

ENVIRONMENTAL



COMPOSTING PRACTICE

Minimized trash sent to landfill, by composting an average of 1,350 pounds of waste per month; 81,000 pounds composted since March 2019.

LIGHTING CHANGES

Replaced 3,570 lamps from CFL to LED to save enough electricity to power 20 typical homes in one year.

RESTORED PRAIRIE

Our headquarters sits on 160 acres, of which, 140 acres have been restored and are maintained as natural prairie.

TREE-PLANTING INITIATIVE

In conjunction with our Go Paperless efforts, committed to work with the Arbor Day Foundation Community Tree Recovery Program to plant trees in areas affected by natural disasters.

SOCIAL



ASSOCIATES WHO STAY

In 2023, 5 associates were added to West Bend's 25 Year Club, increasing the group to 311 active members.

DIVERSITY IN LEADERSHIP

Women hold 47% of leadership positions in the company. In 2023, 153 associates participated in leadership development programs; 49% of attendees were women.

FINANCIAL WELLNESS

In 2023, 97% of eligible associates participated in the company-supported 401k retirement savings program, with average balances nearly double those of our peers.

SUPPORT TO LOCAL NONPROFITS

Through our charitable giving funds, a total of \$2.1 million was donated to non-profit organizations in 2023.

GOVERNANCE



BOARD OF DIRECTORS

West Bend is governed by an independent board of directors with a variety of expertise and industry exposures. The board is comprised of 33% women.

CLAIMS CUSTOMER SATISFACTION

Customer survey results show that 93% of respondents would refer a friend to West Bend.

INFORMATION SECURITY

West Bend has a robust information security program that includes mandatory associate training on a quarterly basis.

RISK EVALUATION

An established enterprise risk management program is maintained to support oversight and monitoring of the most significant risks faced by the company.