

NH's #3 BEST LARGE  
COMPANY TO WORK FOR

## Newmarket International Inc.

75 New Hampshire Ave., Portsmouth  
www.newmarketinc.com

**President and CEO:** Jeff Hiscox

**Years in Business:** 26

**NH Employees:** 202

**Total Employees:** 370

**Years on List:** 1

**Company Description:** Delivers IT business services for the hospitality industry

**Benefits Highlights:** Profit sharing program, six half-day Fridays in the summer and early release before all major holidays, international insurance to employees traveling abroad, onsite weekly yoga



Standing, from left: Michelle Wenzel, resource manager; Jeff Hiscox, president and CEO; Lance Simpson, project manager; Derek Key, customer care specialist. Seated, from left: Elizabeth Sanborn, strategic accounts sales director; Mary-Jane Traggis, human resources generalist.

If you want employees to care about the success of a company, make them feel like owners. That is the driving force behind Newmarket International, where most employees have no firm start or finish times, everyone's bonus is tied to the company's success and employees serve on key committees with budgets they control.

"People are given a high degree of ownership. They are trusted to do their job and empowered to do it," says Gillian Tierney, vice president of human resources. Newmarket uses a team approach to hiring, with candidates interviewing with team members as well as the manager and human resources. "One of our key goals is to check for culture fit," Tierney says. "We have an informal policy that we don't hire jerks."

The "one team" mentality also drives the bonus program at Newmarket. The company holds an all-employee kick-off event where the executive team shares the earnings target for the year. If Newmarket achieves its goal, employees receive a bonus that is a percentage of their salary. "It's been effective at creating an environment that we are all in this together," says Jeff Hiscox, president and CEO. Does it work? While other companies suspended bonuses and struggled through the recession, Newmarket did not. "In the past eight years, we only had one year we didn't earn enough to pay out bonuses," Hiscox says.

Employees are often in the driver's seat of major initiatives. They serve on a variety of committees, including the Green Committee, which has introduced several award-winning sustainable practices within the company, including a push to be a zero-waste generator. The Joy Gang organizes fun activities for employees, including a nacho bar for Cinco de Mayo and a barbecue to celebrate Red Sox open-

ing day. During the summer, every other Friday at Newmarket is a half-day that includes a barbecue.

The Employee Committee manages the company's charitable giving budget and program, selecting and allocating funds to charitable and nonprofit organizations. In 2010, the Committee donated \$25,000 to more than 50 organizations. Each of the committees has a budget that is managed by the employees. "They don't have to seek approvals. That's important to empowering people," Tierney says.

Hiscox invites each committee to lunch or dinner annually as thanks for their efforts. "We started in a garage 26 years ago. As we've grown the business, groups like that allow us to keep that small company culture," he says.

When its employee satisfaction survey showed employees wanted more cross department communication, Newmarket initiated a guest speaker program where management from one department speaks to another about their department's strategy, goals and objectives.

Newmarket also finds creative ways of rewarding people. The FWD (Forward) Award is a peer recognition program where employees earn points for helping the company or customers move forward. Points can be exchanged for prizes, including a raffle for a \$250

American Express card. Each quarter, the company awards the People's Choice Award to an employee who represents the ideals, values, and mission of the company. The winner of the employee-nominated award receives a three-day, two-night stay at a resort, airfare or transportation to the resort, spending money, a trophy and prime garage parking for the quarter. "I love this award. It allows employees to slow down enough to recognize a peer. Some of the things written [in the nomination letters] are just fantastic." Hiscox says. ■

“Newmarket is one of only two corporate office buildings in New Hampshire that has successfully incorporated a Zero Waste management program 365 days a year. It does so for the simple reason that employees expressed a desire to have the company be more responsible within the community and the environment it directly contributes to.”

-Derek Key,  
Customer Care Specialist