd Blount  
Questions answered by:  
Ann Vallier,  
human resources program specialist

**3** What three words best describe your staff?  
Talented, loyal and authentic.



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How would you describe the culture of your workplace?

We have a culture at Washington Trust that is steeped in a respect for the history of the institution and its role in the communities we serve. Our employees preserve that history by upholding the values that have sustained it; personal service, respect, kindness, integrity and a devotion to quality.

**Do you have a preference for promoting existing staff or hiring from outside and why?**  
We have a very dynamic succession-planning process that goes deep into the company and is always focused on providing our employees with opportunities for growth. ■

**The Washington Trust Co.**  
Employees in R.I.: 521  
Chairman and CEO  
Edward O. Handy III  
Questions answered by:  
Edward O. Handy III



## Teamwork is the Best Medicine

Thanks to all our employees!

It's what YOU do that makes Brown Medicine one of the 2019 "Best Places to Work in Rhode Island." Our commitment is with you, as we continue working together to maintain an exceptional work environment that provides high quality care to the patients we serve.



BROWN MEDICINE  
BROWN PHYSICIANS, INC.



**PRETTY NEAT:** Amica employees use their annual volunteer day to work with Clean Ocean Access to clear debris from the local shoreline.  
COURTESY AMICA MUTUAL INSURANCE

**4** What modifications have you made to your workplace to support employee wellness?



Amica offers plans such as Weight Watchers, gym membership reimbursement and training for mindfulness, financial well-being and tobacco cessation. There is also an on-site fitness center, walking path and basketball court.

**How do you support community-service work by your employees?**  
Amica provides grants to nonprofits where employees or spouses volunteer. Our Volunteer Day Program supports volunteerism by providing employees a day of paid time each year to volunteer. Amica also offers to match donations at 150% of an employee's personal contribution.

**What was a new employee benefit(s) or initiative(s) in the past 12 months?**  
We've recently introduced a student-loan repayment program, offering employees \$100 per month, and up to \$6,000 total, for student-loan repayment. ■

**Amica Mutual Insurance Co.**  
Employees in R.I.: 1,765  
Chairman, President and CEO  
Robert A. DiMuccio  
Questions answered by:  
Department Vice President  
Samuel Palmisano



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# BEST PLACES TO WORK - ENTERPRISE

(based on companies with more than 500 regional employees)

2019 rank	Company   Website President/CEO	Address Phone	Type of business	No. of local employees	No. of millennial employees	% of women employees	Company turnover rate	Diversity training	Vacation days after 1 year	Sick days for ill dependant	401(k)/retirement plan	PTO for volunteering	Telecommuting options	Wellness programs	Career-development programs	Employee appreciation programs	Stress relief programs
1	<b>Amgen Inc.</b>   amgen.com Robert A. Bradway, chairman and CEO; Thomas Seewoester, Amgen Rhode Island vice president, site operations	40 Technology Way West Greenwich, R.I. 02817 (401) 392-1200	Biotechnology manufacturer	650	195			●	25	●	●	●	●	●	●	●	●
2	<b>Blount Fine Foods Corp.</b>   blountfinefoods.com Todd Blount, president	630 Currant Road Fall River, Mass. 02720 (774) 888-1300	Food manufacturing	740	342	29%	28%	●	10	●	●	●	●	●	●	●	●
3	<b>The Washington Trust Co.</b>   wasitrust.com Edward O. Handy III, chairman and CEO	23 Broad St. Westerly, R.I. 02891 (401) 348-1200	Financial institution	521	191	65%	10%		10	●	●	●	●	●	●	●	●
4	<b>Amica Mutual Insurance Co.</b>   amica.com Robert A. DiMuccio, chairman, president and CEO	100 Amica Way Lincoln, R.I. 02865 (800) 242-6422	Mutual insurance company	1,765	806	61%	9%	●	15	●	●	●	●	●	●	●	●

# 1,970 bricks and counting

*Amica celebrates employees' 25th anniversaries with the company by etching their names into its brick walkway.*



Lisa M.  
Lima

Michael A.  
Heon

Kelly J.  
Small



Honored to be named one of the  
**Best Places to Work in 2019.**

Congratulations to all the companies that made the list!







# Rewarding employees serves customers best

SUSAN SHALHOUB | Contributing Writer

**STRATEGY SESSION:** Navigant employees, from left: Ross Silva, assistant vice president for business development and loan officer; Megan Birch (hidden), mortgage loan supervisor; Lee Conte, loan officer; David DeCubellis, vice president of residential mortgages; Deb Drechnowicz, mortgage underwriter; and Alisha Tierney, mortgage-support coordinator. PBN PHOTO/RUPERT WHITELEY

**COMFORTABLE, LUMBAR-SUPPORTING CHAIRS** were delivered to Navigant Credit Union workers earlier this year, generating smiles all around, says Tim Draper, vice president of marketing.

It was one of the more visible, external ways the credit union shows its appreciation for employees. But this kind of appreciation goes deeper.

To make the Smithfield-based institution an exemplary place for its 315 Rhode Island employees is to make it a comfortable place for its customers. The two things go hand in hand, says Draper.

“We cannot deliver an extraordinary customer experience if staff is not trained, engaged and all on the same page with a singular goal,” he said. “The only way you can get to that is giving teams the right tools so they can deliver.”

The state’s oldest credit union has 18 branches, providing financial products and services to more than 92,000 members, with more than \$2 billion in assets.

Navigant’s Member Experience Strategic Initiative – a survey of members to reveal areas of improvement – has gathered usable information over the past few years and has now picked up steam. The result? Actionable items and change, said Nancy Wilson, assistant vice president of human resources.

Employees are instrumental in helping to plan and implement ways to better serve customers.

In fact, Sheila Felice was hired this past February for a brand-new Navigant position – vice president of learning and organizational development – to ensure that feedback is being facilitated.

“We are ... assessing where employees are, where there may be broad development or specific training needs,” said Wilson.

The Navigant experience team, meanwhile, is tasked with being

the “eyes and ears of Navigant,” said Wilson, identifying where the credit union can do a better job not only interacting with members but internally, serving and working with one another.

Wilson gave an example of a need that emerged concerning internal communication, which has resulted in training to make operations run smoother for everyone. Navigant’s new guidelines in this arena call for “fully owning” whatever question or concern comes their way, even if it’s not that employee’s area of expertise.

Let’s say a customer calls with a question on their account.

“I may not be equipped to answer. But before I pass along that call, I get the member’s number and name, reach out to the call center ... have them confirm to me they can handle that call and that they’ve done it,” Wilson said. A follow-up member phone call to ensure the matter was handled is also now part of the original call taker’s duties.

“This is consistent across the board, from the CEO to tellers,” Draper said, making employees’ jobs easier with standard goals and a system in place.

Along with the surveys and special roles the credit union has added to gather and implement feedback, employees and members can go on to its website anytime to give input, even anonymously, if they choose. Wilson said that these emails don’t just end up in a bin somewhere, but are handled by Member Experience Officer Donna Wood, who makes notes and follows up on what comes in.

Employees are a valuable asset in institut-

‘The only thing that **separates us is our employees.**’

**TIM DRAPER,**  
Navigant vice president  
of marketing

ing growth and change. The organization continues to ramp up its employee-recognition efforts, such as adding an Employee Spotlight to its quarterly newsletter.

Peer-to-peer recognition comes in the form of its LUCI trophy, which stands for Navigant core values of leadership, unity, caring and integrity, and is given from one employee to another for a job well-done. Nominations for the president’s award are another way team members can recognize one another.

“Gary [Furtado, president and CEO] always says that the only thing that separates us is our employees. Other places have similar products and services. It’s our staff; it’s why we value them so highly,” said Draper. ■



**Navigant Credit Union**  
Employees in R.I.: 315  
President and CEO Gary Furtado



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## LARGE COMPANIES



**NICE DRIVE:** A Gilbane charity golf outing at Wannamoisett Country Club raised money for the Ronald McDonald House.  
COURTESY GILBANE BUILDING CO.

**2** How do you encourage your staff to live more environmentally sustainable lives?  
Gilbane's Sustainability Council has launched a Sustainability Playbook for its employees. It's designed to eliminate waste, reduce pollution, promote recycling and utilize repurposed materials, both in the field and in local offices.



### Gilbane Building Co.

Employees in R.I.: 277

President and CEO Michael McKelvy

Questions answered by:  
Senior Marketing Specialist  
Tara Crawford

**How would you describe the culture of your workplace?**

A family. As one of the oldest family-owned companies in the state, we consider all our employees to be part of the Gilbane family.

**What modifications have you made to your workplace to support employee wellness?**

We provide fresh fruit to our employees twice per week and have also built a wellness room, where an employee can spend a few minutes decompressing. Also, there's a daily "stretch and flex" session in the workday to share ideas and do stretching. ■

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**DOING THEIR PART:** Collette employees participate in a meal-packaging event in partnership with Rise Against Hunger last July.  
COURTESY COLLETTE

**3** How do you encourage your staff to live more environmentally sustainable lives?

During Collette's annual Earth Week, employees are encouraged to turn off the lights, recycle plastic bags in return for a reusable bag, and reduce single-use plastics. Throughout the year, Collette supports green initiatives such as straw and K-cup recycling.



### Collette Travel Service Inc.

Employees in R.I.: 437

CEO Daniel J. Sullivan Jr.

Questions answered by:  
President Jaclyn Leibl-Cote

**How would you describe the culture of your workplace?**

Employees are empowered to think differently, to embrace learning and to continuously change and grow. Collette fosters a workplace that cares for employees in mind, body and spirit.

**What modifications have you made to your workplace to support employee wellness?**

We've trained members of our team to perform ergonomic desk assessments to assist employees. To maximize comfort, we provide computer risers, foot rests and standing meeting spaces. ■





**HAVING A GOOD TIME:** Employees of BankNewport celebrate their workplace being named by PBN as one of the best in Rhode Island in 2018.

COURTESY BANKNEWPORT



**UPLIFTING HONOR:** Staff members at Performance Physical Therapy celebrate being a 2018 PBN Best Places To Work honoree.

COURTESY PERFORMANCE PHYSICAL THERAPY

## 4 What are your requirements for employees to update and augment their job skills?

We offer opportunities to continuously expand job skills through workshops, seminars and management-training programs. Employees can participate in BankNewport's Educational Assistance Program, which reimburses tuition costs while they continue their education.

### How would you describe the culture of your workplace?

We celebrate individuality, empower creative problem-solving and invest time to get to know our customers, communities and employees.

### What was a new employee benefit(s) or initiative(s) in the past 12 months?

In 2019, we are celebrating BankNewport's 200th anniversary and are providing great opportunities to give back to our community. We also celebrated our employees by gifting them \$200. We asked them to consider keeping \$100 and pay \$100 forward for their own random act of kindness. ■



### BankNewport

Employees in R.I.: 267

President and CEO Sandra J. Pattie

Questions answered by:  
Carolyn Odell, assistant vice president/HR generalist

## 5 What three words best describe your staff?

Knowledgeable, relationship-driven, happy.

### How would you describe the culture of your workplace?

The culture revolves around our values of providing the best care, investing in relationships and embracing change. It's engaging, innovative, supportive, professional and fun.

### What modifications have you made to your workplace to support employee wellness?

Adding desk mini-cycles for administrative staff. Many staff members use standing desks. #September of Move, an interactive, engaging fun month of physical challenges and teamwork.

### How do you support community-service work by your employees?

Paid time off provided in return for volunteering Friday. Dress-down/"care to wear" days to raise awareness and money for local organizations. The company pays entry fees for local walks/fundraisers. Initiatives scheduled for staff to volunteer. ■



### Performance Physical Therapy

Employees in R.I.: 183

CEO Michelle Collie

Questions answered by:  
Michelle Collie



# Thank you.

## Again and again and again...

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# Our people make us the best.

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Chris Barnett  
Ricky Bogert  
Adrian Bonéy  
Nicole Bucci  
Lou Capracotta  
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Arienne Corrente  
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Jamie Hull  
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Daniel Kertzner

Beth Lamoureux  
Lisa Maddox  
Kathleen Malin  
Crystal Mayorga  
Inés Merchan  
Erendida Montes  
Katie Murray  
Paula O'Brien  
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Jenny Pereira  
Jill Pfitzenmayer  
Bryant Phillips  
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Ian Ross  
Joe Santos  
Jim Sanzi  
Donna Sowden  
Neil Steinberg  
Karen Sylvia  
Keith Tavares



RHODE ISLAND  
FOUNDATION

## LARGE COMPANIES



**MINI LINKS:** Brown Medicine staff members play miniature golf at Mulligan's Island in Cranston during an employee event last summer.  
COURTESY BROWN MEDICINE

# 6

### What modifications have you made to your workplace to support employee wellness?

Coastline EAP, an employee assistance program, is available to employees and family members to receive no-cost, confidential counseling services. We provide standing desks in the workplace. Motion is a program offered to members of one of our health medical plans that rewards employees and spouses for taking steps to help improve health and promote physical activity.

**How do you support community-service work by your employees?**  
We sponsor blood drives, Touch-A-Truck events and free CPR classes to the community.

**What was a new employee benefit(s) or initiative(s) in 2019?**  
"Manager of the Year" and "Employee of the Quarter." Award recipients receive a monetary gift, a framed certificate and recognition at various company events. ■



### Brown Medicine

Employees in R.I.: 418

President Dr. Louis B. Rice

Questions answered by: Christine Ellingwood and Rachel Correia, human resources representatives

## OUR EMPLOYEES ARE OUR *Finest Ingredient.*



BLOUNTFINEFOODS.COM - BLOUNTJOBS.COM



**AT THE READY:** A team of Pawtucket Credit Union employees staffs the phones during a Salvation Army and WJAR-TV NBC 10 fundraiser on Thanksgiving.  
COURTESY PAWTUCKET CREDIT UNION

# 7

### What are your requirements for employees to update and augment their job skills?

We require annual training for all of our employees on a variety of topics. Information-security training is our top priority.

**What roles do diversity and inclusion play in your hiring and promotion decisions?**

We make it a priority to have our workforce mirror the communities we serve. This has naturally resulted in a diverse workforce that enjoys learning about one another and coming together to celebrate our differences.

**How do you support community-service work by your employees?**  
PCU's volunteer army is called PCUnited, and we encourage work-time volunteering. We have filled backpacks for students, answered phones at the Hasbro radiothon and joined Salvation Army bell ringers. We also have a high presence at the Special Olympics. ■



### Pawtucket Credit Union

Employees in R.I.: 279

President and CEO  
George J. Charette III

Questions answered by:  
George J. Charette III





**A BIG HELPING:** Employees of Becton, Dickinson and Co. in Warwick help package 25,000 meal packets in support of Rise Against Hunger. COURTESY BECTON, DICKINSON AND CO.



**PRIDE OF PLACE:** Providence Community Health Centers staff members say they're No. 1 at the 2018 PBN Best Places To Work awards dinner. COURTESY PROVIDENCE COMMUNITY HEALTH CENTERS

**8** What are your requirements for employees to update and augment their job skills?  
Online and in-person training is available through BD University. BD leverages our leaders to help teach and facilitate training programs.



**Becton, Dickinson and Co.**

Employees in R.I.: 238  
President Michael Garrison  
Questions answered by: Michael Garrison

**What modifications have you made to your workplace to support employee wellness?**

BD recently added a prayer room and innovation room, in addition to the mothers room. We provide financial assistance for gym memberships. During Mental Health Awareness Month, we hosted therapy dogs for employees to pet to alleviate stress.

**What roles do diversity and inclusion play in your hiring and promotion decisions?**

One of our priorities is to be inclusive and diverse. We expect managers to evaluate a diverse slate of candidates for positions they are recruiting for. We track I&D metrics. We have an Inclusion and Diversity Council to provide additional focus. ■

**9** What are your requirements for employees to update and augment their job skills?  
PCHC encourages personal goal-setting during the employee review process and the organization is focused on continual education, cross training and growth opportunities, either through our [learning management system] and/or via in-person educational programs.



**Providence Community Health Centers Inc.**

Employees in R.I.: 460  
President and CEO Merrill Thomas  
Questions answered by: Merrill Thomas

**How would you describe the culture of your workplace?**  
Mission-driven. Proud of the impact made in the lives of those in the communities we serve. Generous and compassionate.

**What roles do diversity and inclusion play in your hiring and promotion decisions?**

When screening and scheduling interviews, we seek to include women, minority and veteran-status candidates whenever possible. PCHC is mindful of our responsibility to engage members of the minority and LGBTQ communities in our hiring and promotional opportunities. ■

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## LARGE COMPANIES



**COLLABORATIVE TASK:** Staff members from several R.I. Housing departments review plans for a housing development. COURTESY R.I. HOUSING AND MORTGAGE FINANCE CORP.

# 10

**How would you describe the culture of your workplace?**  
We are committed to providing programs and a work culture that empower employees to find a work-life balance.

**What modifications have you made to your workplace to support employee wellness?**

We offer healthy-eating options in our lunchroom, on-site fitness classes, informative wellness seminars and health checks, on-site flu shots, as well as standing desks and participation in Virgin Pulse's Incentive Program.

**What roles do diversity and inclusion play in your hiring and promotion decisions?**

We recognize the value of a diverse staff and strive for our staff to reflect the population we serve. That's why we're committed to creating a diverse and inclusive environment and are proud to be an equal-opportunity employer. ■



**R.I. Housing and Mortgage Finance Corp.**

Employees in R.I.: 235

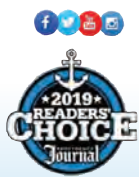
Interim Executive Director Carol Ventura

Questions answered by: Director of Human Resources Barbara Farrand

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**SEEING SIGHTS:** Children enjoy the RiverClassroom on the Blackstone River, a program supported by the Narragansett Bay Commission. COURTESY NARRAGANSETT BAY COMMISSION

# 11

**What three words best describe your staff?**  
Environmentalists, dedicated and creative.

**How do you encourage your staff to live more environmentally sustainable lives?**

By walking the walk with a commitment to renewable energy. The NBC is producing more than 70% of its power through wind turbines, solar arrays and biogas generation.

**How would you describe the culture of your workplace?**

Our responsibility to clean water and protecting public health permeates the agency culture. The mission is serious, but the collective commitment breeds collegiality and respect.

**What modifications have you made to your workplace to support employee wellness?**

Each wastewater treatment facility has an in-house fitness center, available 24/7. The NBC employees can also earn incentive dollars to help offset the cost of insurance premiums by having regular medical check-ups. ■



**Narragansett Bay Commission**

Employees in R.I.: 261

Executive Director Laurie Horridge

Questions answered by:  
Public Affairs Manager Jamie Samons





**LOOKING SPIFFY:** Embrace employees volunteer to beautify Newport Preservation Society properties ahead of the tourism season.  
COURTESY EMBRACE HOME LOANS



**MISSION-DRIVEN:** Children's Friend staff takes part in initiatives such as a holiday drive that provides clothing and toys to vulnerable families.  
COURTESY CHILDREN'S FRIEND

# 12

**What three words best describe your staff?**

Adventurous, energetic and imaginative.

**What roles do diversity and inclusion play in your hiring and promotion decisions?**

Embrace is constantly looking and exploring new ways to ensure our workforce represents the diversity of customers we serve. This year we will be hiring employees to help customers with limited English proficiency.

**How do you support community-service work by your employees?**  
We offer 100 hours of paid volunteer time per year. We also sponsor an annual volunteer week where teammates go out into the local community and give back.

**How do you support community-service work by your employees?**

We offer 100 hours of paid volunteer time per year. We also sponsor an annual volunteer week where teammates go out into the local community and give back.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

We are invested in developing our teammates, so every effort is made to identify candidates internally before a position is filled. ■



**Embrace Home Loans Inc.**

Employees in R.I.: 333

CEO Dennis Hardiman

Questions answered by: Human Resources Director Derek Lombard

# 13

**What are your requirements for employees to update and augment their job skills?**

As part of an employee's annual evaluation, supervisors work to develop a professional-development plan. The plan focuses on the completion of the agency training requirements, as well as on professional growth.

**How would you describe the culture of your workplace?**

We work hard to build a supportive family environment where we all take care of each other so that we are better able to take care of those we serve.

**What roles do diversity and inclusion play in your hiring and promotion decisions?**

Diversity and inclusion are of the utmost importance. We strive to hire and promote staff that are representative of the families we work with and our community overall. We believe diversity and inclusion make us a stronger organization. ■

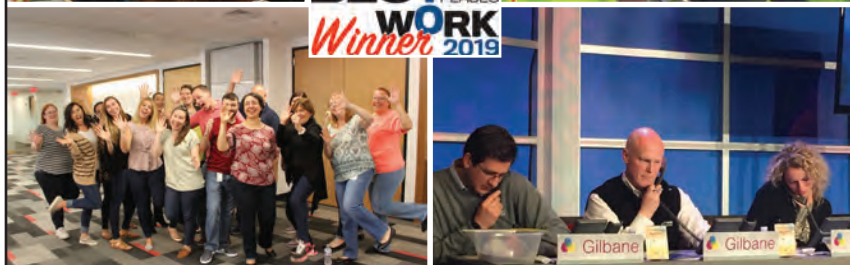


**Children's Friend**

Employees in R.I.: 362

President and CEO David Caprio

Questions answered by: David Caprio



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Stephen White, President/CEO  
Westerly Community Credit Union

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# BEST PLACES TO WORK - LARGE COMPANIES

(based on companies with 150-499 regional employees)

2019 rank	Company   Website President/CEO	Address Phone	Type of business	No. of local employees	No. of millennial employees	% of women employees	Company turnover rate	Diversity training	Vacation days after 1 year	Sick days for ill dependent	401(k)/retirement plan	PTO for volunteering	Telecommuting options	Wellness programs	Career-development programs	Employee appreciation programs	Stress relief activities
1	<b>Navigant Credit Union</b>   navigantcu.org Gary E. Furtado	1005 Douglas Pike Smithfield, R.I. 02917 (401) 233-4700	Credit union	315	135	78%	13%		10	•	•	•	•	•	•	•	•
2	<b>Gilbane Building Co.</b>   gilbaneco.com Michael McKelvey	7 Jackson Walkway Providence, R.I. 02903 (401) 456-5800	Construction and real estate development	277	70	45%	9%	•			•	•	•	•	•	•	•
3	<b>Collette Travel Service Inc.</b>   gocollette.com Daniel J. Sullivan Jr., CEO; Jaclyn Leibl-Cote, president	162 Middle St. Pawtucket, R.I. 02860 (401) 727-9000	Tour operator	437	223	73%	20%	•	15	•	•	•	•	•	•	•	•
4	<b>BankNewport</b>   banknewport.com Sandra J. Pattie	10 Washington Square Newport, R.I. 02840 (401) 846-3400	Financial institution	267	110	70%	15%	•	15	•	•	•	•	•	•	•	•
5	<b>Performance Physical Therapy</b>   performanceptri.com Michelle Collie, owner and CEO	21 Division St. Pawtucket, R.I. 02860 (401) 726-7100	Health care provider	183	161	72%	21%	•			•		•	•	•	•	•
6	<b>Brown Medicine</b>   umfmed.org Dr. Louis B. Rice	222 Richmond St. Providence, R.I. 02903 (877) 771-7401	Health care provider	418	140	67%	27%	•	15	•	•	•	•	•	•	•	•
7	<b>Pawtucket Credit Union</b>   pcu.org George J. Charette III	1200 Central Ave. Pawtucket, R.I. 02861 (401) 722-2212	Credit union	279	130	75%	10%	•	10	•	•	•		•	•	•	•
8	<b>Becton, Dickinson and Co.</b> <sup>1</sup>   bd.com Vince Forlenza, chairman and CEO	100 Crossings Blvd. Warwick, R.I. 02886 (800) 556-6275	Medical-device manufacturer	238	64	53%	14%	•	15	•	•	•	•	•	•	•	•
9	<b>Providence Community Health Centers Inc.</b>   providencechc.org Merrill R. Thomas, CEO	375 Allens Ave. Providence, R.I. 02905 (401) 444-0400	Health care provider	460	202	84%	9%	•	17	•	•		•	•		•	•
10	<b>R.I. Housing and Mortgage Finance Corp.</b>   rihousing.com Carol Ventura, interim executive director <sup>2</sup>	44 Washington St. Providence, R.I. 02903 (401) 457-1234	Financial services	235	100	68%	2%	•	15	•	•			•	•	•	•
11	<b>Narragansett Bay Commission</b>   narrabay.com Laurie Horridge, executive director	1 Service Road Providence, R.I. 02905 (401) 461-8848	Nonprofit public utility	261	62	36%	7%	•	10	•	•	•		•	•	•	•
12	<b>Embrace Home Loans Inc.</b>   embracehomeloans.com Dennis Hardiman, CEO	25 Enterprise Center Middletown, R.I. 02842 (401) 846-3100	Financial services	333	177	48%	21%	•	15	•	•	•	•	•	•	•	•
13	<b>Children's Friend</b>   childrensfriendri.org David Caprio	153 Summer St. Providence, R.I. 02903 (401) 276-4300	Child-support nonprofit	362	162	92%	92%	•	20	•	•	•		•	•	•	•

<sup>1</sup> Formerly C.R. Bard Inc., which was acquired by Becton, Dickinson and Co. on Dec. 29, 2017; also known as BD.  
<sup>2</sup> Barbara Fields resigned as executive director of R.I. Housing and Mortgage Finance Corp. in March 2019. A permanent replacement is being sought.



BD is proud to be honored by Providence Business News as one of the 2019 *Best Places to work in Rhode Island*, and would like to thank the dedication and commitment of our Warwick employees who truly make it a great place to work!

To learn more about opportunities at BD, please visit us at: [bd.com](http://bd.com)



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# Placing high value on personal touch

BY SUSAN SHALHOUB | Contributing Writer

**HUDDLE UP:** Edward Jones financial adviser Eric Milhoua, standing, talks numbers with, from left, advisers Tom Gardiner and Frank Wallington, and office administrator Ashley Bickford, in Westerly.

PBN PHOTO/RUPERT WHITELEY

**EDWARD JONES' RHODE ISLAND** employees are very motivated. At least that's what their response rate to the financial-advisory firm's internal survey shows.

An astounding 80% of Edward Jones' staff in Rhode Island and nationwide responds to the annual survey, more than twice the average rate most companies would see for such an internal questionnaire, according to software firm SurveyGizmo.

"We take it very seriously," said John Leary, who works out of Edward Jones' Barrington office as a financial adviser, regional leader and principal. In the middle of every year, the organization surveys employees across the U.S. and Canada, 40,000 team members in all.

"Everyone participates," Leary said. "Results of that really determine work that gets done for the following year. We act on those results."

That is to say that the 60 Edward Jones employees in the Ocean State, along with their counterparts, feel valued enough to give feedback and confident it will be given fair consideration. They know they are heard, said Leary.

Where some changes are better made on the regional level, others are better implemented on a wider scale, said Leary. Though the Climate Survey is not new at Edward Jones, it is respected and valued by employees due to what it represents: their input. Not only do employees get to speak up about areas of potential improvement within Edward Jones – they are

asked to suggest solutions as well, he said, boosting engagement even more.

"We ask folks for suggestions on how to fix it," he said, "or how to improve scores where we see opportunity."

Recognizing team members who deliver outstanding customer service is one example of an area where Leary said the firm has worked to improve its practices – a dual-focus goal that benefits both employees and

customers.

Westerly-based financial adviser Frank Wallington is a perfect example of another way that Edward Jones makes its employees know they are valued and respected – by calling on them to make new hires feel the same way. Wallington has been active in helping the firm be a great place to work by exhibiting Edward Jones' personal approach – with its one-adviser, branch-office business model – to those who are new to the team.

What better time than in the first few days in their new role?

When new advisers are hired, the company doesn't rely on an outside organization to train new team members, or expect them to just complete training on their own. Employees volunteer to train new hires, "share the opportunity, as we put it," said Leary, stepping up and taking the leadership role in their branch. It's a training model with a strategy behind it.

"They are emotionally attached. You become their biggest fan, and a lot of times, a career-long mentor. Volunteering to train someone else is paying it forward," said Leary. "It's not required. But someone has done it for you, and we celebrate that."

It becomes a source of pride for Edward Jones employees, he said.

Leary said that Wallington, one of the original financial advisers with Edward Jones in Rhode Island, has recruited and trained countless team members. "He's the epitome of this kind of leadership."

The Fortune 500 firm has put more focus on

'Volunteering to train someone else is **paying it forward.**'

**JOHN LEARY,**  
Edward Jones financial adviser,  
regional leader and principal

health and wellness of late, recognizing that aspect of valuing its employee assets. Through a Virgin Pulse-created program, employees can use online tools and apps to track their steps and benefit from health coaching. Employees can even invite an adviser in another branch in another state to participate in a fitness challenge.

Fun activities and events, such as holiday parties and a recent pottery class, keep colleagues relaxed and enjoying downtime together, said Leary.

The company has won accolades for being a best place to work for women, millennials and other categories by several organizations, including this year's Fortune 2019 Best Companies to Work for List, ranking No. 7. ■

**Edward Jones**  
MAKING SENSE OF INVESTING

**Edward Jones**

Employees in R.I.: 60

John Leary, financial adviser,  
regional leader and principal





**TRUE COLORS:** Sansiveri, Kimball & Co. employees show their team spirit at the 2018 PBN Best Places To Work event.  
COURTESY SANSIVERI, KIMBALL & CO.



**AVID READERS:** EMC Insurance's "book club" marks the completion of reading "QBQ," a book on practicing personal accountability.  
COURTESY EMC INSURANCE COS.

**2** What three words best describe your staff?  
Knowledgeable, team players and compassionate.



**Sansiveri, Kimball & Co. LLP**  
Employees in R.I.: 52  
Managing partner Jason M. Daponte  
Questions answered by:  
Jason M. Daponte

What modifications have you made to your workplace to support employee wellness?

A primary modification we have made to support employee wellness is our focus on healthy, family-friendly schedules that include flexible work arrangements. Other initiatives include: in-house wellness incentive program, walking club, Wellness Wednesday breakfast and lunches providing healthy foods, access to online yoga programs at a desk or at home.

What roles do diversity and inclusion play in your hiring and promotion decisions?

We believe that diversity and inclusion must be woven into the fabric of an organization. We are an equal-opportunity employer and incorporate this policy into our practices for hiring and promotion decisions. We must continually work to create a culture of inclusion. ■

**3** What three words best describe your staff?  
Collaborative, altruistic and responsive.



**EMC Insurance Cos.**  
Employees in R.I.: 50  
Resident Vice President William G. Arnold  
Questions answered by:  
William G. Arnold

What are your requirements for employees to update and augment their job skills?

EMC supports the time and cost related to education, training and professional development. In addition, tuition reimbursement is available to those team members who choose the path of an advanced degree.

Do you have a preference for promoting existing staff or hiring from outside and why?

EMC strongly prefers to promote from within the organization. We attract and develop interns, recent college graduates and career-minded individuals seeking a new and exciting career path. EMC openly rewards and acknowledges those highly dedicated and passionate team members who sacrifice their time and talent on behalf of our constituents and customers. ■

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## MIDSIZE COMPANIES



**A HIGH POINT:** Shawmut executives join local and state leaders and others for a topping-off ceremony for the River House Apartments in Providence.  
COURTESY SHAWMUT DESIGN AND CONSTRUCTION

4

**How would you describe the culture of your workplace?**

As a 100% employee-owned company, each team member takes pride in being part of a talent-driven and leading-edge organization focused on delivering client-service excellence.

**What roles do diversity and inclusion play in your hiring and promotion decisions?**

Our philosophy is simple: Be you. We promote a culture of acceptance that embraces the many differences in our people. We recognize that our employees are our strongest resource.

**How do you support community-service work by your employees?**

In Rhode Island, we work with Amos House. Our Providence team volunteers with ACE Mentor Program – an organization that helps high school students discover how to translate their interests and abilities in architecture, engineering and construction. We give all of our employees a day off to volunteer. ■

**SHAWMUT**

**Shawmut Design  
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Employees in R.I.: 85

CEO Les Hiscoe

Questions answered by:  
Vice President Ron Simoneau



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**COWBOYS AND ACCOUNTANTS:** DiSanto, Priest & Co. staff members don matching hats for the 2018 PBN Best Places To Work awards dinner.  
COURTESY DISANTO, PRIEST & CO.

5

**How would you describe the culture of your workplace?**

We promote a strong, team-oriented environment focused on the success of our people, who passionately want to serve our clients at the highest level while building strong client relationships.

**How do you support community-service work by your employees?**

We created a foundation many years ago that serves as the charitable giving arm of DiSanto Priest. The foundation allows employees to directly participate in various charitable events and internal fundraising to showcase their energy, generosity and spirit for the benefit of our community.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

Our strong preference is to promote from within, since our existing staff understands our culture and [shares] the firm's core values. ■

**DiSanto  
Priest & Co.**  
Certified Public Accountants

**DiSanto, Priest & Co.**

Employees in R.I.: 81

Managing Partner  
Emilio N. Colapietro

Questions answered by:  
Emilio N. Colapietro





**WRITE ON:** Staff members at CBIZ & MHM lend a hand to the nonprofit Cradles to Crayons on CPA Day.

COURTESY CBIZ & MHM



**SWITCHING UP:** From left, attorneys Robin L. Main, Todd M. Gleason and David J. Rubin serve food on Administrative Professionals Appreciation Day.

COURTESY HINCKLEY, ALLEN & SNYDER

## 6 How would you describe the culture of your workplace?

We strive to create a culture that provides ... support and work-life balance. Some of our activities include Wacky Wednesday, Busy Season Lunches, our annual Summer Outing and Year In Review events, softball team and running team.

### How do you support community-service work by your employees?

Every summer, we participate in the CBIZ Summer of Caring, which provides opportunities for our staff to volunteer in their communities. We also organize an annual food drive. And in conjunction with the United Way, we “adopt a family.”

### Do you have a preference for promoting existing staff or hiring from outside and why?

We feel that promoting from within provides continuity for our clients and enhances our team’s understanding of our business from the ground up. ■



#### CBIZ & MHM

Employees in R.I.: 78

Senior Managing Director Scott Wragg

Questions answered by:  
Human Resources Director  
Beth Reagan

## 7 How would you describe the culture of your workplace?

We build a positive, responsive work environment. Our collegial and entrepreneurial culture empowers employees to be innovative, creative and responsive.

### What roles do diversity and inclusion play in your hiring and promotion decisions?

Promoting a diverse and inclusive workplace is our mission and critical to the success and future of the firm. We foster a global and inclusive mindset to identify, develop and retain a workforce that reflects the full spectrum of our communities.

### What was a new employee benefit(s) or initiative(s) in the past 12 months?

This year, we deployed “health stations” in our office allowing our employees to monitor their blood pressure and weight to foster and promote good health. ■



#### Hinckley, Allen & Snyder LLP

Employees in R.I.: 108

Managing Partner David J. Rubin

Questions answered by:  
Gina Fajardo, director of marketing



## THE PEOPLE MAKE THE PLACE.

Technology changes every day. But one thing that’ll never change is our dedication to our employees. They provide top-notch solutions and service to help keep our customers connected. They are experts in their field. And each one is an integral part of the fiber of our company. They are what makes our place a great place. And it’s because of them that we’ve been named one of Providence Business News’ *Best Places to Work*.



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# MIDSIZE COMPANIES



**THE WHEEL DEAL:** Members of the Starkweather & Shepley staff participate in the 2018 Bike MS: Ride the Rhode fundraiser in South Kingstown. COURTESY STARKWEATHER & SHEPLEY INSURANCE

# 8

**What three words best describe your staff?**  
Passionate, committed and competent.

**What modifications have you made to your workplace to support employee wellness?**

Standing desks were recently installed. There are health stations in many of our locations that allow monitoring of weight, blood pressure and [body mass index] regularly. We also are offering a series of live webinars on wellness topics and have a nutritionist scheduled for one-on-one sessions.

**What was a new employee benefit(s) or initiative(s) in the past 12 months?**

We add new benefits on an annual basis. Recently, we added a legal services benefit rounding out other new voluntary benefits, including critical care and accident coverage, and pet insurance. We have also adopted a "Dress for your Day" dress code and a performance-based vacation and sick-time bank called BTO – beneficial time off. ■



**Starkweather & Shepley Insurance Brokerage Inc.**

Employees in R.I.: 132

CEO and Chairman Lawrence E. Keefe

Questions answered by:  
Vice President of Human Resources  
Florence DuPerry



**KITCHEN HELP:** Providence Mutual employees volunteer to cook dinners for families at the Ronald McDonald House in Providence. COURTESY PROVIDENCE MUTUAL FIRE INSURANCE

# 9

**How would you describe the culture of your workplace?**

Our culture embodies the core values of our company: Adherence to the highest ethical, moral and legal standards; fiscal responsibility; prudent, diligent management; commitment to quality innovation, continuous improvement and best practices; leadership in our industry and community.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

It is company policy to aid, encourage and train employees so they may rise to the highest position possible. Promotion from within is a preferred policy.

**What was a new employee benefit(s) or initiative(s) in the past 12 months?**

The adoption of a paid-time-off policy versus separate sick and vacation time. We recognize that employees have diverse needs for time off. As such, the company has established this flexible PTO policy. ■



**The Providence Mutual Fire Insurance Co.**

Employees in R.I.: 87

President and CEO Sandra G. Parrillo

Questions answered by:  
Sandra Parrillo



We are honored to be named a **PBN Best Places to Work Winner** for the *seventh* consecutive year!



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**CHECK IT OUT:** Staff members at Marasco & Nesselbush donate \$1,500 to the Alzheimer's Association, Rhode Island chapter. COURTESY MARASCO & NESSELBUSH

# 10

**What three words best describe your staff?**

Engaged, energetic and supportive.

**How would you describe the culture of your workplace?**

We continually create and maintain an energetic, supportive and client-focused culture.

**What modifications have you made to your workplace to support employee wellness?**

We provide bottled water, healthy snacks and standup desks for anyone who wants one.

**How do you support community-service work by your employees?**

We serve the community through continued firmwide participation in client service and charitable activities.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

We have a strong emphasis on promoting from within. ■



**Marasco & Nesselbush LLP**

Employees in R.I.: 56

Partner Joseph P. Marasco

Questions by answered:  
Marketing Director Michael Rielly





**WIN-WIN SITUATION:** People's Credit Union donates to the University of Rhode Island's 4-H program based on 3-pointers made by the Rams.  
COURTESY PEOPLE'S CREDIT UNION



**DAY TO REMEMBER:** Staff members at Chisholm Chisholm & Kilpatrick enjoy time together away from the office during a firm outing.  
COURTESY CHISHOLM CHISHOLM & KILPATRICK

## 11

**How do you encourage your staff to live more environmentally sustainable lives?**

We have provided all of our employees stainless straws, as well as [a] drinking thermos to encourage them not to use plastic.

**What modifications have you made to your workplace to support employee wellness?**

We support employees with education and tools to help them if they desire to quit smoking. We use Virgin Pulse and have challenges to encourage healthy habits.

**What roles do diversity and inclusion play in your hiring and promotion decisions?**

We have to implement competency-based interviewing, allowing interviewers to assess the suitability for the role based on the competencies, and actively speak about unconscious bias so that interviewers are aware. We have created training for managers on interviewing, unconscious bias and the value of diversity. ■



### People's Credit Union

Employees in R.I.: 121

President and CEO Ellen Ford

Questions answered by: Ellen Ford

## 12

**What three words best describe your staff?**

Three words are: dedicated, to CCK's mission; proud, of what we accomplish in helping clients

who most need it; and collaborative, working together as a team, sharing ideas and success for clients and each other.

**How would you describe the culture of your workplace?**

We have worked to maintain a small-firm atmosphere. We hold events throughout the year – CCK Movie Day, CCK Summer Outing Day, etc. – to allow those who don't work together on a regular basis an opportunity to get to know one another.

**What modifications have you made to your workplace to support employee wellness?**

We provide fresh fruit, ergonomic chairs and sit/stand desks. Employees may join a local fitness facility and CCK will pay the fees; or CCK contributes toward the cost of another club of the employee's choosing. ■



### Chisholm Chisholm & Kilpatrick Ltd.

Employees in R.I.: 141

Partners J. Scott Kilpatrick, Robert V. Chisholm, Zachary Stolz, Barbara Cook and Mason Waring

Questions answered by: Abby Treweek, human resources assistant



**STRIKE A POSE:** Members of the Narragansett Bay Insurance Co. service teams gather for a photograph.  
COURTESY NARRAGANSETT BAY INSURANCE CO.

## 13

**How would you describe the culture of your workplace?**

Down-to-earth and casual, yet intellectually challenging. We believe our most analytical work can

be done just as well in jeans as it can in a stuffy suit.

**What modifications have you made to your workplace to support employee wellness?**

We have invested over \$2 million in our new office, which offers sit/stand workstations, wellness rooms, massage break and fruit. We coordinate walks and healthy-habit challenges to encourage movement and healthy choices.

**How do you support community-service work by your employees?**

We offer two paid volunteer days off. We offer employees the opportunity to participate in a healthy challenge in which points earned translate into financial contributions to the charity of their choice. ■



### Narragansett Bay Insurance Co.

Employees in R.I.: 100

President Tim Moura

Questions answered by: Chief Human Resources Officer Kim McCauley

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*Build.*

*Believe.*

**Three powerful words at the heart of our work.**

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Congratulations to all the companies that made the list!



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# MIDSIZE COMPANIES



**STILL THE TOPS:** Staff members of Elite Physical Therapy attend the 2018 PBN Best Places To Work awards dinner.

COURTESY ELITE PHYSICAL THERAPY



**HAPPY OCCASION:** Employees at Custom Computer Specialists mark the company being named one of the 2019 PBN Best Places To Work.

COURTESY CUSTOM COMPUTER SPECIALISTS

# 14

**How would you describe the culture of your workplace?**

Elite has a positive atmosphere as soon as you walk through the door. Employees are eager and

enthusiastic to help their patients live their best, healthy lives. We have a high-energy culture engaged in creating the purpose of what it is to be Elite.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

Elite's preference is to always promote from within first to invest in our staff members' continued growth.

**What was a new employee benefit(s) or initiative(s) in the past 12 months?**

Elite has introduced the employee-engagement committee comprised of staff members and management team. The focus of this committee is to empower our staff members to share ideas and be a part of strengthening our company's culture. ■



**Elite Physical Therapy Inc.**

Employees in R.I.: 112

Founder and CEO Dr. Michael Nula

Questions answered by:  
Dr. Michael Nula

# 15

**What three words best describe your staff?**

Passionate, integrity, Customer-focused.

**How do you encourage your staff to live more environmentally**

**sustainable lives?**

There's a heavy emphasis on recycling both trash and aged electronics. Several staff members drive either hybrids or completely electric. We have free electric hookups at our headquarters.

**What are your requirements for employees to update and augment their job skills?**

We have a substantial program to encourage industry-specific skills development. In addition, we reimburse qualified higher-level matriculated college program tuition.

**What modifications to your workplace support employee wellness?**

We have a gym at our headquarters and a wellness program that encourages exercise with rewards for the cultural leaders of fitness. ■



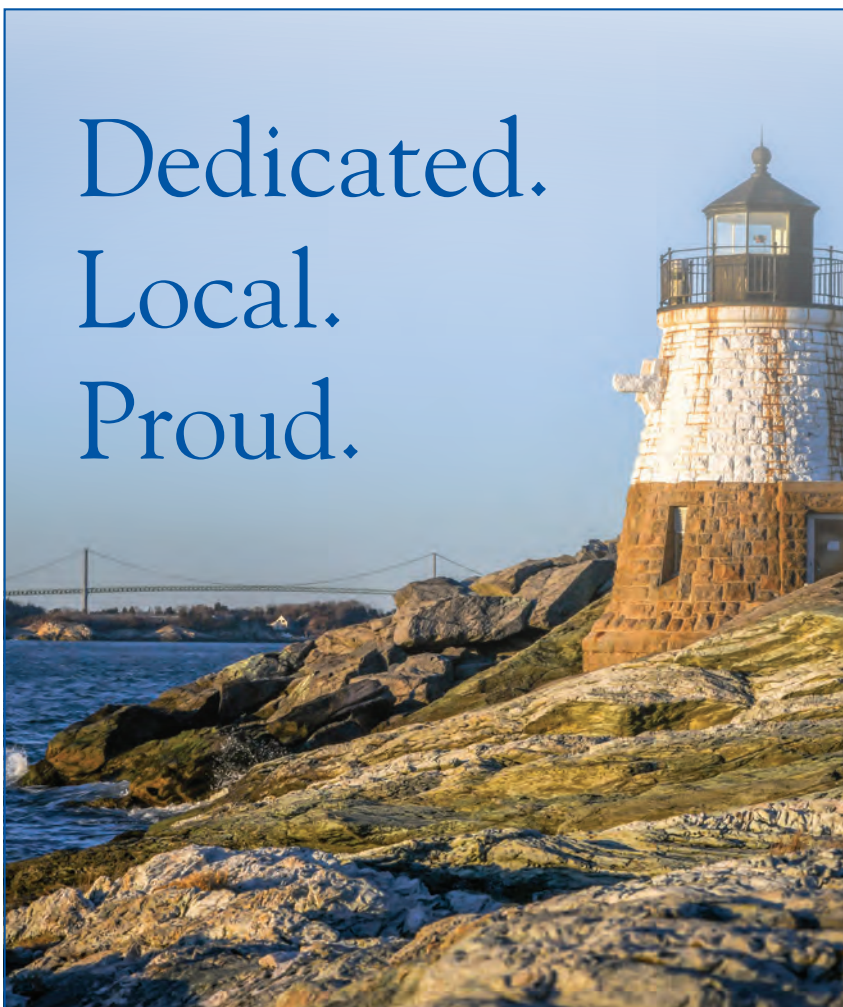
**Custom Computer Specialists Inc.**

Employees in R.I.: 51

President and CEO Gregory Galdi

Questions answered by: Gregory Galdi

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*You're Home with Us*

800.343.3375  
[www.nbic.com](http://www.nbic.com)



**TRIED AND TRUE:** LFI Inc. has manufactured precision medical components and sub-assemblies for more than 35 years.

COURTESY LFI INC.

# 16

*(Editor's note: LFI Inc. did not answer PBN's survey questions this year. Below are the company's answers to the 2018 Best Places To Work survey.)*

**What three words best describe your**

**staff?**

Innovative, flexible and responsive.

**What employee benefit is the most popular among staff members?**

Paid time off.

**How do you encourage employee engagement?**

Companywide incentive bonus.

**What won't you tolerate in the workplace?**

Blaming others

**What corporate community-service initiatives do you undertake?**

Great Strides Walk for Cystic Fibrosis Foundation and many youth sports sponsorships. ■



**LFI Inc.**

Employees in R.I.: 61

President and CEO Kip Brockmyre III





**MODEL EMPLOYEES:** Staff members at The Hilb Group of New England show off their gaudy holiday sweaters.  
COURTESY THE HILB GROUP OF NEW ENGLAND



**UP FOR A CHALLENGE:** The Town Dock employees participate in an obstacle-course fundraiser called Warrior Dash last August.  
COURTESY THE TOWN DOCK

# 17

**What modifications have you made to your workplace to support employee wellness?**

Employees are given the ability to work from home if they are ill, or [in] inclem-

ent weather. Massages after busy season.

**How do you support community-service work by your employees?**

Our staff supports a variety of programs. We have had staff volunteer at Crossroads during work hours, donate Easter baskets for Child and Family, participate in a cancer walk, adopt families at the holidays, and create extensive Thanksgiving baskets.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

We promote from within whenever possible and train from the ground up. By promoting from within, it shows a leap of faith, gives individuals the ability to earn more money and shows our staff a growth and development path. ■



**The Hilb Group of New England LLC**

Employees in R.I.: 113

Managing Director Robert F. Calise

Questions answered by: Regional Platform HR Manager Cheryl Botwick

# 18

**How would you describe the culture of your workplace?**

We are driven to improve, stay positive and do the right thing.

**What modifications have you made to your workplace to support employee wellness?**

We have a walking club for physical wellness; plan several fun events a year for emotional wellness; and offer retirement workshops for financial wellness.

**How do you support community-service work by your employees?**

Our charity committee organizes events with nonprofit groups – The Galilee Mission, WARM Shelter, and Habitat for Humanity – and communicates these service opportunities for employees.

**What was a new employee initiative(s) in the past 12 months?**

A half-day new-employee orientation. Held quarterly, it includes a fishing vessel tour, product demonstration and tasting, company history and presentation from each department. It provides context for their role and gives their job more meaning. ■



**The Town Dock**

Employees in R.I.: 76

CEO and President Ryan G. Clark

Questions answered by: Ryan G. Clark



# Thank You to the NEC TEAM!



This honor truly belongs to the people that make up the New England Construction family. They are the great people that allow us to build great buildings for all of New England.



[www.neconstruction.com](http://www.neconstruction.com)



# MIDSIZE COMPANIES



**LACING THEM UP:** Westerly Community Credit Union employees take part in a walk to benefit the National Multiple Sclerosis Society.  
COURTESY WESTERLY COMMUNITY CREDIT UNION



**DÉJÀ VU:** TribalVision is recognized in 2018 as one of PBN's Best Places To Work.  
COURTESY TRIBALVISION

# 19

**What three words best describe your staff?**

Caring, enthusiastic and knowledgeable.

**What modifications have you made to your workplace to support employee wellness?**

As part of the construction of our operations center, we provided all our staff with height-adjustable workspaces to allow them the ability to stand periodically during the day. We hope to deploy this feature in all our offices. Additionally, we have allocated space for a fitness center that we hope to develop in the not-too-distant future.

**How do you support community-service work by your employees?**

Through our #WCCUCares initiative we encourage staff to volunteer in the communities in which they live and work to try and help improve the lives of others. The biggest annual staff recognition award at WCCU is for Volunteer of the Year. ■



**Westerly Community Credit Union**

Employees in R.I.: 70

President and CEO Stephen J. White

Questions answered by: Stephen J. White

# 20

**What three words best describe your staff?**

Dedicated, passionate, hard-working.

**How would you describe the culture of your workplace?**

Honesty and integrity are at our core. We have a transparent work culture that is centered around our employees.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

We've found that a healthy balance of hiring from the outside and promoting existing staff is the best strategy. We want to recognize those that have worked so hard to get to the next step and also want to continue to inject outside experience and perspective.

**What was a new employee benefit(s) or initiative(s) in the past 12 months?**

We've increased the number of days a week an employee can work [remotely]. Employees can now work two days a week from home. ■



**TribalVision LLC**

Employees in R.I.: 72

CEO and Managing Partner Chris Ciunci

Questions answered by: Human Resources Manager Alethea Saccoccia



**MATCH DAY:** Members of the Pariseault Builders staff at the company headquarters in Warwick.  
COURTESY PARISEAULT BUILDERS



**PUMPED:** Employees at National Marker wear red after collecting donations for the American Heart Association in February.  
COURTESY NATIONAL MARKER

# 21

**What three words best describe your staff?**

Experts, dedicated, strong.

**How do you support community-service work by your employees?**

We encourage all of our employees to bring community-service ideas that they are passionate about to the company for support. We will oftentimes donate our time and expertise, in addition to money.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

We always look to promote from within when possible to foster a culture of advancement through hard work and initiative. However, it is often a treat to bring in someone when necessary, as we gain an opportunity to learn new methods and approaches.

**What was a new employee benefit(s) or initiative(s) in the past 12 months?**

Quarterly, companywide safety meetings with a catered get-together afterwards. ■



**Pariseault Builders Inc.**

Employees in R.I.: 54

President Brian R. Casey

Questions answered by: Brian R. Casey

# 22

**What three words best describe your staff?**

Collaborative, family and leaders.

**What modifications have you made to your workplace to support employee wellness?**

Internal walking path around facility. Movement-tracker programs added to health benefits. Healthy options in the vending machines.

**What roles do diversity and inclusion play in your hiring and promotion decisions?**

We strive to maintain a diverse and inclusive employee population while hiring the most-qualified employees. One of our goals is to be constantly learning. The more diverse our population is, the more valuable learning we can achieve.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

We promote internally because our employees understand our expectations and can lead others to be just as successful. ■



**National Marker Co.**

Employees in R.I.: 80

President and CEO Michael J. Black

Questions answered by: Marketing Manager Ashley Gee-Redinger



# BEST PLACES TO WORK - MIDSIZE COMPANIES (based on companies with 50-149 regional employees)

2019 rank	Company   Website President/CEO	Address Phone	Type of business	No. of local employees	No. of millennial employees	% of women employees	Company turnover rate	Diversity training	Vacation days after 1 year	Sick days for ill dependent	401(k) retirement plan	PTO for volunteering	Telecommuting options	Wellness programs	Career-development programs	Employee appreciation programs	Stress relief programs
1	<b>Edward Jones</b>   edwardjones.com Penny Pennington, managing partner; John Leary, financial adviser and regional leader	232C Waseca Ave. Barrington, R.I. 02806 (401) 245-8381	Financial services	60	15	50%	2%	●	10	●	●	●	●	●	●	●	●
2	<b>Sansiveri, Kimball &amp; Co. LLP</b> <sup>1</sup>   sansiveri.com Jason M. DaPonte, managing partner	50 Holden St. Providence, R.I. 02908 (401) 331-0500	Accounting	52	19	58%	8%				●	●	●	●	●	●	●
3	<b>EMC Insurance Cos.</b>   emcins.com Bruce G. Kelley, president, CEO and treasurer	200 Crossings Blvd. Warwick, R.I. 02886 (401) 244-1800	Insurance	50	8	50%	5%	●			●	●	●	●	●	●	●
4	<b>Shawmut Design and Construction</b>   shawmut.com Les Hiscoe, CEO	3 Davol Square, Suite A275 Providence, R.I. 02903 (401) 752-6500	Construction	85	70	31%	0%	●			●	●	●	●	●	●	●
5	<b>DiSanto, Priest &amp; Co.</b>   disantopriest.com Emilio N. Colapietro, managing partner	117 Metro Center Blvd. Warwick, R.I. 02886 (401) 921-2000	Accounting	81	36	56%	7%		15	●	●	●	●	●	●	●	●
6	<b>CBIZ &amp; Mayer Hoffman McCann PC</b> <sup>2</sup>   cbiz.com/newengland Jerry Grisko Jr., president and CEO; Scott Wragg, senior managing director	1 Citizens Plaza Providence, R.I. 02903 (401) 626-3200	Accounting	78	42	51%	11%	●	15	●	●	●	●	●	●	●	●
7	<b>Hinckley Allen &amp; Snyder LLP</b> <sup>3</sup>   hinckleyallen.com David J. Rubin, managing partner	100 Westminster St., Suite 1500 Providence, R.I. 02903 (401) 274-2000	Legal	108	24	54%	4%	●	15	●	●		●	●	●	●	●
8	<b>Starkweather &amp; Shepley Insurance Brokerage Inc.</b>   starshep.com Lawrence E. Keefe, chairman and CEO	60 Catamore Blvd. East Providence, R.I. 02914 (401) 435-3600	Insurance brokerage	132	42	70%	10%				●	●		●	●	●	●
9	<b>The Providence Mutual Fire Insurance Co.</b>   providencemutual.com Sandra G. Parrillo	340 East Ave. Warwick, R.I. 02886 (401) 827-1800	Insurance	87	17	71%	9%				●	●	●		●	●	●
10	<b>Marasco &amp; Nesselbush LLP</b>   m-n-law.com Joseph P. Marasco; Donna M. Nesselbush, managing partners	685 Westminster St. Providence, R.I. 02903 (401) 274-7400	Law firm	56	42	71%	7%	●	10	●	●	●	●	●	●	●	●
11	<b>People's Credit Union</b>   peoplescu.com Ellen N. Ford, CEO	858 West Main Road Middletown, R.I. 02842 (401) 846-8930	Credit union	121	42	85%	4%	●	10	●	●	●	●	●	●	●	●
12	<b>Chisholm Chisholm &amp; Kilpatrick Ltd.</b>   cck-law.com J. Scott Kilpatrick; Robert V. Chisholm, founding partners	1 Turks Head Place Providence, R.I. 02903 (401) 331-6300	Legal services	141	119	70%	13%				●	●	●	●	●	●	●
13	<b>Narragansett Bay Insurance Co.</b> <sup>4</sup>   nbic.com Bruce Lucas, CEO	25 Maple St. Pawtucket, R.I. 02860 (401) 725-5600	Homeowners insurance	113	36	52%	12%				●	●	●	●		●	●
14	<b>Elite Physical Therapy Inc.</b>   elitephysicaltherapy.com Dr. Michael Nula, CEO	535 Centerville Road Warwick, R.I. 02886 (401) 737-4581	Health care	112	96	75%	25%		11	●	●			●	●	●	●
15	<b>Custom Computer Specialists Inc.</b>   customonline.com Gregory Galdi	6 Blackstone Valley Place, Suite 402 Lincoln, R.I. 02865 (401) 775-1163	IT services	51	35	30%	20%	●	14	●	●			●	●	●	●
16	<b>LFI Inc.</b>   lfinc.com Clifford Brockmyre	1 Industrial Drive Smithfield, R.I. 02917 (401) 231-4400	Manufacturing	61	14	21%	0%		25		●		●		●	●	●
17	<b>The Hilb Group of New England LLC</b>   hilbgroupne.com Robert F. Calise, president of benefits; Joseph J. Padula, president of property and casualty	931 Jefferson Blvd. Warwick, R.I. 02886 (800) 232-0582	Insurance company	113	30	72%	9%				●	●	●		●	●	●
18	<b>The Town Dock</b>   towndock.com Ryan G. Clark, CEO	45 State St. Narragansett, R.I. 02882 (401) 789-2200	Seafood manufacturing	76	37	41%	6%		10		●		●	●	●	●	●
19	<b>Westerly Community Credit Union</b>   westerlyccu.com Stephen J. White	122 Granite St. Westerly, R.I. 02891 (401) 596-7000	Credit union	70	23	79%	55%		15	●	●	●	●	●	●	●	●
20	<b>TribalVision LLC</b>   tribalvision.com Chris Ciunci, founder and managing partner	2346 Post Road, Suite 200 Warwick, R.I. 02886 (401) 272-1300	Marketing, public relations	72	70	79%	25%		17	●	●		●	●	●	●	●
21	<b>Pariseault Builders Inc.</b>   pariseault.com Brian R. Casey, president	69 Illinois Ave., No. 1 Warwick, R.I. 02888 (401) 738-0524	Construction	54	20	7%	8%		5	●	●	●			●	●	●
22	<b>National Marker Co.</b>   nationalmarker.com Michael J. Black, owner	100 Providence Pike North Smithfield, R.I. 02896 (401) 762-9700	Manufacturing	80	15	38%	25%				●				●		

<sup>1</sup> Sansiveri, Kimball & Co. LLP merged with John W. Clegg & Co. of North Kingstown on Nov. 15, 2018.  
<sup>2</sup> Also known as CBIZ & MHM.  
<sup>3</sup> Also known as Hinckley Allen.  
<sup>4</sup> A legally domiciled subsidiary of Heritage Insurance Holdings Inc.





# Fun, family feel keeps morale high

BY SUSAN SHALHOUB | Contributing Writer

**HEAVY READING:** From left, New England Construction associate project manager Dan Loureiro, project manager Rosaliz Torres and project engineer Matt Petisce review project plans.

PBN PHOTO/RUPERT WHITELEY

**1** NEW ENGLAND CONSTRUCTION CO. – which turns 35 next year – handles preconstruction, construction management, design and build, and general contracting. Its vast portfolio includes work for companies and organizations such as Women & Infants Hospital, Brown University, Cintas Corp. and the Boys & Girls Club of Pawtucket.

The owners of the family-operated company believe in treating their nearly 40 employees and clients like family. From that principle emanates management-driven transparency, mutual respect and strong relationships.

NEC believes in investing in its people – and those who may soon be part of the fold – with a solid internship program. These factors add to company strengths, producing a cycle of benefits and excellent customer service.

And fun is also part of the package.

Founded by David Sluter, NEC now is led by his sons, Matthew Sluter, president and CEO; Ethan Sluter, director of finance; and Steven Sluter, senior estimator. Matthew’s wife, Kim Sluter, is director of business development.

NEC has core values that drive its team: embrace the family; do what you say; do the right thing; be a “can-do” team player; and obsess over client success.

Embracing the family is communicated in many ways. Employee surveys ensure feedback flows freely between team members and managers. NEC puts priority on soliciting employees’ opinions.

“I feel my needs are listened to all the time,” said Rosaliz Torres, an NEC project engineer.

At NEC, interns also have a voice. Interns are trained as if they are future NEC full-timers, carefully vetted and interviewed to ensure they’ll mesh with NEC’s culture. “Four or five people on staff now were interns,” said Marketing Administrator Mike Gorman.

The company has gift items on hand such as NEC baby onesies, to help its employees not only celebrate important milestones in their

home life, but to “stay up on what’s going on in the lives of clients,” said Gorman.

The office hosts happy hours, raffles, Easter egg hunts, employee-recognition events, wellness fairs complete with smoothies, chair massages, a gym with weights, treadmills and a meditation area. A basketball hoop is the latest addition to promote employee wellness and camaraderie, Gorman said.

The NEC team also has regular events outside the office, such as PawSox Night, group charity 5K participation, a holiday brunch, and brewery tours and clambakes. Efforts are made to ensure that all NEC employees are included.

“We have about 14 or so superintendents out in the field. ... But we do [plan] events where we go to them,” said Gorman. “For our quarterly meetings, job sites are closed on those days so superintendents can attend.”

NEC works to reiterate its core values in its language and actions.

Referring to the “team player” concept, Gorman recalls that the entire office staff pitched in to clear out a supply closet, for example. Colleagues help others who may get bogged down.

Humor is also a part of what bonds the team. NEC produced a video for social media comically depicting employees quickly scattering – complete with papers thrown in the air – on a Friday during summer when the workday ends at 3 p.m.

‘I feel my needs are listened to all the time.’

**ROSALIZ TORRES,**  
New England Construction  
project engineer

Gorman started out working in NEC’s front office, but company leadership saw his potential and moved him into a marketing role.

“It was this idea of growing from within,” he said. “They invested in my training and saw potential in the value I could add.” The move benefited Gorman as an individual, as well.

Last year, he gained a deeper appreciation for NEC and the robust benefits package it offers employees. He was hospitalized for 16 days with pneumonia.

“The insurance protected me financially,” he said.

Not only that, he was visited in the hospital by his team several times, he said, and knew that he was missed.

“It’s why I feel I’ve thrived as a professional, and strive harder,” said Gorman. ■



**New England Construction Co.**  
Employees in R.I.: 38  
President and CEO Matthew Sluter





**CHARGED UP:** Some of the Rhode Island Foundation staff celebrate at last year's awards dinner for PBN's Best Places to Work winners.  
COURTESY RHODE ISLAND FOUNDATION



**ALWAYS LEARNING:** Vertikal6 says each of its employees receives about 80 hours of training and development each year.  
COURTESY VERTIKAL6

## 2 How do you encourage your staff to live more environmentally sustainable lives?

We have a robust recycling program and periodically invite R.I. Resource Recovery to speak with employees. We have bike racks, and we have an employee incentive to use public transportation – full reimbursement for [R. I. Public Transit Authority] usage for commuting.

### How do you support community-service work by your employees?

We offer several opportunities throughout the year for employees to do community-service work. Employees who volunteer 50 hours outside of work time at a nonprofit receive a paid day off.

### Do you have a preference for promoting existing staff or hiring from outside and why?

A balance between the two is appropriate and beneficial. Our employees are encouraged to become experts in their roles. Hiring talented individuals from the outside can be a great source of new ideas and perspectives. ■



#### Rhode Island Foundation

Employees in R.I.: 46

President and CEO Neil D. Steinberg  
Questions answered by:  
Vice President of Human Resources  
Frank Cerilli

## 3 What are your requirements for employees to update and augment their job skills?

It is imperative that our team be up to date with new techniques, trainings and certifications. On average, we provide each employee with 80 hours of training and development each year.

### How would you describe the culture of your workplace?

The foundation of our culture comes from our six core values. We stress that all voices and opinions within the company matter and all good ideas should rise to the top! The values are: care deeply, innovate relentlessly, service sincerely, collaborate feverishly, listen earnestly and improve eternally.

### Do you have a preference for promoting existing staff or hiring from outside and why?

Our promote-from-within philosophy has had a great impact on retention. The most impressive thing we've built is our team. ■



#### Vertikal6

Employees in R.I.: 42

CEO Rick Norberg

Questions answered by: Rick Norberg

## Sometimes it's good to be the best house on the block. Cheers to all the winners.

Embrace Home Loans would like to congratulate all of the 2019 Best Places to Work honorees. We would also like to thank our employees, who helped us achieve this distinction for the 14th consecutive year. It's through our core values – Community, Courage, Empowerment, Fulfillment, Love, Innovation, and Achievement – that Embrace continues to thrive.



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# SMALL COMPANIES



**JUST DELIGHTFUL:** From left, partner attorneys Joseph MacLellan, Joan Toro, Chad Gottlieb and Eric Wasserman at DarrowEverett's Holiday Gala. COURTESY DARROWEVERETT

# 4

**What three words best describe your staff?**  
Dedicated, innovative and productive.

**What are your requirements for employees to update and augment their job skills?**

Professional development is required for our attorneys, who need to stay up to date on continuing legal education credits, the costs of which are borne by the firm.

Another key element of our culture is expanding networking skills. Many attorneys will attend networking meetings, obtain business-group memberships and attend annual conferences.

**What was a new employee benefit(s) or initiative(s) in the past 12 months?**

The employee benefit package is very competitive. Employees appreciate the fully paid medical and dental. We've added an extensive accidental life-insurance package, as well as a 401(k) plan that includes an interactive platform for better planning and tracking. ■



**DarrowEverett LLP**

Employees in R.I.: 27

Chairman Zachary G. Darrow

Questions answered by:  
Managing Partner Joshua Berlinsky



**PEDAL POWER:** Barnum associates participate in Barnum Foundation for Life's Bike for Kids events at Quinnipiac University in Hamden, Conn. COURTESY BARNUM FINANCIAL GROUP

# 5

**What are your requirements for employees to update and augment their job skills?**

We offer training utilizing in-house experts, outside professionals and industry leaders.

We also have been incorporating Emotional Intelligence Quotient training, such as mindful communication and feedback.

**How would you describe the culture of your workplace?**

Our work requires teamwork, collaboration and accountability. We work hard and have fun at events such as our annual bowl-a-thon or our kids holiday party. We celebrated National Compliment Day.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

We love to promote existing staff into higher roles. But we do have an in-house talent acquisition team that recruits on college campuses, we post on several job sites and we also encourage referrals. ■



**Barnum Financial Group**

Employees in R.I.: 39

Founder and CEO Paul Blanco

Questions answered by:  
Melissa Poli, human resources consultant



**PACK IT UP:** Bridge Technical Talent staff members help fill and distribute backpacks for children at the nonprofit Back to School Celebration. COURTESY BRIDGE TECHNICAL TALENT

# 6

**How do you encourage your staff to live more environmentally sustainable lives?**

We highlight our commitment a variety of ways: distributing reusable grocery bags, buying fair trade, raising awareness about power consumption. Our centerpiece for raising awareness is our annual eWaste Drive.

**What are your requirements for employees to update and augment their job skills?**

The skill development we encourage is often built around better understanding our customers' businesses. For example, our sales team is required to participate in a "book club" where each week someone presents a chapter and we discuss the topic, but we've never read a book focused on our industry. They're focused on our clients' businesses.

**How do you support community-service work by your employees?**

Our biggest commitment to encouraging community service is our rich, 12 charitable-time-off days per year. ■



**Bridge Technical Talent LLC**

Employees in R.I.: 15

Partners James Wright and Joseph Devine

Questions answered by: James Wright



**SHOWING THEIR PRIDE:** Members of Rhode Island Kitchen & Bath's design and build teams at the company showroom in Warwick. COURTESY RHODE ISLAND KITCHEN & BATH

# 7

**What three words best describe your staff?**  
Dedicated, team-oriented, fun.

**What are your requirements for employees to update and augment their job skills?**

We believe it's crucial to hone our skills and stay current with industry and design best practices.

We encourage all of our employees to further develop and improve themselves through company-paid, ongoing training through certifications, educational workshops and/or industry conferences. All employees are provided with a continuing education and certification annual allowance, and they are encouraged to utilize these funds.

**What modifications have you made to your workplace to support employee wellness?**

From collaborative work areas, to afternoon yoga, to promoting walks on lunch and breaks and developing a veggie garden at the office, we're focused on finding creative ways to keep them happy and healthy. ■



**Rhode Island Kitchen & Bath Inc.**

Employees in R.I.: 26

Owner and President Tanya Donahue

Questions answered by:  
Tanya Donahue





**FERRY RIDE:** Members of Province Mortgage's operations teams visit Newport by ferry from Providence during a day of appreciation.  
COURTESY PROVINCE MORTGAGE ASSOCIATES

**8** **What modifications have you made to your workplace to support employee wellness?**  
Last year, we launched our Province Employee Forum, which gathered ideas and feedback from all employees. The goal was to improve our operation. We implemented over 20 action items with amazing results.



**Province Mortgage Associates Inc.**  
Employees in R.I.: 42  
President David Currie  
Questions answered by: Director of Corporate Relations Donald Wilson

**How do you support community-service work by your employees?**

As a team, last holiday season we were proud to create and successfully run the Province Toy Shop. We gave away over 500 toys to families in need. Every employee played a role.

**What was a new employee benefit(s) or initiative(s) in the past 12 months?**

In 2019, we've launched the Annual Performance Based Bonus Plan based on achieving a target origination goal. This initiative is driven by every employee helping each other succeed. Upon reaching the goal, all employees will receive a bonus payment. ■



**FASHIONABLE:** The staff at Big Brothers Big Sisters of R.I. model T-shirts featuring the agency's new logo, highlighting a national branding effort.  
COURTESY BIG BROTHERS BIG SISTERS OF RHODE ISLAND

**9** **How would you describe the culture of your workplace?**  
The agency has created a culture of positivity by providing generous and competitive benefits, mentoring opportunities for advancement, while [also] improving the community.



**Big Brothers Big Sisters of Rhode Island**  
Employees in R.I.: 49  
Executive Director Katje Afonseca  
Questions answered by: George Marley, director of development and community relations

**What modifications have you made to your workplace to support employee wellness?**

We have implemented walking clubs, in addition to quarterly wellness days. We also offer gym and fitness reimbursement, a copay coverage up to 80% of the cost paid for by the organization and the ability to work from home to encourage staff to not come to work when they are feeling ill.

**How do you support community-service work by your employees?**

Big Brothers Big Sisters provides community service opportunities both in and out of the workplace. During working hours, we have painted classrooms in Providence schools and created care packages for homeless veterans. ■



**INTO CHARACTER:** The staff at Envision Technology Advisors gets into the spirit of Halloween at the company's annual party on Oct. 31.  
COURTESY ENVISION TECHNOLOGY ADVISORS

**10** **How do you encourage your staff to live more environmentally sustainable lives?**  
In the past year we've eliminated all single-use utensils and retired our K-cup coffee machine in favor of more environmentally friendly pots of coffee. We have looked for other ways where we can minimize environmental impact.



**Envision Technology Advisors LLC**  
Employees in R.I.: 42  
CEO Todd S. Knapp  
Questions answered by: Jeremy Girard, director of marketing

**What are your requirements for employees to update and augment their job skills?**

In 2018, we opened dedicated training facilities as part of our commitment to training, allowing us to conduct in-person and remote trainings for our employees, making it easier for them to maintain certifications and augment skills.

**How do you support community-service work by your employees?**

In 2018 we created a Charitable Giving Committee. This committee allows our employees to have a direct say in which organizations and causes we support. ■



**GAME FACES:** Connectivity Point staff members, friends and relatives share a bonding moment at a Providence Bruins game.  
COURTESY CONNECTIVITY POINT DESIGN & INSTALLATION

**11** **How would you describe the culture of your workplace?**  
The culture consists of values, attitude and commitment to our customers and co-workers. We are family-oriented, caring about the fulfillment of our employees in their work and personal lives.



**Connectivity Point Design & Installation LLC**  
Employees in R.I.: 18  
President Doug Watt  
Questions answered by: Doug Watt

**What modifications have you made to your workplace to support employee wellness?**

We support ergonomics by having sit/stand stations available. We offer a gym membership as part of our employee appreciation program and office massage is available once a month.

**How do you support community-service work by your employees?**

Community-service work has been employee-led and company-supported since operations started in 2002. The company also has its Going the Extra Mile promotion, where a company vehicle is appointed to a local organization and a donation is made based on the miles the vehicle drove in the calendar year. ■

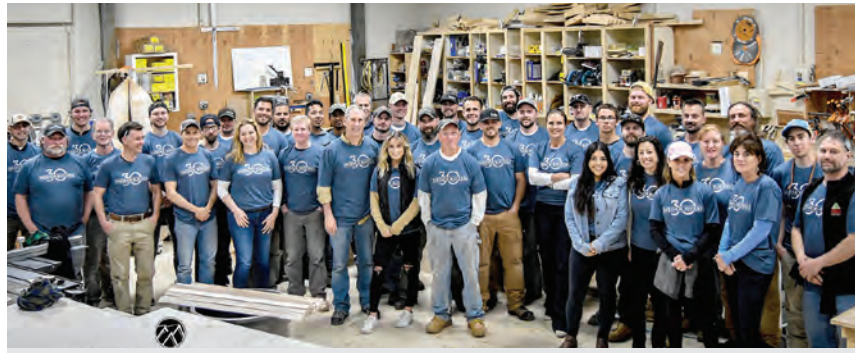


# SMALL COMPANIES



**IN THE SPIRIT:** Members of the Carey, Richmond & Viking staff mark the holidays with a visit from Santa.

COURTESY CAREY, RICHMOND & VIKING INSURANCE



**GROUP GATHERING:** The staff of Sweenor Builders at the company workshop in the Wakefield section of South Kingstown.

COURTESY SWEENOR BUILDERS

# 12

**What are your requirements for employees to update and augment their job skills?**

We require all customer-service and sales staff to obtain

an insurance-producer license. They must complete continuing education classes to maintain their licenses, and we coach employees to pursue advanced designations.

We are committed to providing learning opportunities to ensure that all staff have the knowledge to perform their jobs to the highest level.

**How would you describe the culture of your workplace?**

Our culture is defined by a deep sense of responsibility to our clients, employees, community and industry.

**What roles do diversity and inclusion play in your hiring and promotion decisions?**

We recognize that diversity is good for business and a critical driver of growth. We hire and promote the most-qualified person for the job, consistent with our business objectives. ■



**Carey, Richmond & Viking Insurance Agency**

Employees in R.I.: 42

President V. David Andrade

Questions answered by: V. David Andrade

# 13

**How would you describe the culture of your workplace?**

We are good people. We do the right thing. We value integrity. We do things the right way. Done once,

done right! We care about each other. We give 100% effort. We're passionate about delivering high-end work.

**How do you support community-service work by your employees?**

We are pursuing industry-related causes that allow us to amplify charitable donations with our expertise and manpower. This year's focus charities are Habitat for Humanity and Generation Next.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

You can't train "passion," so once we find these folks, we do everything we can to keep them! We work hard to keep our team members engaged with interesting, challenging work, and by offering opportunities to grow, learn and advance. ■



**SWEENOR BUILDERS**  
since 1986

**Sweenor Builders Inc.**

Employees in R.I.: 33

President and CEO Jeff Sweenor

Questions answered by: Jeff Sweenor



**OUT TO THE BALLGAME:** Healthcentric staff members gather for a barbeque and a Red Sox game at Fenway Park in 2018.

COURTESY HEALTHCENTRIC ADVISORS



**IN GOOD COMPANY:** BSMG employees gather for an annual outing at Mulligan's Island in Cranston in 2018.

COURTESY BROKERS' SERVICE MARKETING GROUP

# 14

**What are your requirements for employees to update and augment their job skills?**

Healthcentric Advisors' Educational Assistance Pro-

gram gives associates \$3,500 per year for training, workshops and formal education. We encourage associates to share their expertise by hosting monthly Lunch & Learns. New employees are connected with a mentor.

**How would you describe the culture of your workplace?**

Collaborative and supportive. No job is too big or too small for anyone in the organization.

**What modifications have you made to your workplace to support employee wellness?**

We have a Wellness Committee that builds programs for our staff, from walking challenges to Meatless Monday potluck lunches. We offer a flu clinic and have offered programs in meditation and self-defense. We offer associates up to \$150 annually for wellness activities and equipment. ■



**Healthcentric Advisors Inc.**

Employees in R.I.: 47

President and CEO H. John Keimig

Questions answered by: H. John Keimig

# 15

**How would you describe the culture of your workplace?**

Transparent, fun, innovative.

**What modifications have you made to your workplace to support employee wellness?**

We offer standing desks, healthy food options (weekly free fruit), company-sponsored yoga in the park during summer months and monthly chair massages.

**How do you support community-service work by your employees?**

We close our office for a day and pay all employees to package meals for The Outreach Program, which provides meals for the needy globally. We host annual charity events to raise money for local charities. We "adopt" a family in need during holidays. The company matches food/monetary staff collections during our annual food drive. We work with local businesses to donate gently used clothing to support those in need. ■



**Brokers' Service Marketing Group II LLC**

Employees in R.I.: 39

CEO Jason E. Lea

Questions answered by: Jason E. Lea



# PBN

## 2019 OPPORTUNITIES FOR YOUR BUSINESS.

### Be a part of these special editions

#### STUFF



#### Designed, made and built in Rhode Island

Re-imagining the workforce of today and identifying solutions for tomorrow. Focused on workforce development and career opportunities in the manufacturing and building industries. This special publication includes articles, helpful lists and profiles of top employers in Rhode Island, and is an awareness and recruitment tool for RI manufacturers and the design and construction trades.

publication date: Oct. 4  
deadline: Aug. 23

#### PROFILES OF SUCCESS

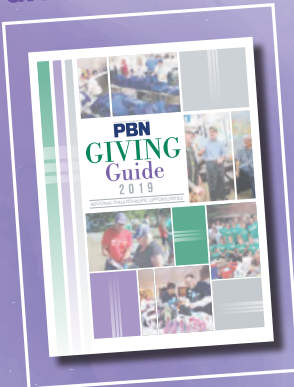


#### Share your story

This annual publication offers a unique opportunity to showcase your business to over 25,000 readers of PBN – the decision makers in our region. Designed to promote your company's uniqueness, your products and services, and your team of professionals.

material deadline: Nov. 6  
publication date: Dec. 13

#### GIVING GUIDE

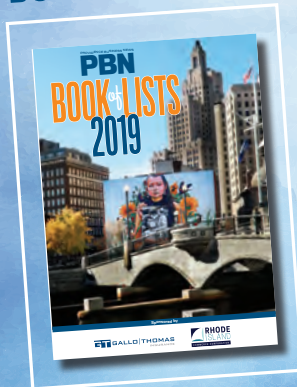


#### Regional philanthropic opportunities

The Giving Guide connects top level business executives and their employees to the region's nonprofit offerings. Profiles of nonprofit organizations highlight their mission and position them as worthy of support by community leaders who can devote their time, talent and treasure.

profile reservation: Oct. 4  
materials due: Oct. 11  
publication date: Oct. 25

#### BOOK OF LISTS



#### Reach the people who count

Be part of the regions' most sought after year-round B2B resource. It is a compilation of PBN's weekly lists, bringing all the information together in one place and found nowhere else and the #1 publication decision-makers refer to throughout the year.

space deadline: Nov. 22  
ad materials deadline: Dec. 6  
publication date: Jan. 24, 2020

For more information please contact your pbn account manager 401.680.4800 or [advertising@pbn.com](mailto:advertising@pbn.com)



# SMALL COMPANIES



**IN THE RUNNING:** Compass IT workers participate in the R.I. State Police's "5K Foot Pursuit" in April.  
COURTESY COMPASS IT COMPLIANCE



**HAPPY BUNCH:** Peregrine employees proudly display the Accredited Management Organization designation they earned in December.  
COURTESY PEREGRINE PROPERTY MANAGEMENT

# 16

**What three words best describe your staff?**

Smart, thorough and organized.

**How would you describe the culture of your workplace?**

Our team is known for its ability to collaborate and work through challenging problems. Our team strength comes from the overall diversity of the team.

**What modifications have you made to your workplace to support employee wellness?**

Compass has totally revamped its snack and beverage offerings to healthy offerings and green smoothies on Fridays. Many of our employees take a walk together at lunch. We also have flexible workstations, including standing desks.

**How do you support community-service work by your employees?**

Whether it is stocking the shelves at the local food pantry or providing baby supplies to the local church, employees can use their workday to participate in such events. ■



**Compass IT Compliance LLC**

Employees in R.I.: 22

Managing Partner Jerry Hughes

Questions answered by:  
Jennifer Barrett, vice president of human resources and administration

# 17

**How would you describe the culture of your workplace?**

We strive to maintain a fun, easygoing, collaborative work environment with multiple places for meetings/discussions, and we encourage an inter- and cross-departmental approach to tackling tasks. The days go by quickly but are filled with a buzz of activity and laughter.

**What modifications have you made to your workplace to support employee wellness?**

Since 2017, PPM has paid for Planet Fitness memberships for employees. More than half our staff uses standup desks.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

We preach the importance of promoting from within. Our company spends a lot of time and energy teaching staff the "Peregrine way." When we find someone who is the right fit for Peregrine, we want to hold onto them. ■



**Peregrine Property Management LLC**

Employers in R.I.: 40

CEO Brendan C. Kane

Questions answered by:  
Chief Financial Officer Mark Hartonchik



**QUALITY PEOPLE:** Rhode Island Quality Institute surprised its employees this year by rewarding them with a paid employee-recognition day.  
COURTESY RHODE ISLAND QUALITY INSTITUTE

# 18

**How would you describe the culture of your workplace?**

RIQI's culture is collaborative, supportive and engaging. We are passionate about our work and dedicated to our mission and each other.

**What modifications have you made to your workplace to support employee wellness?**

We encourage participation in various activities throughout the day to reduce stress at work, such as chair massages, yoga classes, walking club and use of our newly enhanced "Reboot Coop" for meditation and quiet time.

**What was a new employee benefit(s) or initiative(s) in the past 12 months?**

We enhanced our open sick-time policy, which allows staff to focus on their health, as well as their families' [health]. This past year we surprised our employees with a paid employee-recognition day in honor of all their contributions and achievements. ■



**Rhode Island Quality Institute**

Employees in R.I.: 45

Interim President and CEO  
Indra Neil Sarkar

Questions answered by:  
Michelle Dexter, senior director of human resources and organizational effectiveness

# 19

**How would you describe the culture of your workplace?**

The Davitt culture is very inclusive. Our employees work very closely together and are extremely supportive of each other. The overall environment is very family-oriented and welcoming to new employees. Davitt promotes teamwork and encourages employees to have fun and celebrate our wins.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

Whenever possible, Davitt promotes from within. We spend much of our time training and teaching employees for this very reason.

**What was a new employee benefit(s) or initiative(s) in 2019?**

Reap & Reward Program, recognizing and rewarding employees for milestones and achievements reached. Employee flex time, allowing employees the time off they need, when they need it. ■



**Davitt Design Build Inc.**

Employees in R.I.: 23

President and CEO Matt O. Davitt

Questions answered by:  
General Manager David Whitney





**DAY FOR A PICNIC:** Employees and their families attend the annual Banneker Family Picnic at Spring Lake Beach in Burrillville last August.  
COURTESY BANNEKER INDUSTRIES



**MEETING THEIR MATCH:** Staff members at MAS Medical Staffing dress in pink as part of Breast Cancer Awareness Month in October.  
COURTESY MAS MEDICAL STAFFING

# 20

**What three words best describe your staff?**

Dedicated, motivated, engaged.

**How would you describe the culture of your workplace?**

Team-based culture of accountability that allows us to love what we do every day and be successful as individuals and together as a company.

**What modifications have you made to your workplace to support employee wellness?**

Incorporated annual health and wellness fairs, providing yearly flu shots and ensuring that the wellness benefits associated with the medical insurance plan [are] progressive and meet our team's needs.

**What roles do diversity and inclusion play in your hiring and promotion decisions?**

Diversity and inclusion were the cornerstones of the founding principles of Banneker. As an African American-owned company and equal-opportunity employer, Banneker is committed to equal-employment opportunities for all. ■



**Banneker Industries Inc.**  
Employees in R.I.: 41  
President and CEO Junior Jabbie  
Questions answered by: Junior Jabbie

# 21

**What three words best describe your staff?**

Ambitious, dedicated, passionate.

**How do you encourage your staff to live more environmentally sustainable lives?**

Recycling is encouraged and made available to the office. Our cleaning products are environmentally friendly, and we stopped using individual, plastic water bottles and plastic cups for reusable containers.

**How would you describe the culture of your workplace?**

Employees are constantly encouraged and challenged to grow both personally and professionally. Employees are made to feel empowered with the work they do.

**Do you have a preference for promoting existing staff or hiring from outside and why?**

While always keeping a watchful eye for fresh talent, I prefer to promote internally whenever possible because I know that our team members are comprised of passionate, dedicated and time-proven talent. ■



**MAS Medical Staffing**  
Employees in R.I.: 19  
COO Southern New England Dawn Porreca Antaya  
Questions answered by: Dawn Porreca Antaya

# PBN TOP LISTS

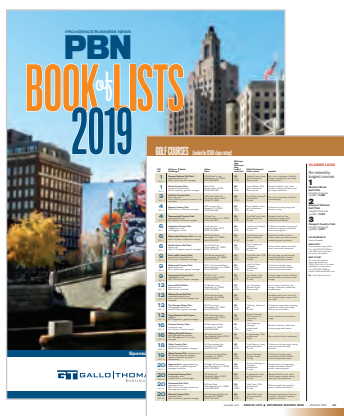
PBN publishes **TOP LISTS** in our weekly publication, complete with contacts and relevant data. Once a year, the TOP LISTS are compiled and published in our **BOOK OF LISTS**, the most comprehensive resource for connecting with and understanding the business community in Rhode Island and southeastern Massachusetts.

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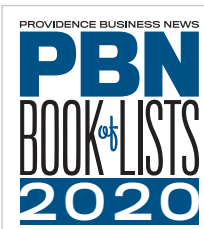
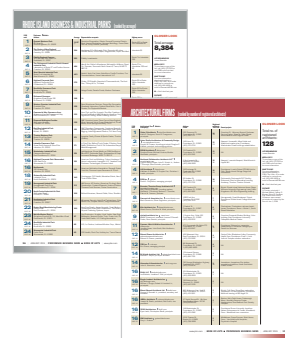


## GET ON A LIST

SEE HOW YOUR COMPANY RANKS AMONG YOUR COMPETITION.

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# BEST PLACES TO WORK - SMALL COMPANIES (based on companies with 15-49 regional employees)

2019 rank	Company   Website President/CEO	Address Phone	Type of business	No. of local employees	No. of millennial employees	% of women employees	Company turnover rate	Diversity training	Vacation days after 1 year	Sick days for ill dependent	401(k)/retirement plan	PTO for volunteering	Telecommuting options	Wellness programs	Career-development programs	Employee appreciation programs	Stress relief activities
1	<b>New England Construction Co.</b>   neconstruction.com David A. Sluter, founder; Matthew Sluter, president and CEO	293 Bourne Ave. East Providence, R.I. 02916 (401) 434-0112	Construction	38	11	25%	4%	●	10	●	●	●	●	●	●	●	●
2	<b>Rhode Island Foundation</b>   rifoundation.org Neil D. Steinberg, president and CEO	1 Union Station Providence, R.I. 02903 (401) 274-4564	Nonprofit funder	46	10	70%	6%	●	15	●	●	●	●	●	●	●	●
3	<b>Vertikal6</b>   vertikal6.com Rick Norberg, CEO	30 Service Ave. Warwick, R.I. 02886 (401) 825-4400	IT services	42	32	19%	14%	●	10	●	●	●	●	●	●	●	●
4	<b>DarrowEverett LLP</b>   darroverett.com Zachary G. Darrow, co-founder and chairman; Joshua A. Berlinsky, managing partner	1 Turks Head Place Providence, R.I. 02903 (401) 453-1200	Legal	27	12	44%	11%	●	10	●	●	●	●	●	●	●	●
5	<b>Barnum Financial Group</b>   barnumfinancialgroup.com Paul Blanco, founder and CEO	200 Crossings Blvd., Suite 200 Warwick, R.I. 02886 (401) 243-8901	Financial services	39	17	30%	12%	●	●	●	●	●	●	●	●	●	●
6	<b>Bridge Technical Talent LLC</b>   bridge-talent.com James Wright; Joseph Devine, co-partners	650 Ten Rod Road North Kingstown, R.I. 02852 (401) 398-1900	IT staffing	15	8	33%	11%	●	●	●	●	●	●	●	●	●	●
7	<b>Rhode Island Kitchen &amp; Bath</b>   rikb.com Steven L. St. Onge, founder and CEO	139 Jefferson Blvd. Warwick, R.I. 02888 (401) 463-1550	Construction	26	9	58%	0%	●	10	●	●	●	●	●	●	●	●
8	<b>Province Mortgage Associates Inc.</b>   provincemai.com David Currie, president	50 Office Parkway East Providence, R.I. 02914 (401) 490-4400	Financial services	42	8	67%	11%	●	●	●	●	●	●	●	●	●	●
9	<b>Big Brothers Big Sisters of Rhode Island</b>   bigsri.org Katje Afonseca, executive director	1540 Pontiac Ave. Cranston, R.I. 02920 (401) 921-2434	Mentoring nonprofit	49	23	43%	25%	●	●	●	●	●	●	●	●	●	●
10	<b>Envision Technology Advisors LLC</b>   envisionsuccess.net Todd S. Knapp, founder and CEO	999 Main St., No. 715 Pawtucket, R.I. 02860 (401) 272-6688	IT consulting	42	27	24%	2%	●	10	●	●	●	●	●	●	●	●
11	<b>Connectivity Point Design &amp; Installation LLC</b>   connectivitypoint.com Doug Watt	60 Alhambra Road Warwick, R.I. 02886 (401) 737-5300	Telecommunications	18	7	10%	0%	●	●	●	●	●	●	●	●	●	●
12	<b>Carey, Richmond &amp; Viking Insurance Agency</b>   crvinsurance.com V. David Andrade, president	2 Corporate Place Middletown, R.I. 02842 (401) 683-3900	Insurance	42	6	74%	7%	●	●	●	●	●	●	●	●	●	●
13	<b>Sweenor Builders Inc.</b>   sweenorbuilders.com Jeff Sweenor	12 High St. South Kingstown, R.I. 02879 (401) 789-4341	Construction	33	11	21%	0%	●	7	●	●	●	●	●	●	●	●
14	<b>Healthcentric Advisors Inc.</b>   healthcentricadvisors.org H. John Keimig	235 Promenade St., Suite 500 Providence, R.I. 02908 (401) 528-3200	Nonprofit	47	15	85%	10%	●	●	●	●	●	●	●	●	●	●
15	<b>Brokers' Service Marketing Group II LLC</b>   bsmg.net Jason E. Lea, CEO	500 South Main St. Providence, R.I. 02903 (401) 751-9400	Insurance	39	17	59%	5%	●	10	●	●	●	●	●	●	●	●
16	<b>Compass IT Compliance LLC</b>   compassitc.com William DePalma, managing partner and vice president of sales; Jerry Hughes, vice president of operations, managing partner and senior executive IT auditor	2 Asylum Road North Providence, R.I. 02904 (401) 353-3024	Technology	22	11	39%	12%	●	●	●	●	●	●	●	●	●	●
17	<b>Peregrine Property Management LLC</b>   peregrinepm.com Brendan C. Kane; Jeffrey P. Spratt, principals	20 Newman Ave. East Providence, R.I. 02916 (401) 270-0600	Property management	40	11	26%	12%	●	10	●	●	●	●	●	●	●	●
18	<b>Rhode Island Quality Institute</b>   riqi.org Indra Neil Sarkar, interim president and CEO	50 Holden St. Providence, R.I. 02908 (401) 276-9141	Nonprofit	41	11	67%	17%	●	17	●	●	●	●	●	●	●	●
19	<b>Davitt Design Build Inc.</b>   davittinc.com Matt O. Davitt, owner and president	4 Frank Ave. South Kingstown, R.I. 02892 (401) 792-9979	Construction	23	9	21%	13%	●	●	●	●	●	●	●	●	●	●
20	<b>Banneker Industries Inc.</b>   banneker.com Junior Jabbie	582 Great Road, Suite 101 North Smithfield, R.I. 02896 (401) 534-0027	Logistics and supply chain	41	17	33%	23%	●	●	●	●	●	●	●	●	●	●
21	<b>MAS Medical Staffing</b>   masmedicalstaffing.com Kenneth Johnson, president	1243 Mineral Spring Ave. North Providence, R.I. 02904 (877) 950-6300	Staffing	19	6	84%	●	●	10	●	●	●	●	●	●	●	●



PROVIDENCE BUSINESS NEWS

# PBN UPCOMING EVENTS

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**88%** of PBN readers influence the purchasing decisions of their company\*  
\*CVC Audit, Dec. 2017

1. APPLY.
2. SPONSOR.
3. ATTEND.

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CELEBRATE THE WINNERS

**40 UNDER FORTY**  
PBN PROVIDENCE BUSINESS NEWS  
2019

**JULY 18<sup>TH</sup>** 5:30-8PM | ALDRICH MANSION

WINNERS ANNOUNCED MID JUNE

PROVIDENCE BUSINESS NEWS  
**PBN 2019**  
**HEALTHIEST EMPLOYERS**  
of Rhode Island

**AUG. 8<sup>TH</sup>** 12-2PM | PROVIDENCE MARRIOTT

APPLICATIONS DUE JUNE 26

2019  
**25 over FIFTY-FIVE**  
PBN PROVIDENCE BUSINESS NEWS

**AUG. 22<sup>ND</sup>** 5:30-8PM | ALDRICH MANSION

APPLICATIONS BEGIN JUNE 14

PROVIDENCE BUSINESS NEWS  
**PBN FASTEST GROWING innovative companies 2019**

**SEPT. 18<sup>TH</sup>** 5:30-8PM | OMNI HOTEL

SAVE THE DATE

PROVIDENCE BUSINESS NEWS  
**PBN SUMMIT**  
CYBERSECURITY

**OCT. 11<sup>TH</sup>** 8:30-11:30AM | CROWNE PLAZA

SAVE THE DATE

PROVIDENCE BUSINESS NEWS  
**PBN SUMMIT**  
HEALTH CARE  
Fall 2019

**OCT. 30<sup>TH</sup>** 8:30-11:30AM | CROWNE PLAZA

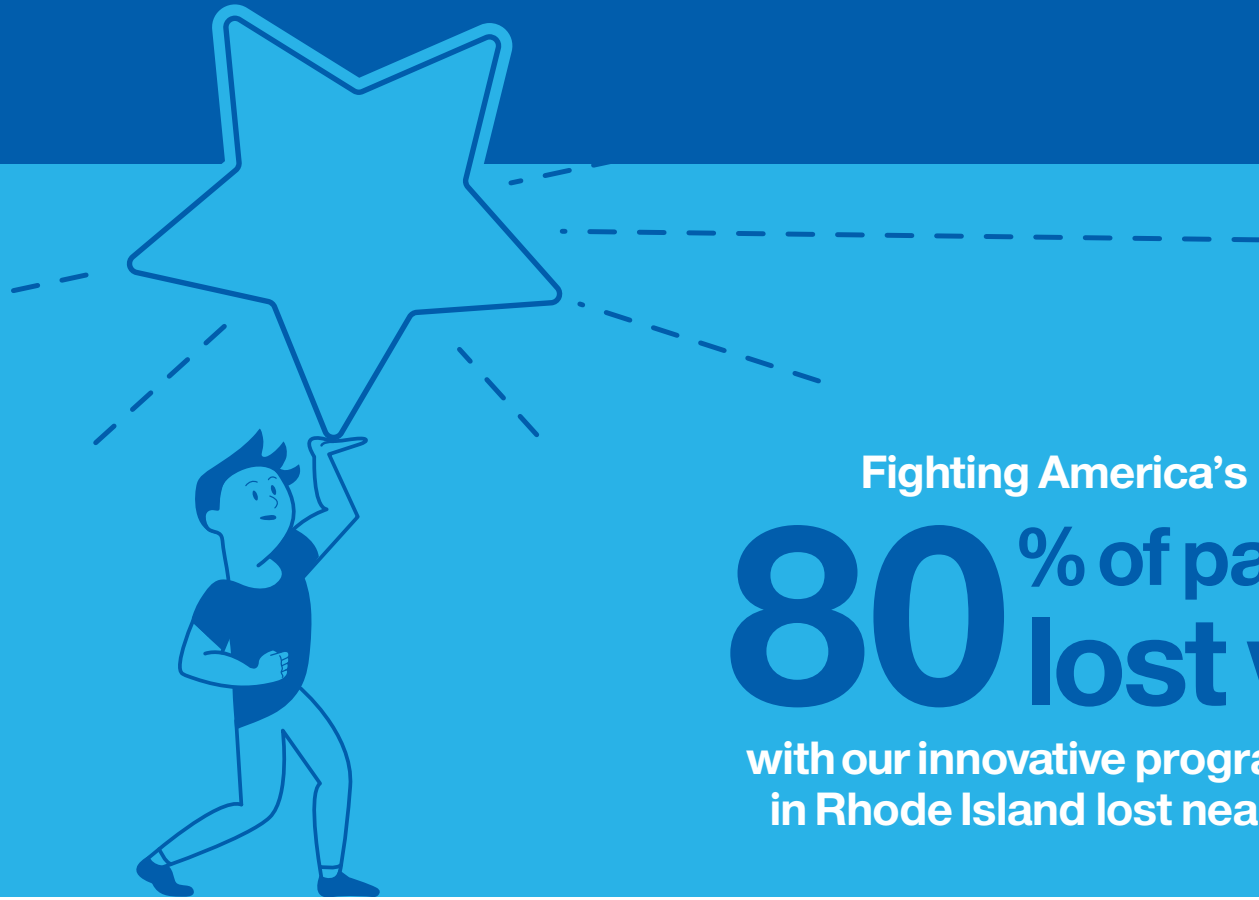
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with our innovative program, and members  
in Rhode Island lost nearly 11,000 pounds.<sup>2</sup>

For more than 25 years, we've brought big thinking to the issues that matter most to Rhode Island. Like the battle against the obesity epidemic. With Real Appeal<sup>®</sup>, our innovative weight loss program, we've helped our members nationwide lose over 2 million pounds.<sup>1</sup> And, members in Rhode Island have shed nearly 11,000 pounds. Because learning what works from serving thousands of health care purchasers across the country means it's easier to help make an impact right here.

**UnitedHealthcare. Working for Rhode Island.**

To learn how UnitedHealthcare is  
working for Rhode Island, visit  
[uhc.com/rhodeisland](https://uhc.com/rhodeisland)

<sup>1</sup> UnitedHealthcare Book of Business, results through July 2018: Cohort represents participants at-risk, in program 26+ weeks, attend 9+ ILIs (N > 50,000).

<sup>2</sup> UnitedHealthcare Real Appeal<sup>®</sup> Book of Business, Rhode Island commercial participants, results through January 2019 (Cohort represents all participants enrolled in the program).

Real Appeal<sup>®</sup> is a voluntary weight loss program that is offered to eligible participants as part of their benefit plan. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. Participants should consult an appropriate health care professional to determine what may be right for them. Any items/tools that are provided may be taxable and participants should consult an appropriate tax professional to determine any tax obligations they may have from receiving items/tools under the program.

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