

BEST

companies

TO WORK FOR

BY MATTHEW J. MOWRY AND SCOTT MERRILL

A recent report from Gallup found that employee engagement globally dropped in 2024—only the second time in the past 12 years. Engagement among managers also took a big hit as they face new daunting challenges. (See Editor's Notes for more details). And when your managers aren't happy, your workforce isn't too far behind.

Finding ways to engage employees and develop cultures that meet these new challenges is imperative. Who better to turn to for answers than companies achieving high engagement? This month's issue celebrates and delves into the practices of the Best Companies to Work For in NH.

This year, 27 companies earned a spot on the list of 2025 Best Companies to Work For in NH competition, as well as seven companies achieving Hall of Fame status. (Companies that are named as Best Companies four out of five years are inducted into our Hall of Fame, where they remain for two years and assist with judging.)

So how do companies make the list? Applicants complete an employer application detailing benefits, policies, and programs. An employee engagement survey, administered by The Employee Engagement Group in Woburn, Massachusetts, must be completed by at least 50% of a company's NH workforce. The results of the employee engagement survey account for 60% of a company's score. A group of HR professionals evaluate the employer responses to culture questions, which account of 25% of the score. *Business NH Magazine* analyzes and scores benefits, which accounts for 15% of the final score.

The Leddy Group, a staffing firm based in Dover, organized site visits of the 12 highest scoring companies, with NH executives and HR professionals serving as judges. They interviewed CEOs, held employee focus groups, and toured facilities. Scores from those visits helped our main judges refine the ranking of the top 12.

To learn more about these winning cultures, join us for Breakfast With the Best on Sept. 18, which will include a panel with executives from the Hall of Fame companies and CultureFest, where participants dig into workplace topics in eight-minute workshops with executives from these winning companies. Visit BusinessNHmagazine.com/breakfast-with-the-best for details and to register.

5. Northeast Delta Dental

One Delta Drive, Concord • nedelta.com



Nonprofit dental insurance provider

Top Employee Engagement Survey Measures: *The mission and purpose of my organization makes me feel that my job is important: 96% agree. I can keep a reasonable balance between work and personal life: 96% agree*

President and CEO:

Tom Raffio

Full-Time

Employees:

191 (172 in NH)

Years on List:

13 (plus 5 years in the Hall of Fame)

Years in Business: 64

Northeast Delta Dental was recently awarded the national Baldrige Performance Excellence Award, which recognizes the company's commitment to quality, service, and innovation—the only NH company to earn the honor.

That commitment to excellence extends to its employees. It makes sense a dental insurance company would have an excellent insurance package: It pays 100% of the employee premium for its health plan (75% for its family plan), dental and vision plans, short- and long-term disability and life insurance.

Northeast Delta Dental does not require a match for employees to receive a company contribution to the retirement plan. The nonprofit offers 225 hours of paid parental leave within the first 26 weeks of the child's birth or adoption for all parents. Employees have options to work remotely and to work a four-day week.

Its recently renovated onsite Fitness Center is accessible to all employees 24/7 and offers a variety of cardio and strength training equipment. Employees may also make an appointment with an on-site fitness coach. Northeast Delta Dental offers up to \$200 annually to employees who exercise, including aerobics, hiking, playing sports, and walking.

Its Employee Assistance Program (EAP), which helps employees and household members experiencing personal issues, is staffed with certified professional counselors who are available around the clock. The EAP also administers the company's Helping Hands fund, a confidential emergency resource funded with money raised by employees. The fund is a grant, so employees do not have to pay it back. Northeast Delta Dental also offers weekly guided 60-minute mindfulness programs.

The HR team supplies managers with thank you cards and gift cards to use for their teams. Every employee receives a birthday card with a note signed by the president and CEO, with hourly employees receiving \$50.