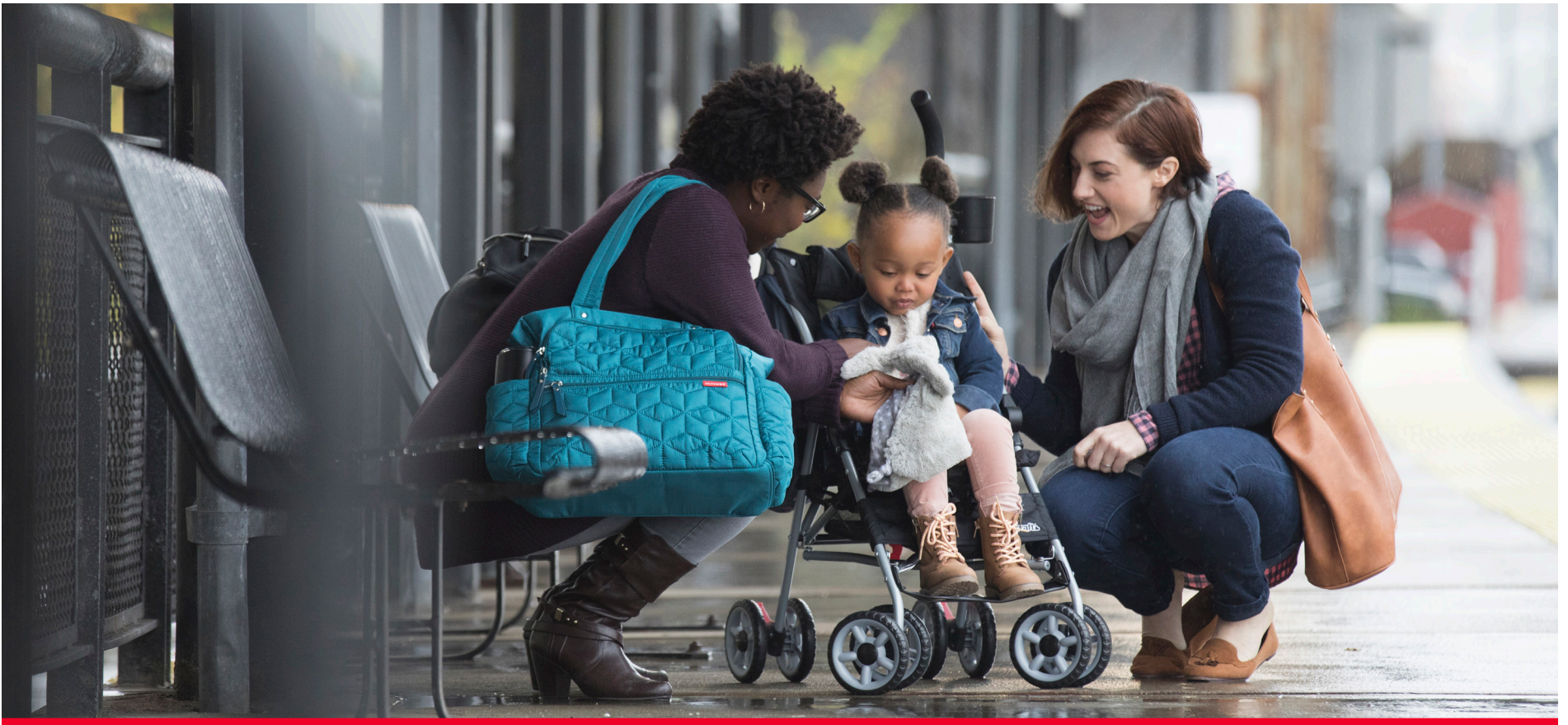


# Keeping New England Communities Healthy

## 2017 Corporate Social Responsibility Report

How we're making our region a healthier place to live, work and play.





# Our Focus

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**Healthy eating and  
healthy food initiatives**



**Service and giving by  
Harvard Pilgrim staff**



**Investments in health  
care research and  
community non-profits**



**Mentoring tomorrow's  
health care leaders and  
improving patient care**



**Keeping a healthy  
environment**



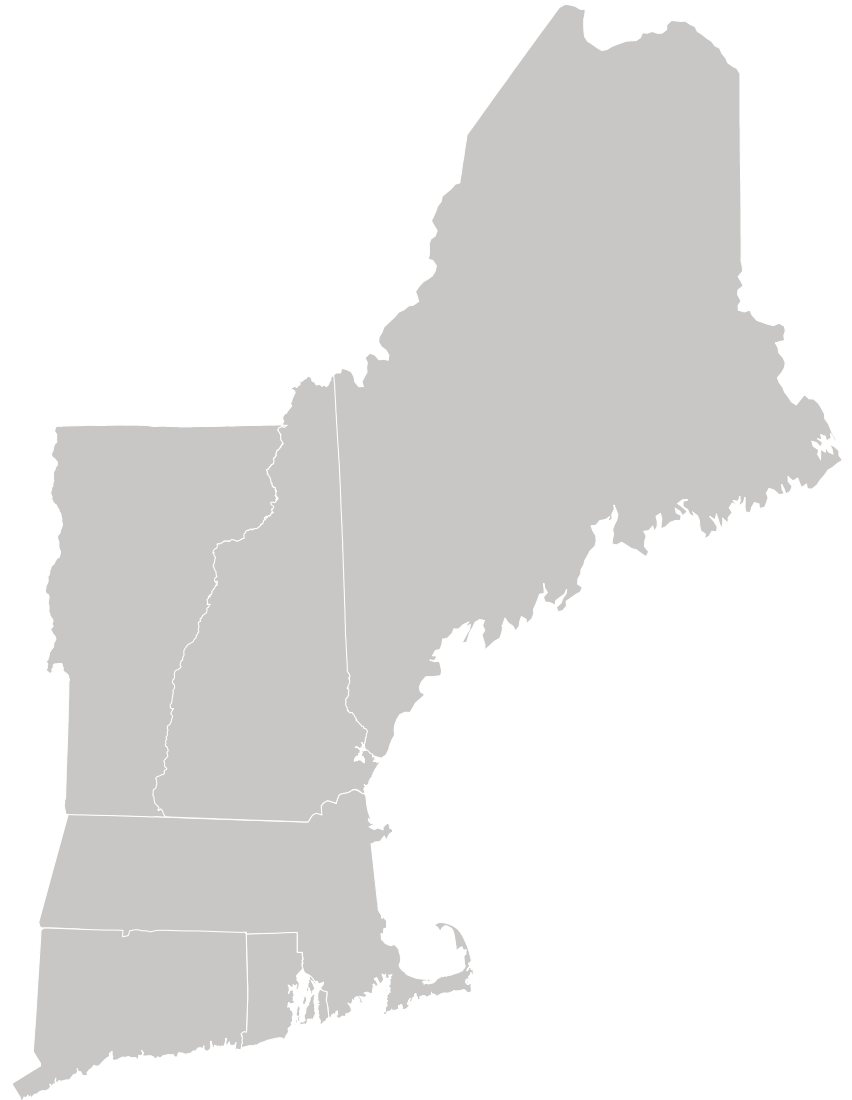
## For all of us who live and work here, New England is a unique place.

Harvard Pilgrim is committed to keeping this special region healthy and sustaining for all individuals and families.

Here's our 2017 corporate citizenship story. It provides a snapshot of how we're doing this in communities from Cape Cod to the White Mountains and from Boston to Hartford. We hope it inspires you to get involved to make life better for our colleagues and neighbors in this beautiful place we call home.

**MICHAEL CARSON**, President, Harvard Pilgrim Health Care  
Chair, Harvard Pilgrim Health Care Foundation Board

**KAREN VOCI**, President, Harvard Pilgrim Health Care Foundation  
Vice President, Harvard Pilgrim Health Care



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Harvard Pilgrim and its family of companies provide health benefit plans, programs and services to more than three million customers in New England and beyond. A leading not-for-profit health services company, we guide our members—and the communities we serve—to better health.

# Healthy Food for Low-income Families and Communities



**\$1.7** million



**Reaching 205 communities** across our region



**Supporting nonprofit growers, gleaners\* and distributors** to increase their yields and customers



**Training cooks and nutritionists** to help older adults eat healthier



**Helping Boston kids and families** eat more fresh produce

\*Individuals who gather the leftover or excess crop on farms.

Successes include:

**116%**

increase (to nearly 1.8 million pounds) of fresh produce distributed free to low-income families in the region

**189%**

increase in the amount of healthy food sold

**\$4.9m**

in fresh food grown and distributed to families and older adults – double what was accomplished before Harvard Pilgrim Health Care Foundation support

**5**

Harvard Pilgrim customer businesses engaged in giving and/or service to NH healthy food access organizations





# Healthy Food Hits the Road



**\$260,000**

in support



**5**

mobile farmers markets:  
Hartford, CT; Worcester  
and Lawrence, MA;  
Lewiston/Auburn, ME  
and the NH Seacoast



**35,075**

total transactions



**115, 375**

pounds of produce  
purchased by or  
distributed to families  
in 2017 vs. 75,530 lbs  
in 2016

# Giving and Service by Harvard Pilgrim Staff

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2017 Employee Engagement survey shows that Harvard Pilgrim staff “feel a deep sense of pride” in the company’s community involvement, which results in their recommending Harvard Pilgrim as a “great place to work.”

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**3,652**

Harvard Pilgrim  
employee  
service hours



**\$593,250**

in employee-  
designated  
Mini-Grants  
donated across  
the region

Successes include:

**Over \$32,000**

given to support disaster relief

**Over \$13,000**

given through Employee Needs Fund

**\$3,400**

in toys, socks, mittens and hats  
donated via holiday giving drives

**1,400**

backpacks filled with school supplies  
for Massachusetts, New Hampshire  
and Maine students





96%

OF HARVARD PILGRIM EMPLOYEES  
GAVE OR SERVED





**Building strong  
communities is  
at the core of  
our health  
care mission.**

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**\$5.27m**

investment  
raising

**\$56.9m**

for **143**  
**projects**

supporting  
population  
health

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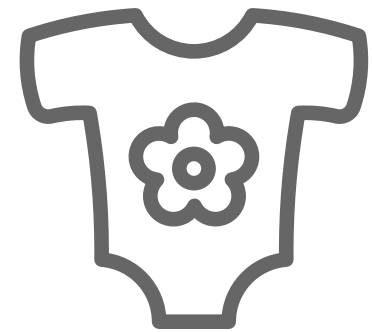
## Researching the Future of Health Care

The Harvard Pilgrim Health Care Institute



Improved technological  
support for public health  
monitoring, supporting  
next-day detection of  
diseases tracked by  
public health officials

Extensive research  
on effects of prolonged  
and exclusive breast-  
feeding on child  
health outcomes





# Building a Stronger Regional Non-profit Sector

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In 2017, Harvard Pilgrim's engagement with community initiatives resulted in more than \$22 million raised for non-profit programs and services across our region. These efforts supported core operations for youth development, community health efforts, social services and education.

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**\$1,535,578**  
million  
in sponsorships



**458**  
fundraising events  
and programs







## People over profits when it comes to health care.

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Investing in hospitals and in the education of future health care professionals helps to improve the quality of patient care.

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**\$1 million**

invested

in **14**

health care  
organizations

to **improve  
the quality  
of patient  
care**

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## Investing in Best Clinical Practices



Improved  
substance use  
management

Higher rates  
of medication  
adherence

Better experience  
for LGBTQ  
patients

# Mentoring Tomorrow's Health Care Leaders



**\$105,000**

Invested in UMass Boston "Set Sail for Success"



Successes include:

**141**

"First-In-Their Family at College"  
students have completed Set Sail since  
2014; with 6 graduates from first class  
at work or continuing their education  
in the health professions

**2**

NH students supported to enter  
health careers with Harvard Pilgrim  
New Hampshire Health Scholarships





# Harvard Pilgrim Green

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Doing our part to reduce our overall carbon footprint and to lead green initiatives.

# Keeping a Healthy Environment

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Harvard Pilgrim Green is our corporate eco-sustainability program. With initiatives that focus on improving air quality and water and air efficiency, and our Full Recycle Program, we maintain our goal to reduce our energy consumption and overall carbon footprint.

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**Energy Star certifications**  
at our Crown Colony,  
Manchester, Portland,  
Worcester and  
The Institute locations.\*



**4 of 7 facilities**  
LEED certified  
(Leadership in  
Environmental and  
Energy Design)

\*ENERGY STAR certified buildings and plants meet strict energy performance standards set by the EPA. They use less energy, are less expensive to operate, and cause fewer greenhouse gas emissions than their peers.

Reduced annual  
water use by  
**650,000 gallons**

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Purchased **100%**  
**wind power** for  
Crown Colony and  
Worcester offices

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Lighting in Crown  
Colony replaced  
with new LED lighting  
saving Harvard Pilgrim  
**\$35,000** annual  
in electrical costs





# Awards and Recognitions – 2017

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Named “Best Health Insurance Provider”  
by *New Hampshire Business Review*.

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Named among the “Best Places to Work”  
by the *Boston Business Journal* and  
among the “Top Places to Work” by  
*The Boston Globe*.

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Named a “Best Place to Work”  
by the *Human Rights Campaign*.

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