

## 2018 Best Practices

- Communicating the purpose of our community service and volunteer program and connecting this program to our company's social responsibility mission. Our spirit of employee volunteerism, through the Highmark Health Caring Corps, is alive and contagious with thousands of hours committed to community programs each year. Our employees actively engage with people, interacting with those in need at a deeper, personal level, to make a more meaningful, positive impact on minds and hearts.
- Dedicating the resources needed to execute an effective community service and volunteer program. By providing a tremendous amount of support to the community through corporate giving and signature programs, we aim to improve the health and well-being of individuals in our communities.
- Providing a system for connecting volunteers to opportunities that support our employees' interests, our organization's mission and our capabilities. We identify and post volunteer opportunities to our employees that meet our company's mission. We work closely with our corporate giving area to identify volunteer opportunities for which we provided corporate grants and for which the service meets company criteria.
- Maintaining a feedback loop with volunteers, organizations and communities to optimize employee engagement and maximize the impact of events. Our employees are our company's greatest asset. They not only give 100 percent to their jobs, but they also go above and beyond by supporting community programs. In fact, they are the heart and passion of our mission. In 2017, our employees logged more than 90,000 hours of in-kind volunteer services a \$ 2million dollar value.