THE VALUE OF OUR VALUES
A MESSAGE FROM OUR CEO

At Insperity, our mission is to help businesses succeed so communities prosper. That’s a standard we firmly believe in, and it is supported by the values inherent in our corporate culture and the daily actions of our more than 2,000 corporate employees.

The Insperity™ Corporate Social Responsibility Report exhibits our performance in key areas – including the community, employee health and well-being, safety and the environment – and demonstrates our approach to the responsibility we hold in the sustainability of society, which starts within.

Since its inception 26 years ago, Insperity has actively supported the communities in which our clients and employees live. Through our corporate volunteer activities, financial investments and conservation initiatives, we’ve made significant strides in strengthening our communities.

Insperity support, however, extends beyond corporate giving. Our employees are just as involved in outreach programs. For these reasons and more, Insperity has been ranked year after year as one of the best places to work by various organizations and publications.

Just as our employees help take care of our communities, I believe it’s important for the company to help take care of our co-workers. After all, Insperity corporate employees are the lifeblood of our organization. As a result, we offer opportunities to help our employees stay healthy in mind and spirit.
We've also taken steps to conserve energy and water throughout our buildings and increased recycling efforts to create an environmentally friendly culture and workplace.

Our efforts have benefitted areas beyond the confines of our corporate offices, enriched countless lives and contributed to our reputation as responsible business stewards.

I am grateful to the clients and employees who have embraced our philosophy. Our role, however, doesn’t end with the initiatives we’ve taken thus far.

It is our goal to build on the successes of the past as we keep an eye focused on the future.

Paul J. Sarvadi
Chairman and Chief Executive Officer

77% of corporate employees participated in company volunteer programs
New water and energy conservation programs implemented
44,889 hours logged by corporate employees in community volunteer programs
With a commitment to supporting humanitarian services, educational programs, armed forces personnel and animal service organizations, Insperity® strives to make a positive societal impact. Uncertainty in the U.S. economy over the past few years has meant that even more people and organizations are in need of help. At Insperity, we have seen this as a golden opportunity to ramp up our charitable giving and volunteer programs to support the communities in which we operate, encouraging all employees to get involved and make a difference in the lives of others.

In 2011, Insperity had an employee volunteer participation rate of 77 percent. Those employees recorded 44,889 volunteer hours, which translates into $1,433,306 invested in our communities. The company also gave donations in the amount of $1,198,319, in addition to $42,173 through in-kind donations, for a total philanthropic effort of $2,673,798.

**Turning Up the Volume on Volunteerism**

To encourage employees in their volunteer efforts, Insperity full-time employees receive up to 12 hours of paid volunteer time per quarter for volunteerism performed during regular business hours. Employees are recognized for their volunteer efforts on a monthly, quarterly and yearly basis. **Volunteer Recognition Award** recipients are able to give grants to the nonprofit organization of their choice at three levels: $250, $500 and $1,000. Insperity also offers an expense-paid trip as an award to two “Volunteer of the Year” honorees as an incentive to becoming active in volunteering efforts.
Insperity has allowed the Lake Houston YMCA to provide opportunities that **empower people and communities** to learn, grow and thrive. More than 150 individuals have benefitted from the generosity of Insperity. The impact of the dollars donated is felt every day when an individual participates in one of our programs such as **after school, swim lessons, youth sports** and many more. Community partners like Insperity allow the YMCA to continue to be the place where no child, family or individual is turned away and where each person who walks through our doors is given the opportunity to **learn, grow and thrive**.

— Jenna Dhayer, Community Executive Director
Lake Houston Family YMCA
**COMMUNITY AND PHILANTHROPY**

**Tripling the Reward of Giving Back**

With Log In for Charity, one employee’s name is chosen per quarter from all those who have recorded volunteer efforts during that time. The winner is given a $1,000 grant, which is then donated to the charity of their choice. As part of our Volunteering Pays program, when an employee volunteers 50 hours in a calendar year for a nonprofit organization, that organization receives a $500 grant (one grant per employee per year). Insperity\textsuperscript{TM} distributed 54 such grants in 2011 for a total of $27,000. With our Matching Gifts program, Insperity matches dollar for dollar up to $250 in contributions per employee per year to eligible nonprofit organizations. In 2011, 672 employees participated in the program and a total of $84,614.07 was donated.

**Caring for Co-workers**

Insperity employees who experience a time of unforeseen, uncontrollable crisis may apply to the Insperity Fund for a grant. The Fund, which was established for employees and is sustained by employees, received $159,220 in donations in 2011 and came to the aid of 40 employees in their time of need. In another display of compassion for co-workers, Insperity’s Hardship Compensation Bank serves to ease the financial woes caused by a catastrophic illness or injury that would otherwise cause an employee to lose all income while away from work. Employees who have used all their accrued paid time off (PTO) in a calendar year and have been approved for leave can request payment from the Bank, which is funded by employees across the company who donate their unused PTO at the end of the calendar year. In 2011, 202 employees donated more than 5,900 hours to the Bank and 12 employees benefitted from the generosity of their co-workers.
Volunteering is our opportunity to give our time and talents to help others in need. To me, serving others should become a part of what we do in our lives, both professionally and personally.

– Anna Brewer
Director, HR Administrative Compliance
Kingwood

“Insperity has truly allowed me to acknowledge how fortunate I am and how much an individual can impact their community as well as the lives of others. I personally thank Insperity for inspiring each and every one of us to contribute and make the world a better place.”

– Briana Salas
District Administrator
Boston 2 Office
At Insperity™, having a healthy and happy workforce is important to us. It increases productivity, which our clients benefit from, and lowers health costs, which is advantageous for us, our employees and their loved ones. That’s why we offer information to our employees in various formats to help them become more educated on ways to maintain or improve their health.

**Tools for Healthier Living**

Insperity hosts **Lunch and Learn** sessions on wellness topics throughout the year to provide employees with tips to assist them in successfully handling some of life’s challenges. In 2011, there were five Lunch and Learn events on topics including life balance, smoking cessation, improving communication skills, building a healthier brain and fitting fitness into your busy day. Nearly 200 employees participated in the sessions either in person or via online webinars.

Each year, Insperity’s corporate office in Kingwood, Texas, hosts a **health fair** where a variety of health and wellness vendors from the community attend and provide information about their services. In addition, employees can receive flu vaccinations and a host of other health screenings (blood pressure, cholesterol, vision). In 2011, about 320 people attended this event, which featured 34 vendors representing area gyms, nutrition services, physicians, dentists, community hospitals, home health services and nursing facilities.

Insperity offers employees a **confidential assessment tool** that provides them with immediate feedback on their health practices, including their personal health needs and “lifestyle score.” The health risk assessment helps employees learn healthy habits and provides access to health improvement resources.

**The Perfect Fit**

Part of being healthy is having a work environment that fits the needs of the individual. If employees are made to fit the environment, this can sometimes result in employee fatigue, pain and injury. At Insperity, we adjust the work environment to fit the employee, using **ergonomic evaluations** as a tool to achieve an improved interface between employees and their work stations. In 2011, we completed 338 workplace ergonomic evaluations at our corporate offices and also for clients, and recommendations were made to reduce ergonomic injury exposures where they existed.
I find it uncomfortable to sit for long periods of time and am grateful for the skilled postural assessment and prompt modifications the Insperity ergonomics team made to my workstation. I am now able to sit or stand throughout the day as needed, which makes my time at the office even more enjoyable!

— Megan Breckenridge, Interactive Marketing Manager
Kingwood
At Insperity™, managing risk is a primary concern. The safety and security of the people we employ is paramount, and our objective is a health and safety program that will reduce the number of injuries and illnesses to a minimum. Through government compliance, training and education, we strive to create the safest possible working conditions.

### Playing by the Rules

Good corporate citizenship includes compliance with regulatory authorities. With this in mind, Insperity offers training for experienced safety consultants that allows them to achieve “authorized instructor” status from the Occupational Safety and Health Administration (OSHA). With this training, safety consultants can teach the OSHA Outreach Training Sessions, which last a minimum of 10 hours each, to assist our clients with their OSHA obligations. In 2011, 15 safety consultants achieved the designation of authorized instructor, 28 OSHA outreach courses were conducted for our clients across the country and 86 worksite employees were trained.

### Information is Key

Each month, Insperity publishes a safety newsletter for a small segment of our clients whose businesses are in the light industrial sector. The publication highlights preventative measures and best practices that promote a safe working environment.

Since we are a service company, the feedback of our clients regarding the safety services we provide is a critical gauge to help us direct and/or improve our efforts. Insperity conducts client satisfaction reports on a monthly and quarterly basis to monitor our effectiveness in these areas. In 2011, 90 percent of our clients were completely satisfied with our safety services.

**OSHA OUTREACH TRAINING SESSIONS**

- Safety consultants receiving OSHA training: 15
- OSHA outreach courses conducted: 28
- Worksite employees trained: 86
Managing Mishaps

When accidents happen, Insperity takes action. Our workers' compensation claims department monitors lost time claims with our carrier to facilitate injured employees’ return to work and recovery from work-related injury. Approximately 2,400 claims are handled by our workers’ compensation carrier every year. During our most recent policy year (Oct. 1, 2010-Sept. 30, 2011), Insperity worked with our carrier and client companies to assist in getting 532 of 645 (83 percent) employees injured on the job back to work, maintaining open communication with all parties involved to ensure workers hurt on the job receive quality medical treatment and return to the jobsite at either partial or full duty. In 2011, 78 clients participated in Insperity’s modified duty return to work program, which is based on the philosophy that many injured employees can safely perform productive work as they transition to their normal duties. In 2011, Insperity helped 415 client companies with the placement of workers’ compensation in the monopolistic states of Ohio, Washington, North Dakota and Wyoming, where coverage is required to be provided exclusively by the state’s designated workers’ compensation program.

90% of our clients were completely satisfied with our safety services.

146 safety training classes conducted for clients in 2011.

1,293 employees Insperity trained nationwide.
At Insperity™, we believe that businesses can deliver great goods and services and also reduce the consumption of natural resources. With this in mind, Insperity has systems in place that focus on water and energy conservation, waste reduction and recycling.

**Powerful Policies**
Our corporate headquarters uses an energy management system that was implemented in 2001 to maximize the efficiency of heating and air conditioning and the use of campus lighting. The occupancy and usage of all corporate buildings are continuously monitored to ensure heating, air conditioning and lighting schedules are tailored to business requirements, thereby reducing energy consumption. These buildings contain double-pane windows to reduce the amount of heating and cooling lost, and an irrigation system with moisture sensors helps conserve water in the care of area foliage. Insperity has 13 buildings nationwide that have earned either Gold or Silver Leadership in Energy and Environmental Design (LEED) certification, which provides independent, third-party verification that a building, home or community was designed and built using strategies aimed at achieving high performance in key areas of human and environmental health: sustainable site development, water savings, energy efficiency, materials selection and indoor environmental quality.

**Watt We’ve Been Up To**
Insperity’s ongoing lighting retrofit program, which began in 2010, ensures incandescent lighting is replaced with LED fixtures to reduce power consumption. All existing downlight fixtures and accent wall washers at new or remodeled district offices and service centers are being replaced with LED lamps. Each LED reduces wattage from 65 watts to 13.5 watts while providing the same amount of light. Setting up motion sensors in offices as they are remodeled cuts down on unneeded usage, and photo cells control the lighting for our corporate parking lots and signage to maximize efficiency.
“Research shows employees working at companies with clear corporate social responsibility programs, including environmental and social initiatives, are most satisfied. These employees stay at their jobs longer, are more productive and boost client satisfaction, simultaneously improving the environment and the company’s bottom line.”

– Lynette White
Community Involvement Specialist
Atlanta Service Center

LIGHTENING OUR LOAD
By retrofitting offices with greener LED light fixtures and motion sensors, Insperity is able to greatly reduce its energy consumption.
**Being Re-useful**

The use of recycled materials helps reduce the amount of waste generated by our company. Organic fertilizers are used in our landscaping, and materials like leaves, grass clippings and wood chips are recycled or composted. Standard carpets inside our buildings are made with recycled materials and have been granted Environmentally Preferable Product (EPP) certification, and recycled copy paper is also used in many of our offices. Additionally, Insperity recycled approximately 138 tons of mixed materials in 2011.

**Buying Green**

Insperity™ makes environmentally friendly choices when furnishing and decorating all its buildings. Our office workspace furniture comes from a manufacturer that is committed to “building green,” sustainability, indoor air quality and recycled materials, meeting Gold and Silver LEED status with the products we purchase. Paints that are low in volatile organic compounds are used in all of our facilities, reducing the amount of toxins released into the air we breathe.

Tons of mixed materials recycled by Insperity in 2011.

138