

Business Insurance[®]

BEST places to work

2009



Common traits of award-winning organizations

By **RODD ZOLKOS**

What makes a company a great place to work? In the case of the 33 companies among *Business Insurance's* 2009 Best Places to Work in Insurance, the answers go well beyond pay and benefits.

The companies among this year's 33 Best Places to Work in Insurance also earned high marks from their employees in areas such as leadership and planning, corporate culture and communications, role satisfaction, work environment, relationship with supervisors, and training and development.

In the area of leadership and planning, for example, employees surveyed by Best Companies Group at companies on the list were strongly positive about understanding the long-term strategy of their organizations.

At small companies—those with 249 or fewer employees—94% of those on the list responded positively—"agree somewhat" or "strongly agree"—that they understand their company's strategy. Meanwhile, at companies with 250 or more employees, 95% responded positively to that statement.

Of the smaller companies among this year's Best Places, 95% of employees responded positively regarding their confidence in their organization's leaders, with 93% of employees at large companies on the list offering a positive response.

In the area of corporate culture and communications, employees at companies on the Best Places list are strongly positive about the frequency and content of their company's corporate communications. At the smaller companies, 94% responded positively to statements that their company's communications were frequent enough and detailed enough; at the larger companies, 93% of employees were positive about frequency and 92% about the level of detail.

Employees were positive about understanding how their companies are doing financially 95% of the time at small companies among the Best Places to Work and 94% of the time at the large companies.

Positive responses were somewhat less frequent to the statement, "Changes that may affect me are communicated to me prior to implementation," with 86% of employees surveyed at smaller organizations responding positively and 83% at the

See **TRAITS** page 12

2009 BEST PLACES TO WORK IN INSURANCE: AGENTS/BROKERS

SMALL AGENTS/BROKERS			
RANK	COMPANY	HEADQUARTERS	EMPLOYEES
1	McGraw Wentworth	Troy, Mich.	67
2	Seubert & Associates Inc.	Pittsburgh	66
3	Assurance Agency	Schaumburg, Ill.	205
4	Scott Insurance	Lynchburg, Va.	227
5	Hoffman Brown Co.	Sherman Oaks, Calif.	44
6	Rue Insurance	Hamilton, N.J.	58
7	Capstone Brokerage Inc.	Las Vegas	26
8	Thoits Insurance Service Inc.	San Jose, Calif.	70
9	Ovation Benefits Group	Farmington, Conn.	56
10	Scirocco Group	Hasbrouck Heights, N.J.	114
11	Insurance Exchange Inc.	Rockville, Md.	36
12	AH&T Insurance	Leesburg, Va.	127

MEDIUM-SIZE AGENTS/BROKERS			
RANK	COMPANY	HEADQUARTERS	EMPLOYEES
1	Heffernan Insurance Brokers	Walnut Creek, Calif.	339
2	Higginbotham & Associates Inc.	Fort Worth, Texas	339
3	Edgewood Partners Insurance Center	San Mateo, Calif.	273
4	Bollinger Inc.	Short Hills, N.J.	450
5	Insurance Office of America	Longwood, Fla.	344
6	Hylant Group Inc.	Toledo, Ohio	660

LARGE AGENTS/BROKERS			
RANK	COMPANY	HEADQUARTERS	EMPLOYEES
1	Lockton Cos. L.L.C.	Kansas City, Mo.	2,432

2009 BEST PLACES TO WORK IN INSURANCE: INSURERS

SMALL INSURERS			
RANK	COMPANY	HEADQUARTERS	EMPLOYEES
1	AMERIND Risk Management Corp.	Santa Ana, N.M.	41
2	Island Insurance Co. Ltd.	Honolulu	188
3	Redwoods Group	Morrisville, N.C.	92
4	ARAG Insurance Co.	Des Moines, Iowa	132
5	Eastern Insurance Holdings Inc.	Lancaster, Pa.	210
6	ScripNet Inc.	Las Vegas	50
7	CompWest Insurance Co.	San Francisco	136
8	Capitol Insurance Cos.	Middleton, Wis.	229

MEDIUM-SIZE INSURERS			
RANK	COMPANY	HEADQUARTERS	EMPLOYEES
1	ProAssurance Corp.	Birmingham, Ala.	685
2	Safety National	St. Louis	251
3	Key Risk Insurance Co.	Greensboro, N.C.	285

LARGE INSURERS			
RANK	COMPANY	HEADQUARTERS	EMPLOYEES
1	Unum Group	Chattanooga, Tenn.	9,105
2	Chubb Group of Insurance Cos.	Warren, N.J.	7,803
3	Progressive Corp.	Mayfield Village, Ohio	25,778



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