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# BEST WORKPLACES

— IN —  
LANCASTER  
COUNTY  
2020

THE BEST IN  
CORPORATE CULTURE  
& TRAINING,  
DEVELOPMENTS,  
PAY & BENEFITS  
AND ETHICS.



# WELCOME LETTER

Welcome to Best Workplaces 2020! This year's Best Workplaces is dedicated to the memory of Debbie Stremmel, who was the mastermind behind this project. We lost a bright light and an inspirational leader with her passing earlier this year.

Debbie believed strongly in the power of data and in the importance of the workplace to people's lives and to our community. Her vision was that the data from the Best Workplaces surveys would provide insight to business leaders about how their employees perceive critical aspects of the workplace. Using this data, businesses can identify areas to celebrate and areas to improve.

Debbie also believed that employers play a special role in the development of young members of the workforce. This year we have created a new award in Debbie's honor. The Debbie Stremmel Award

is given to the company with the highest score in mentoring young people in the workforce.

No mention of 2020 can be complete without using the word "COVID-19". This has been a crazy year for employers. Some businesses have had layoffs, some have seen record sales, and some have had to adjust to changes such as working from home, online ordering, and new ways of working. To recognize the efforts that local businesses have made in adapting to these unprecedented times, we have added a new award for COVID-19 Response.

Because of COVID-19, we could not host an awards breakfast this year. Instead, we created a special page on LancasterOnline with articles from the magazine and a photo gallery where winners can post selfies with their trophies. The page can

be found at [lancasteronline.com/sponsored/bestworkplaces/](http://lancasteronline.com/sponsored/bestworkplaces/).

We hope you enjoy reading about some of the exceptional local companies in this year's Best Workplaces magazine. If you have any questions about the project or if you would like to participate next year, please send me an email at: [sreynolds@lnpnews.com](mailto:sreynolds@lnpnews.com).



**Debbie Stremmel**

**SALLY REYNOLDS**  
BEST WORKPLACES PROJECT MANAGER

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TO YOU BY:



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Lancaster SHRM is a professional organization designed to assist both individuals and companies in managing Human Resources and driving business success. We are focused on the professional development of our members and work to advance the HR profession. As a partner to the business community we strive to be the local authority of recognized standards of practice for HR issues and strategies.

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# METHODOLOGY

To produce Lancaster County's second annual Best Workplaces program, LNP had the support of four partners: the Lancaster Society of Human Resources Managers, the Lancaster County Workforce Development Board, Monster.com, and DataJoe. DataJoe is based in Boulder, CO and specializes in quantitative research for publishers.

LNP sought company nominations for Best Workplaces starting in March of this year. By the end of August, 75 companies had been nominated. Survey participation for employees was anonymous in order to ensure employees could answer honestly. Of those 75 companies, 48 achieved

a 30% or higher employee response rate. Companies who achieved at least a 30% employee response rate were eligible to be considered for awards by company size, by Covid-19 response, and the Debbie Stremmel Award. To be considered to win by industry, companies also needed to have at least 5 completed surveys.

Company sizes are: large (201+ employees), medium (101-200 employees), medium-small (21-100 employees), and small (20 or fewer employees).

Industry categories are: Business Services, Dining-Shopping-Lodging, Fun & Learning, Health & Wellness,

Build-Make-Deliver, and Money Matters.

Employees rated their employers with scores ranging from 1 - 7: a 1 represented "strongly disagree", 4 was neutral, and 7 represented "strongly agree". Over 3,100 employee surveys were received by the end of September. DataJoe created free score reports for each participant and selected the winners.

The Best Workplaces program will continue as an annual free survey and workplace health analysis to identify companies that are creating strong, healthy workplace cultures in Lancaster County.

## EMPLOYEE SURVEY QUESTIONS

### **CULTURE**

1. New Ideas are encouraged at this company.
2. I believe this company is going in the right direction.
3. At this company, we do things efficiently and well.
4. There is good interdepartmental cooperation at this company.
5. I feel there is a lot of negativity at my workplace.
6. I feel well informed about important decisions at this company.
7. I like the people I work with at this organization.

### **ETHICS**

1. This company operates with strong values and ethics.
2. My company is socially responsible.
3. I would highly recommend working for this company to others.
4. I have the flexibility I need to balance my work and personal life.
5. My job makes me feel like I am part of something meaningful.
6. I can trust what the organization tells me.
7. My company supports community involvement.

### **LEADERSHIP**

1. I have confidence in the leadership of this company.
2. This company encourages different points of view.
3. This job has met or exceeded the expectations I had when I started.
4. Senior managers understand what is happening at this company.

### **PERK BENEFITS**

1. Overall, I am satisfied with the benefit package my company offers me.
2. My pay is fair for the work I do.
3. Select up to three benefits that are most valuable to you.
  - Paid time off • Medical, dental • Life, disability • Flexible hours
  - Tuition reimbursement • Matching 401K • Child care subsidy
  - Health & wellness program • Telecommuting

### **RELATIONSHIP WITH MY MANAGER/SUPERVISOR**

1. My manager makes it easier for me to do my job well.
2. My manager cares about my concerns.
3. My manager helps me learn and grow.
4. My manager treats me fairly.

5. My manager treats me with respect.
6. My manager handles my work-related issues satisfactorily.
7. My manager handles my personal issues satisfactorily.
8. My manager acknowledges when I do my work well.
9. I can trust what my manager tells me.

### **ROLE WITHIN MY ORGANIZATION**

1. I feel genuinely appreciated at this company.
2. My job makes good use of my skills and abilities enabling me to work at my full potential.
3. I have not considered searching for a better job in the past month.
4. Meetings at this company make good use of my time.
5. I am given enough authority to make decisions I need to make.
6. Deadlines at this organization are realistic.
7. I have a clear understanding of my job role.

### **TRAINING AND DEVELOPMENT**

1. I got the formal training I want for my career.
2. The organization provided as much initial training as I needed.
3. The organization provides as much ongoing training as I need.
4. The organization provides enough information, equipment and resources to do my job well.
5. My company clearly tells me what is expected for advancement.
6. I trust what the company tells me it takes to advance my career.
7. The organization provides training or experiences to help me explore other possible opportunities within the company.
8. My company pays special attention to supporting the career development of young, first-time workers.
9. There is room for me to advance at this organization.

### **COVID-19**

1. During the Covid-19 pandemic, my company has done a good job retaining employees where possible and supporting furloughed employees.
2. I have confidence that my company is taking all necessary measure to ensure the safety of employees as related to the Covid-19 pandemic.
3. My employer provided good procedures, equipment, and training to work effectively from home.

# BOMBERGER'S STORE

555 FURNACE HILLS PIKE | LITITZ | 717.626.3333  
WWW.BOMBERGERS.COM

In 1887, 20-year-old Phares Bomberger bought a small general store in the village of Elm and planted the roots for a multi-generational business that is still going strong more than 130 years later.

Bomberger's Store began as a one-stop shop for everything from milk and bread to hammers and nails, and it's still a one-stop shop today but on a much larger scale, with 64,000 square feet of retail space at 555 Furnace Hills Pike, Lititz, just three miles from its founding location. Bomberger's also has a location on Route 422, 1 mile east of Annville.

As an ACE Hardware store, Bomberger's offers glass cutting, screen repair, Larson door sales and installation, key cutting and lock re-keying, propane fills, paint color matching and professional painting services. In addition to those services, the Lititz store also offers flooring/ countertop/ cabinet installation, interior design services, power equipment sales and service/ repair, online parts and tool/ equipment rentals. The Lititz store is also home to the Elm Tree Café, which offers breakfast, lunch and catering services.

Bomberger's has a diverse list of specialties, but the company's No.

1 specialty continues to be customer service, says human resource manager Beckee Fair.

"Whatever the department, division or location, we offer the ultimate shopping experience," she says. "This is led by a talented group of service-oriented employees who are experts in their area and anxious to help customers with their projects and purchases."

“WE ARE A FAMILY-OWNED BUSINESS. IT SOUNDS LIKE A CLICHÉ, BUT EMPLOYEES HAVE A GENUINE CARE AND CONCERN FOR THEIR COWORKERS AND THERE'S A FAMILY FEEL IN THE STORE.

BECKEE FAIR,  
HUMAN RESOURCE MANAGER

Rothenberger.

The owners are working managers, who often work side by side with employees on the floor and never ask employees to do something they wouldn't do themselves, Fair says.

"We are a family-owned business," Fair says. "It sounds like a cliché, but employees have a genuine care

and concern for their coworkers and there's a family feel in the store."

Bomberger's hires employees who have the experience or the desire to serve others, she says, and the owners give managers and employees the freedom and authority to do their jobs. In fact, a number of company innovations, such as a thriving online business that ships tractor and mower parts all over the world, were the brainchild of employees who had an idea and were allowed to run with it, Fair says.

Bomberger's was a recipient of the 2015 Ethics in Business Award, a program of the Samaritan Counseling Center recognizing Lancaster County organizations that practice the highest standards of business ethics.

That reputation resonates not only with customers but with employees as well, who also appreciate the work environment, benefits, a generous employee discount, a flexible work schedule and no work hours on Sundays, Fair says.

"The feeling people get when they shop here and work here is something that has been instilled throughout the generations," Fair says. "It's actually pretty amazing that it has stood the test of time for more than 130 years!"

Bomberger's is open Monday through Friday from 8 a.m. to 8 p.m. in Lititz, 8 a.m. to 7 p.m. in Annville and Saturday 8 a.m. to 5 p.m. in both locations. For more information, visit bombergers.com.







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# PARTICIPATING COMPANIES

3 West Productions  
Abacus Sports Installations Ltd  
Adamstown Area Library  
ALL Renovation & Design LLC.  
Argires Marotti Neurosurgical  
Associates of Lancaster  
Atkins Deck Treatment Service  
Berkshire Hathaway HomeServices  
Homesale Realty  
Blue Ridge Communications  
Bomberger's Store Inc  
COBYS Family Services  
CoffeeCo  
Custom Plumbing & Heating, Inc.  
Douple Insurance Agency  
EDSI  
EGStoltzfus  
Envy Studio  
Everence Financial  
Fair Trade Federation  
Fettersville Pole Buildings, LLC  
Fox Meadows Creamery  
Ganse Apothecary Inc.  
Goodville Mutual Casualty Company  
HARTZ Physical Therapy  
Howard Hanna Real Estate  
Interior Fancies  
Kairos Massage & Skincare

Kinsey's Archery Products Inc.  
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Lancaster County Workforce  
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LNP Media Group, Inc.  
Loeffler Financial Group  
Makes Scents Natural Spa Line  
North Museum of Nature & Science  
Nxtbook Media  
Park Place Automotive Inc.  
Paul B. Zimmerman, Inc.  
Peach Bottom Consignment  
Penn Medicine Lancaster  
General Health  
Ranck Plumbing, Heating &  
Air Conditioning  
Reaching Higher LLC.  
Riptide Car Wash  
Rolled Cold Creamery  
Sechan Electronics, Inc  
Shumaker PDT  
Susquehanna Printing  
Trout CPA  
Unruh Insurance Agency, Inc.  
Visiting Angels of Lancaster  
Weaver Industries  
Westphal Orthopedics



# WINNERS BY SIZE

## LARGE BUSINESS

1. Berkshire Hathaway HomeServices Homesale Realty
2. Paul B. Zimmerman, Inc.
3. Penn Medicine Lancaster General Health

## MEDIUM-SMALL BUSINESS

1. Howard Hanna Real Estate
2. Westphal Orthopedics
3. Fox Meadows Creamery

## MEDIUM BUSINESS

1. Goodville Mutual Casualty Company
2. COBYS Family Services
3. Bomberger's Store Inc

## SMALL BUSINESS

1. 3 West Productions
2. Fair Trade Federation
3. Lancaster County Workforce Development Board

# WINNERS BY CATEGORY

## HEALTH & WELLNESS

1. Westphal Orthopedics
2. Kairos Massage & Skincare
3. Ganse Apothecary Inc.

## BUILD, MAKE, DELIVER

1. Interior Fancies
2. Abacus Sports Installations Ltd.
3. EGStoltzfus

## BUSINESS SERVICES

1. Nxtbook Media
2. EDSI
3. Blue Ridge Communications

## MONEY MATTERS

1. Howard Hanna Real Estate
2. Loeffler Financial Group
3. Douple Insurance Agency

## DINING, SHOPPING & LODGING

1. Makes Scents Natural Spa Line
2. Riptide Car Wash
3. Fox Meadows Creamery

## FUN & LEARNING

1. 3 West Productions
2. North Museum of Nature & Science
3. Shumaker PDT

# COVID-19 RESPONSE

1. Shumaker PDT
2. Riptide Car Wash
3. Kairos Massage & Skincare

# DEBBIE STREMMEL AWARD FOR MENTORSHIP OF YOUNG WORKERS

Makes Scents Natural Spa Line

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For More Information Call for a Confidential Conversation:

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<sup>1</sup>REAL Trends 500 Annual Report, ranked by closed transaction sides for 2019, March 2020.

<sup>2</sup>HowardHanna.com website visit statistics reported from Google Analytics, 7/1/2019-6/30/2020. All other website visit statistics supplied by SimilarWeb



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Blue Ridge provides reliable and affordable high-speed internet, television, and phone services to homes and businesses throughout northeastern Pennsylvania. Whether you're looking for a fast gigabit internet connection, HD content delivered through the latest TiVo, or feature-rich digital phone service, we've got you covered. We work hard every day to connect our customers to the people, places, and things that matter the most in their lives. In order for us to do these things well, we need to attract, hire, develop and retain talented team members.

In addition to having a great team, we are committed to providing innovative, best-in-class services through strategic investments in forward-thinking technology and partnerships with industry leaders such as

**“As technology and consumer's needs change, having the right people becomes even more important - and at Blue Ridge, we have the right people!”**

Good companies support their communities and Blue Ridge has always been an active partner with the communities we serve. Our team takes pride in supporting a variety of local charities and organizations, including Mainspring of Ephrata, American Cancer Society, Good Samaritan Services, The Northern Lancaster Hub, Cocalico Cares, and Keystone Military Families, just to name a few.

As technology and consumers' needs change, having the right people becomes even more important - and at Blue Ridge, we have the right people! They are key to our success and hiring quality individuals that embrace the importance of delivering a great experience consistently is our goal. Blue Ridge is proud to be recognized as a "Best Place To Work" in Lancaster County.



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
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# CONGRATULATIONS

## to the nominees and winners of the Best Workplaces in Lancaster County 2020!

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**jobseekers** and **employers**  
find the right fit.

*Thank you!*

# MONSTER

