

Companies Celebrated

Diversity, Equity, Inclusion & Belonging Category

This award recognizes companies that respect and appreciate differences in ethnicity, gender, age, national origin, disability, sexual orientation, education, and religion creating diverse perspectives, work experiences, lifestyles and cultures.



In 2023, **Dollar Bank** participated in the Mattingly Inclusion and Belonging Assessment (MIBA), a comprehensive assessment given to all employees measuring the inclusivity of our workplace culture. With a 60% response rate to this voluntary survey, the MIBA shed light on the inclusive practices our employees desire most. We learned that our employees wanted training and support regarding gender identity and disability status. Additionally, we learned many more employees than we previously believed have both visible and invisible disabilities. The information was reviewed by ODEI, then presented to executives, the Inclusion Council, current Employee Resource Networks, and then to the entire bank through town halls. As a result, bank-wide training was facilitated around people with disabilities, which subsequently led to the launching of a new Employee Resource Network (ERN) that supports employees with disabilities of all types and their allies. The new ERN will formally launch in May, and already has over 20 interested employees! We assessed and listened to employees, shared results with key stakeholders, and implemented a strategy towards a more inclusive organization.



The Minority Professional Development Internship Program (MPDIP) has been positively impacting lives and the University for 17 years. In alignment with **Duquesne University's** mission and Strategic Plan, the Minority Professional Development Internship Program was launched in 2007. Our program seeks to aid in the professional development of those from underrepresented backgrounds who may be unemployed or under-employed. The program began with two (2) full-time benefits eligible positions and has now grown to five (5) full-time benefits eligible positions. The minority professional development internship positions have been spread across various departments at Duquesne University. The length of the program has been one year with the opportunity to renew up to two years. This program has successfully graduated thirty-six (36) interns, many of whom have taken various positions such as Assistant Vice President, Manager and Director level roles at Duquesne.



With a diverse student population, **Literacy Pittsburgh's** staff leadership and board of directors recognize the importance of integrating diversity, equity, inclusion, and accessibility into our organizational fabric. In June 2022, the board of directors adopted Literacy Pittsburgh's first DEIA Action Plan. The plan was developed with the assistance of Demeshia Seals of DLRS Solutions and Dr. Cheryl Hall Russel of BW3. It was based on a human capital audit, cultural survey, and input from staff, board, and volunteers over 15 months. The DEIA Plan is integral to Literacy Pittsburgh's overall growth strategy. It is managed by our DEIA Committee, which comprises board and staff members, with the assistance of our DEIA Staff Engagement Committee. The plan focuses on refining talent recruitment and retention to protect against bias, infusing inclusion and diversity into our strategic plan and leadership goals, and educating and reinforcing DEIA priorities with staff, board, and volunteers.

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Diversity, Equity, Inclusion & Belonging Category Continued

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In the multifamily industry, promoting diversity, equity, and inclusion (DEI) presents challenges. To address this, **Midwood Investment & Development** has begun a project aimed at creating an Affinity Toolkit and Training/Academy program for multifamily professionals. Its objectives are to establish the toolkit as a resource guide for forming and sustaining affinity groups, fostering unity and inclusivity. Additionally, it seeks to equip leaders with skills to effectively lead DEI initiatives, enhancing leadership capabilities. The project also aims to facilitate the formation of affinity groups within the industry, promoting connection and support among employees. Lastly, it plans to train affinity group leaders to champion inclusivity and advocate for social change. Ultimately, this project aims to transform the multifamily industry into a more inclusive and equitable space, fostering positive change in communities. With the support of a national grant, it will promote inclusive workplaces and spaces for all, across industries.



At **Pittsburgh CLO**, we firmly believe that every voice and every experience matters. CLO has affirmed its dedication to Diversity and Inclusion throughout the year, employing impactful measures to uphold these principles. Our commitment is exemplified by the continued implementation of enhanced hiring practices initiated in 2021. Furthermore, the ongoing Enrichment Series remains a cornerstone in fostering a comprehensive understanding of the significance and value of diversity, equity, accessibility, and inclusion among our organization. In our commitment to inclusivity, a sensory-friendly performance of “A Musical Christmas Carol” was curated, featuring adjustments such as keeping lights on in the audience, reducing flashes of light onstage, minimizing actor entrances through the aisles, and reducing jarring sounds. In a deliberate effort to amplify representation, we organized a Gallery of Heroes tour, where the entire creative team and cast were comprised of individuals from diverse backgrounds (BIPOC). Additionally, substantial revisions to our employee handbook have been finalized, incorporating inclusive language and substantial modifications to Time Off and Holiday policies to ensure a more equitable and supportive working environment.



The introduction of Employee Resource Groups (ERGs) marks a voluntary initiative within Pittsburgh Regional Transit. ERGs are employee-led groups formed around shared identity, background, or special interests. They provide PRT employees with a platform to engage on a deeper level with colleagues who share aspects of their identity beyond conventional organizational structures. ERGs serve as key drivers in fostering inclusivity within PRT. Recognizing that inclusivity breeds comfort and encourages open dialogue, PRT acknowledges that the more included employees feel, the more willing they may be to address areas in need of improvement.

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SMS group Inc is a leading partner in the metals industry and recently celebrated a 150-year anniversary. We have started two (2) Employee Resource Groups specifically focused on our transition to a more diverse and inclusive culture and we believe this is a turning point in our rich history. Although starting an Employee Resource Group does not seem like a big accomplishment for most companies, when you look at the history of DEI in the steel industry, this “small step”, is more like a “giant leap.” Our DEI network, also known as “The Balance Network” consists of employees, who meet to discuss ideas and initiatives focused on DEI education and awareness. Our Women’s Impact Network, also known as WIN, is designed to offer support, mentorship, and empowerment to women at SMS. A priority of these groups is to reach out to North Side non-profit organizations to find ways we can collaborate and give back. At SMS, we feel a calling to give back to the community that has let us call the North Side home since 1994. We look forward to ongoing progress and commitment to supporting DEI across our organization.



The **YWCA's** adoption of all-gender restrooms underscores our commitment to inclusivity, safety, and equity, reflecting societal strides toward embracing diversity and ensuring equal rights. This initiative educates our team on the critical importance of accommodating the unique challenges faced by differently abled and non-binary individuals, promoting accessibility and equity. All-gender restrooms cater to everyone, offering a discrimination-free zone that respects individual gender identity and expression. This approach aligns with legal standards against gender-based discrimination, enhancing safety and comfort by mitigating harassment risks for transgender and non-binary users. Moreover, these restrooms optimize space and reduce wait times, accommodating diverse needs, including those of families and individuals with disabilities requiring assistance. This movement not only challenges traditional gender norms but also fosters social awareness and acceptance of gender diversity. By integrating all-gender restrooms in our spaces, we contribute to a culture of respect and understanding, highlighting the educational value of such initiatives in promoting gender inclusivity. YWCA Greater Pittsburgh commitment to the intersection of race and gender.

Companies Celebrated

Learning & Professional Development Category

This award recognizes companies that go above and beyond to invest in their employees through in-house learning, continuing education programs, and new innovative learning practices.



At **Duquesne University**, we have a strong commitment to professional development for our most valuable resources—our employees. From this commitment, the Diversity, Equity & Inclusion (DE&I) Certificate Program was launched in fall 2022 for faculty and staff. This new training program, a partnership between the Chief Diversity Officer and the Office of Human Resources, Learning & Development was designed to reinforce the University's Spiritan mission of serving God by serving students so that they, in turn, may serve others. The program consists of ten (10) fundamental workshops focused on University policies, diversity-related topics and a formal capstone project. We chose cohort-based learning for the DE&I program because its collaborative approach allows learners to advance together through the program. It was important to offer this style of training because our campus community is a diverse group of people from different departments, various backgrounds and who hold vastly unique positions. Through this program, participants engage in meaningful conversations with each other, foster deeper connections and build relationships that continue to grow far beyond the program's completion.



In 2023, the **Pittsburgh Water and Sewer Authority (PWSA)** launched its first in-house Leadership Development Program (LDP). This first-of-its-kind internal program was inspired by the successful launch and completion of another novel program for PWSA: our integrated Management Development Program for people-managers. The comprehensive and continuous LDP was designed to foster leadership skills, cultivate a positive workplace culture, and empower managers to contribute to our organization's continued success. Seamlessly integrated into our Annual Performance Review process, the LDP ensures alignment with our holistic performance management strategy. In conjunction with our other various online learning and workforce development initiatives, this program demonstrates our commitment to continuous improvement and investment in employee development.



We believe that investing in our employees goes beyond imparting knowledge; it involves igniting a passion for continuous growth and development. This commitment not only equips our team members with the skills and expertise essential for excellence in their roles but underscores our unwavering dedication to their individual and professional advancement. At **PCLO**, we endorsed and financially supported employees pursuing further education, offering valuable opportunities to enhance skills. Our commitment to fostering a culture of continuous learning and development was demonstrated through regular enrichment sessions featuring industry experts who share insights and knowledge with our staff biweekly. Additionally, we encouraged employees to participate in conferences, join professional groups, obtain relevant certifications, and broaden their expertise within their respective fields. By creating a framework that facilitates both professional and personal learning and development, we seek to convey our profound commitment to the growth and success of our employees. Through these initiatives, we aim to build a workforce with refined skills but also to cultivate a sense of shared dedication to the ongoing development of each employee.

Companies Celebrated

Talent Recruitment & Retention Category

This award recognizes companies with cutting edge talent recruitment and candidate engagement programs, employee award/recognition/compensation/work-life balance programs.



There are many candidates in the market who fit a skill criterion, there are many candidates who fit cultural values, and there is a small subset who meet both. **Compass** launched the initiative "Culture Starts with Recruiting" both internally and with their diverse portfolio of clients to improve the quality of hire to drive optimal organizational performance. Recruiters are the first line of defense to preserving culture — assessing the needs and wants of candidates against the needs and wants of the organization, and making calculated decisions as to whether they can see someone being successful within their matrix. Integrating a company's brand into every aspect of the talent acquisition process is critical to long-term organizational performance. Compass offered Talent Strategy Assessments to their clients to build a plan to integrate their recruitment strategy with their culture. These assessments and changing their recruitment strategy led to positive changes with their client's talent strategy. With the implementation of "Culture Starts with Recruiting" they saw increased quality of pipeline, offer acceptance status, and employee satisfaction and retention.



The **City of Pittsburgh** implemented a "green employee benefits" initiative aimed to promote sustainability across the workplace. As a part of the PGH Lab program, the City partnered with local startup Green Bean to run a pilot of an innovative new benefit that engaged employees in their own sustainability journeys.



NFP's Total Rewards Halo™ is an innovative and holistic employee experience model designed to attract, retain, motivate, and engage top talent, ultimately driving optimal organizational performance. This dynamic framework moves beyond traditional benefits programs to encapsulate all aspects of an employee's experience. The Total Rewards Halo focuses on eight interconnected areas: compensation, benefits, well-being, leadership effectiveness and support, community impact, work environment and resources, learning and development, and DEIB. Within each focus area are subsets such as workplace flexibility policies, behavioral health resources, manager feedback processes, and social responsibility programs. This award-worthy model takes a refreshed approach to talent management by considering the ins and outs of the entire employee experience. NFP's Total Rewards Halo not only retains top performers but aligns the workforce behind a shared mission and set of cultural values. For our Western Pennsylvania offices, it has become a key competitive advantage in internal recruitment and retention. We also educate our HR and consulting clients about the Total Rewards Halo to help them improve their own recruitment and retention initiatives.

Companies Celebrated

Team Category

This award recognizes teams that demonstrate integrity, ingenuity, and creativity.



Insurance | Risk Management | Consulting

Leading up to the open enrollment period, the **Gallagher** team meticulously audited the benefits offered by their client's firm, diligently identifying any gaps in coverage and swiftly taking action to address them in the market. This proactive approach ensured that their client's employees would receive comprehensive and tailored benefits packages. During the open enrollment phase, they conducted multiple informative sessions to ensure clarity and understanding among all employees regarding the modifications made and their underlying rationale. Each team member's role was clearly defined, fostering a cohesive environment where everyone fulfilled their responsibilities while also extending support to others when necessary. By optimizing the benefits offered and capitalizing on potential savings opportunities, they successfully generated substantial cost reductions totaling \$50,000 in the inaugural year and a remarkable \$150,000 over the span of three years.



Holy Family Institute's mission is to empower children and families to lead responsible lives and develop healthy and meaningful relationships built on faith, hope, and love. Holy Family operates eleven service lines, including specialized education programs for underserved youth, evidence-based family programs, and residential services for migrant youth. The Human Resources department serves as the backbone of Holy Family's mission-driven work, ensuring that quality and compliance are at the forefront of all we do. Their commitment to excellence drives the agency forward and ensures that our staff and clients receive the highest quality of service possible. The team has revised agency policies to ensure that they align with best practices and promote a positive work environment, including streamlining the onboarding process and updating sick and vacation policies. They work diligently to ensure that the agency's mission and strategic initiatives are implemented at every level of the organization, from executive leadership to entry-level staff. Finally, they have implemented universal logic model and reporting systems that drive the quality and efficiency of Holy Family's programs and services.



UPMC Mercy Pavilion is a newly constructed 442,000-square-foot, 10-story tower medical facility where doctors and staff offer life-changing care and rehabilitation for those with visual impairments. **Mascaro Construction** served as the construction manager at risk and celebrated the project's ribbon cutting ceremony in May 2023. From architects and engineers to tradespeople and healthcare professionals, this project brought together a diverse group of professionals, each contributing their own unique skills and ideas. Teams collaborated closely to ensure that the project integrated functionality with state-of-the-art amenities and sustainable features while prioritizing patient accessibility and care. As construction began, teamwork was intertwined into every aspect of the project and the various stakeholders worked closely to overcome project roadblocks. Regardless of the obstacle, Mascaro's project team always kept the overarching mission of delivering a best-in-class healthcare facility at the forefront of their minds and found innovative solutions that fell within budget, schedule, and medical requirements. UPMC Mercy Pavilion serves as more than just a symbol of medical excellence, it embodies the lifechanging impact from solid teamwork.

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The Human Resources (HR) team at the **Pittsburgh Water and Sewer Authority (PWSA)** exemplifies a steadfast commitment to enhancing the organization's work environment and fostering employee development. Throughout 2023, our team implemented various initiatives to cultivate a high-quality work and learning environment while promoting work-life balance and leadership excellence. Our notable accomplishments include expanding our online training courses, facilitating numerous tuition reimbursements, adding innovative employee benefits to support well-being and diverse needs, and successfully implementing the Leadership Development Program (LDP) and Performance Management Plan. Additionally, we expanded the HR services team, focusing on workforce development, employee engagement, and data-driven management. Our team strategically designed these initiatives with the goal of fostering a positive workplace culture and ensuring the long-term success of our employees and the entire organization. Overall, the PWSA HR team's initiatives exceed expectations, reflecting our unwavering commitment to creating a supportive work environment that promotes employee excellence and personal growth.



Hiring delivery drivers has always been a challenge at **Turner Dairy Farms, Inc.** It is a labor intensive job that requires safe driving of a commercial vehicle, great customer service and physical strength. The last 2 years, the delivery department and HR worked well together to identify staffing needs and created a new position, "Driver-In-Training" to help with staffing the delivery department with people who had a desire to learn how to commercially drive. This initiative helped delivery to maintain staffing levels in a challenging employment landscape while developing people to be successful in the role of Delivery Driver Salesman.