

Best COMPANIES TO WORK FOR

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Merchants Fleet Management

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Top Employee Engagement Survey Measures:

- I know what my organization is trying to achieve strategically: **92% agree**
- I have the freedom to make decisions to do my work properly: **87% agree**

Under new leadership, Merchants Fleet Management is seeking to significantly increase its market share. To do this, it knows it must elevate its business strategy, services, employees and its culture. So the company has developed the ELEV8 Program to fuel its strategic plan and increase employee engagement.

The ELEV8 committee, a core group of about 30 employees from every level, department and location of the company, is leading the endeavor, establishing new programs and tools to further the company's goals as well as employees' personal goals.

In February, the committee organized company-wide "ELEV8 and You" workshops to help employees develop personal and professional goals. The company has a formal year-long mentorship program that matches an employee to a senior manager. Merchants also rolled out a peer-to-peer recognition program—CELEBR8—that cel-

ebrated 86 employees for going above and beyond in one of eight themes (COMMUNIC8, COLLABOR8, PARTICIP8, APPRECI8, CELEBR8, INNOV8, MOTIV8 and EDUC8). The recipient receives a \$25 Visa gift card on the spot.

Merchants also developed the ELEV8 Award, which is presented to an employee who displays extraordinary commitment. The winner receives \$200, a prime parking space, and a plaque with their name is added to the Merchants' ELEV8 wall of fame.

This is in addition to the perks Merchants employees have enjoyed for a while, including an annual week-long employee appreciation celebration with games, contests, food, and prizes and the Helping Hands program, which provides financial assistance of up to \$1,500 annually to employees.

The company reimburses employees \$100 annually for fitness equipment purchases and \$200 for health club fees. Employees can earn

"Wellness Bucks" by taking part in health initiatives and can trade in those bucks for prizes, including two additional days off, gift cards and free oil changes.

Merchants also provides up to five \$1,000 scholarships annually to children of full-time employees. ■

Fleet management services

CEO: Brendan P. Keegan

Years in Business: 56

Full-time Employees: 351 (290 in NH)

Part-time/Temporary/

Seasonal Employees: 58

Years on List: 4