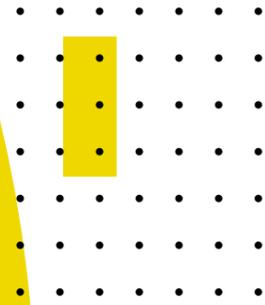


50 BEST PLACES TO WORK 2020

How a global pandemic authorised a long overdue workplace shake up!





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Zrinka Lovrencic
Managing Director
Great Place to Work

Welcome to the 2020 50 Best Places to Work benchmarking study.

The list was published during the novel coronavirus (COVID-19) crisis, which has upended every individual's life and every business throughout the world. The 2020 Best Places to Work benchmarking study is based on data collected prior and during the COVID-19 outbreak.

The organisations in the study are leading the way amid the pandemic, demonstrating care for their employees, customers and communities during this challenging time.

While prompted by uncertain and at times weighty circumstances, the pandemic has created opportunities to experiment with new ways of working. Organisations have introduced more flexible ways of working and harnessed the power of digital means to bring their people together. It has placed a premium on the organisation building an inclusive culture, with organisations taking this opportunity to bank on the trust they have built with their employees over recent years.

Over the last 12 months we surveyed 39,156 Australian employees from 124 companies to bring you our 13th edition of the annual 50 Best Places to Work study.

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Methodology

The 2020 study was conducted between September 2019 and June 2020. The results represent 39,156 Australian based employees from 124 companies. The study recognises companies in three size categories: under 100 employees, 100-999 employees, and over 1,000 employees.

How The 50 Best Are Selected

The 50 Best Places to Work are selected and ranked by Great Place to Work Australia, a global workplace research and consulting firm. Each company participating in the study for this list earns a score based on two factors. Two-thirds of the total score comes from employee responses to a 58-statement survey. The survey is distributed on a census basis and minimum completion rates are calculated using a 95% confidence interval. The remaining one-third comes from our evaluation of the company's policies and procedures in nine specific practice areas created by Great Place to Work Inc.

Let's celebrate those who are dedicated to building great workplaces and congratulate the companies on this year's 50 Best Places to Work list. These organisations have set themselves apart from their competitors as places where employees are respected and treated fairly, leaders are credible, and trust is nurtured.

Best Places to Work Key

-  Industry
-  Head Office Location
-  Number of People

NO MORE STATUS QUO

How a pandemic authorised a long overdue workplace shake up!

COVID-19 has adjusted the way we will work forever. Overnight, our workplaces radically changed. No industry, organisation, team, or individual was immune to the new challenges this global pandemic has brought about. The last four months have marked an economic, cultural, and technological inflection point.

By its very nature, a crisis implies the need for change as it shifts expectations, options, and demand.

Through the 2020 Best Places to Work study process, we have had the opportunity to observe how businesses inspire, invent, and innovate as they introduced new initiatives whilst navigating through this changing landscape.

The 2020 Best Places to Work sprang into action early on by leading and demonstrating care for their employees by being supportive, communicative, and flexible through this time of uncertainty with clarity and confidence.

Increased Communication

Employees look to leadership in times of crisis and the leaders at the 50 Best knew that a high touch approach was imperative, as a lack

of information causes confusion and concern. Transparency and frequency of communication minimised the scope for ambiguity and offered employees the much needed support in the current situation. Utilising technology, they ramped up their variation of communication. Company bulletins, as well as senior leadership video updates on the current situation regarding the COVID-19 outbreak, the current impact on the business as well as changes that were impacting their organisations became the norm. Organisations also increased the frequency of their town halls, with most holding weekly sessions to enable all employees to participate in question and answer sessions and have their concerns heard. Virtual one-on-one catch ups between team leaders and members ensured the loop was closed by keeping the finger on the pulse and addressing promptly any outstanding concerns.

Transitioning the Way We Work

The changes that we have had to adapt to in such a short space of time have been phenomenal. A large portion of team members were suddenly working from home full time, reliant on technology and aware of its limitations. To support the physical work from home environment, The Best provided

their team members with monitors, cables, keyboards, and other essential items. Additionally, allowances were offered for employees to purchase what they needed to ensure they had a safe working environment at home and were set up for success.

For team members who were restricted from performing their regular duties, organisations took the opportunity to encourage learning and development. In some instances, team members were re-deployed to vacant roles or to teams that were stretched as a way to learn new skills.

Recognition programs became 100% virtual overnight as a way to celebrate successes, special occasions, and to bring the team together. A driver of engagement and productivity, recognition is crucial during a crisis as a reminder to employees that they are still part of a team.

The Best found a way to replace the water cooler in the office with a virtual one. Company branded clothing was sent to employees homes as a reminder of the workplace culture and teams they were still part of as they were working from home.



Ebay Australia During COVID-19 Quarantine

Tools such as Slack, Hangout, Signal, and video conferencing platforms, enabled people to come together and experience a digital face-to-face interaction, whether to discuss work or have a coffee break with a colleague. Coffee hour, happy hour, dress-up events, etc. enabled fun interactions at a distance.

Being part of a team and staying connected is more than just communication – it's about making people feel they still belong, are important, and are still cared for. This is even more important in unpredictable times as it can have a real impact on people's mental and physical health.

Job Security

Another area of focus at The Best was communicating the financial status of their organisations. Employees need reassurance that the organisation requires their services, especially in times of economic hardship. Showing employees that their employment with the company is valued helps by empowering a sense of wellbeing as they will be less inclined to question their job security. Adjustments were made to employee goals and targets to ensure that this change to the ways of working did not create stress.

Additionally, at some organisations voluntary pay cuts as well as leave without pay were shared by employees at all levels.

Health and Safety

The central theme at The 50 Best, above all else, is that their people have been at the front and centre of business decisions. Protecting their employees' physical and mental health played out in many forms from online seminars and web enabled ergonomic workstation checks to team buddy systems to check in on each other and pick-me-up care packages sent to employee's homes. In crisis times, it is important to react with a carefully thought out rapid response. To achieve this, every organisation needs its talent to be at their best.

Business with Easing Restrictions

As this publication was going to print, the week was a positive one for the fight against COVID-19 in Australia. As we begin to move towards a new normal, organisations and individuals are facing a set of fresh challenges such as what new models of work to adopt and whether they have the right skills in place.

As such, organisations have started enabling their "Back to Office" plans. To further support office reopening plans, companies are consulting with their employees via conversations, focus groups, and surveys to seek their thoughts and concerns around returning to the office. Their plans are designed around employees' personal circumstances (including transport, carer responsibilities, vulnerability, etc) and ensuring employees are not returning until they are ready to do so, and the work environment is ready to receive them. Many companies have prepared welcome back packs, along with support and guidance on how to navigate teams of people with a combination of in office and working from home team members.

Now, more than ever, we are being reminded that employees are an organisation's greatest asset and the greatest competitive advantage.

By being supportive, communicative, and flexible, you can lead your team through these uncertain times with clarity and confidence and be in a better position to find a new normal once this crisis is over.

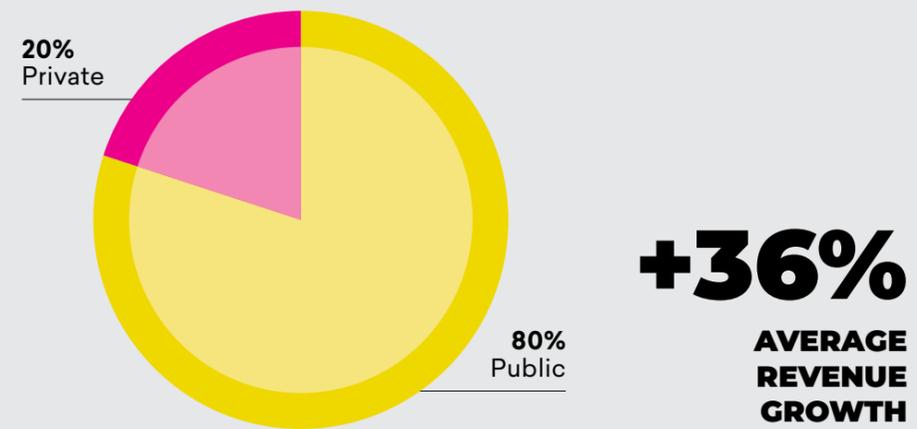
OVER 1,000

What does the average best company with over 1,000 employees look like?

COMPANY

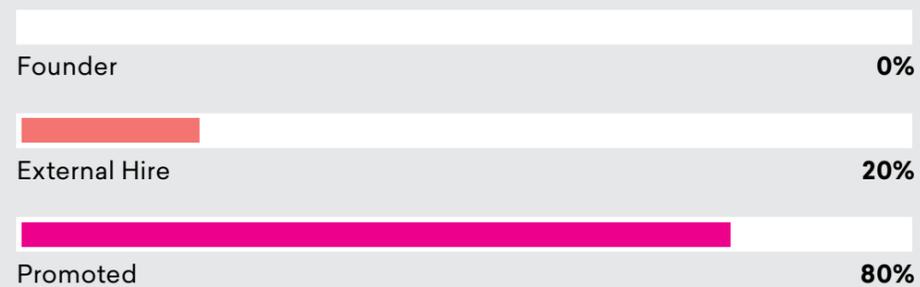
Average Company Age	35 years
Non Mgmt / Middle Mgmt / Snr Executive	85 / 10 / 5

SECTOR



CEO

Female / Male	20% Female / 80% Male
If promoted, average number of years before appointed CEO	10 years



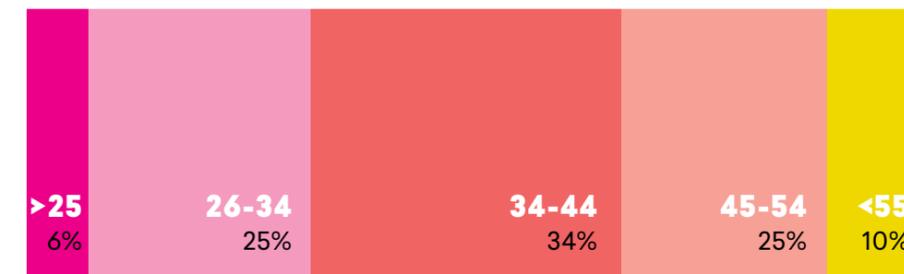
Salesforce

AVERAGE JOB GROWTH 3%

PEOPLE

Ratio of staff to HR	68 : 1
Full Time / Part Time / Casual	90 / 4 / 6

AVERAGE AGE



Mars Australia



#1 Cisco Systems Australia

-  Information Technology
-  USA
-  1330

With a mission to shape the future of the internet by creating unprecedented values and opportunities for customers, partners, shareholders, and employees, Cisco is the worldwide technology leader that has been making the Internet work since 1984. During the pandemic Cisco launched a 'Your Response to COVID-19' campaign on their platform and asked their employees to submit their ideas on how they can take action to respond to this crisis with innovation, creativity, and generosity to their teams, customers, and the most vulnerable in their communities. Through this campaign, Cisco was able to help the most vulnerable around the world by delivering masks and shields, meals, laptops, and their technology expertise to hospitals and schools to name a few.

What their employees had to say!

"The entire COVID situation has cemented in my mind what a great company Cisco is at all levels. Executives making quick calls to protect staff, the company already supporting WFH and the amazing response and support from the staff to their customers during this time, especially the front line, has been remarkable."



OVER 1000 EMPLOYEES.

#2 Salesforce

-  Information Technology / Software
-  USA
-  1616

As the world's #1 CRM platform that brings customers and companies together, Salesforce pioneered the revolutionary idea of replacing traditional desktop CRM software with CRM in the cloud, making it accessible anytime from anywhere. Their 'Ohana' is the tie that binds their people together; it is built on their four core values that inspire them to work together every day towards improving the world. During this global health crisis, Salesforce launched the B-Well Together series, a halfhour broadcast highlighting tips, resources, and coping skills from leading wellbeing experts to support their employees and their families. Since it was a huge success with their employees, Salesforce wanted to share it with the broader community. Now, it is available online and accessible to their customers, partners, families, friends, and communities.

#3 SAP Australia

-  Information Technology / Software
-  Germany
-  1435

As a market leader in enterprise application software, SAP's applications and services enable more than 4,400 business and public sector customers across Australia and New Zealand to operate profitably, adapt continuously and grow sustainably. With a purpose to help the world run better and improve people's lives, SAP's mission is to help every customer become a best-run business. In response to COVID-19, SAP globally launched a remote pulse check to provide employees, with an opportunity to share how they were feeling and if there was anything SAP management needed to do better and differently. The organisation also implemented various health and wellbeing initiatives to support employees including virtual yoga for children and adults, bootcamp, mindfulness sessions, and tips on how best to work remotely.

#4 Mars Australia

-  Manufacturing & Production
-  USA
-  1902

Guided by their 'Five Principles' philosophy which is at the centre of every decision they make, Mars is one of the world's leading fast-moving consumer goods manufacturers that currently operate in 78 countries. As a family-owned company, Mars have the unique ability to have a positive impact; that is why their purpose is 'the world we want tomorrow starts with how we do business today'. This year, Mars launched 'Be Well', a holistic and evidence-based plan aiming to help Associates live physically energised, emotionally resilient, mentally focused, and purpose-driven lives. One of their focus areas called 'Adopt and Embed Healthy Leadership Practices' aims at empowering their leaders to manage their own health and energy, and to build a sustainable culture of associate health and wellbeing.

#5 DHL Express

-  Transport & Logistics
-  Germany
-  1201

DHL Express pioneered the Express delivery industry. Since Then, they have been the global market leader in time definite international express delivery that operates in 220 countries and territories. As a service-based business, DHL offers a promise to deliver a customer's shipment by a set date or time. With their purpose of connecting people and improving lives, DHL use their knowledge and global presence to make a positive contribution to society and the environment. During the COVID-19 pandemic, team building events have been held virtually to keep engagement levels high. COVID-19 care packs were also distributed and delivered to each employee working from home. These packs included a symbolic medal for being "Change Champions" for adapting quickly to the change.

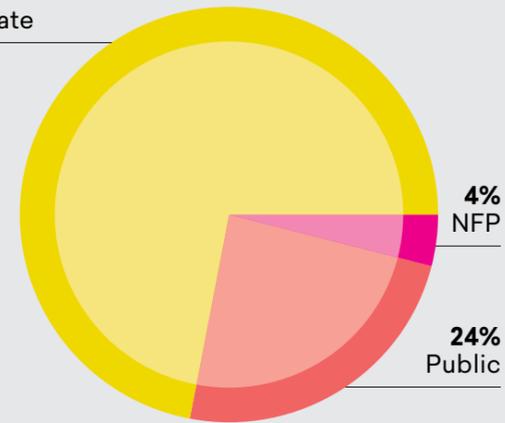
What does the average best company with 100-999 employees look like?

COMPANY

Average Company Age	23 years
Non Mgmt / Middle Mgmt / Snr Executive	78 / 16 / 6

SECTOR

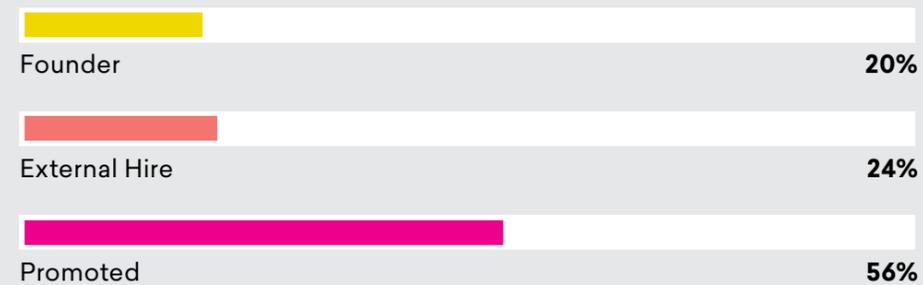
72% Private



+47%
AVERAGE REVENUE GROWTH

CEO

Female / Male	20% Female / 80% Male
If promoted, average number of years before appointed CEO	8 years



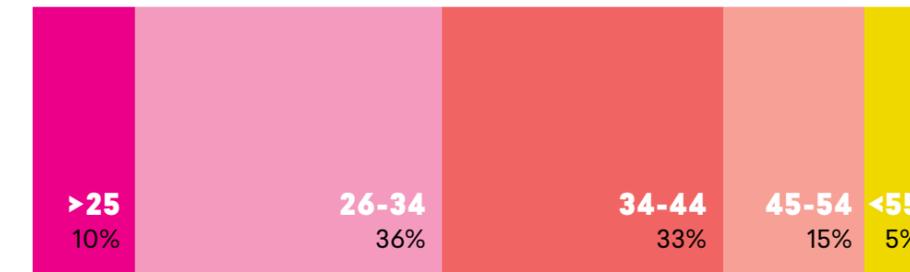
Canva

AVERAGE JOB GROWTH
15%

PEOPLE

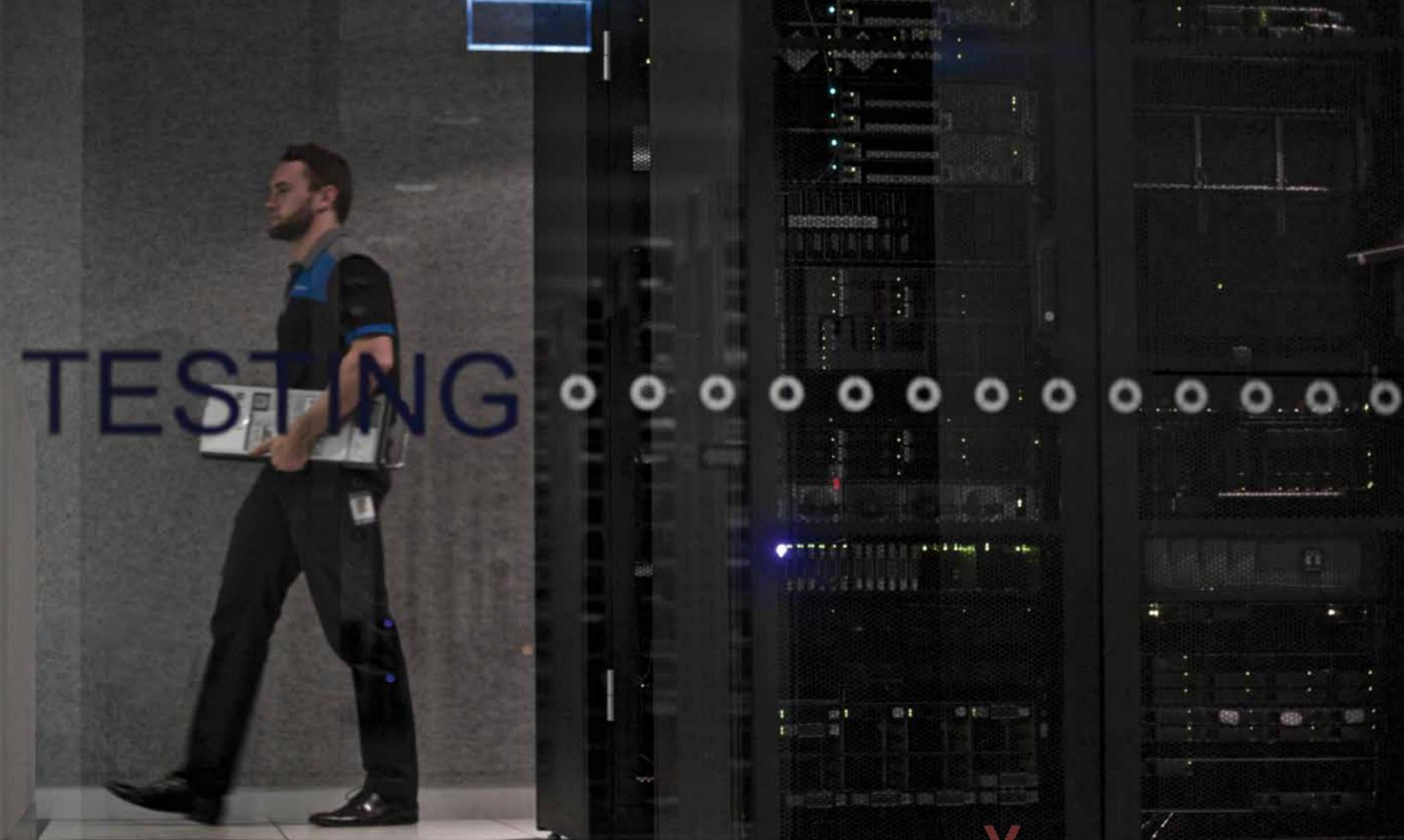
Ratio of staff to HR	65 : 1
Full Time / Part Time / Casual	85 / 6 / 9

AVERAGE AGE



SafetyCulture

1009



#1 Interactive

-  Information Technology
-  Australia
-  596

Interactive is a multi-service IT provider. They have grown to become Australia's largest privately-owned IT company, with an unyielding commitment to serving their customers and evolving quickly so that they can bring the innovation that is demanded in a rapidly changing world. During COVID-19, Interactive had an approach where they wanted to replicate the experiences that people have when physically in the office in a way that translates to remote working. They added new ways to connect such as social channels and new collaboration tools. They also got 'closer' to their people, their CEO and ELT making scheduled and random calls to their leaders and people to check-in and see how they are. Interactive hosted a Q&A during the all company live stream; this session was also utilised to hand out virtual awards.

What their employees had to say!

"It's more than just a job to be at this company, and the sense of pride and dedication towards the customers is consistent across all departments. Every milestone achieved, whether financial or service delivery, is viewed with immense pride by everyone in the company."



100 – 999 EMPLOYEES.



#2 AbbVie

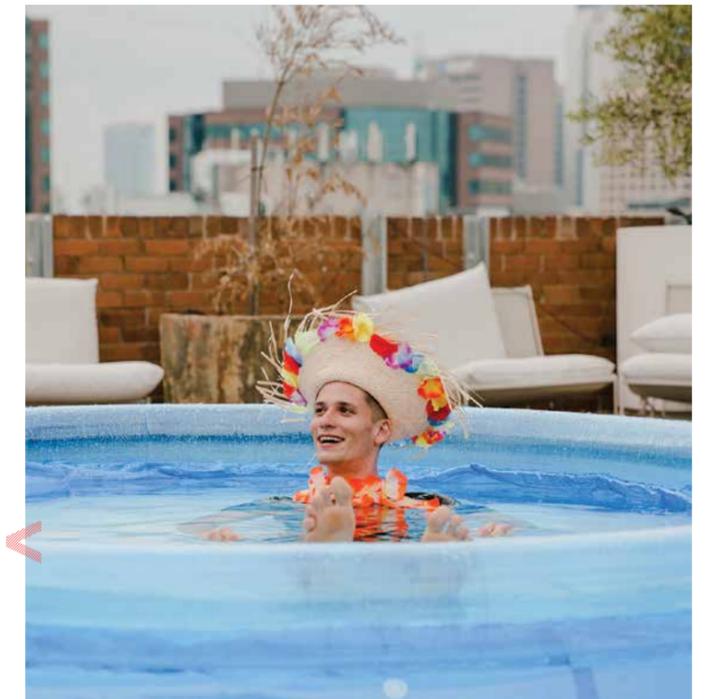
-  Biotechnology
-  USA
-  315

AbbVie aims to create an innovation-driven, patient-focused specialty biopharmaceutical company capable of achieving sustainable top-tier performance through outstanding execution and a consistent stream of innovative new medicines. AbbVie has redesigned the typical culture of a pharmaceutical company. When the global pandemic began to unfold, AbbVie's communications team immediately revised their internal communications plan to ensure a high-touch approach was taken. Key elements of this revised plan included increased leadership communication and the creation of a daily bulletin that was designed to ensure that employees could receive factual information and accurate updates. The bulletin also included stories of 'COVID kindness' and focused on providing resources to support employee mental health and wellbeing.

#3 Canva

-  Information Technology / Software
-  Australia
-  532

Canva is an intuitive online design and publishing platform with a mission to empower everyone in the world to design anything and publish anywhere. During COVID-19, Canva developed a dedicated internal ever-evolving website 'Keeping the Vibe Alive' as a one-stop-shop for key resources to help bolster their team's strong sense of belonging and camaraderie while they all work remotely. Additional Slack channels were created with working from home tips and tricks, how-to's, and a bit of fun. These included a work from home fashion challenge where teams spiced up and shared their working from home outfits, and a food and beverage challenge where team members joined the daily cook-along with a 'rate your mates plates', and a best of conference call challenge where teams showed off their best Zoom backgrounds.



#4 SafetyCulture

-  Information Technology / Software

-  Australia

-  202

SafetyCulture is an Australian provider of occupational health and safety documents. They are also home to the inspection app iAuditor. Their mission is to empower frontline workers to improve safety, quality, and efficiency in their workplace every day. During COVID-19, SafetyCulture launched a number of initiatives to boost morale and keep their employees both mentally and physically healthy. ClassPass was launched for all employees which gave them access to online fitness videos. A new employee assistance program with a mental fitness app was launched to help their employees access professional help support during the challenging period. On Friday nights SafetyCulture created a virtual bar. The bar comprises a variety of different online rooms which include activities such as board games, raves, wine cellar, and many more.

#5 BPAY Group

-  Financial Services / Banking & Finance

-  Australia

-  125

BPAY Group has been operating for over 20 years and is an important part of the payments industry. Their purpose is to ‘make life simpler’. They do this through a suite of products and services, and the successful BPAY Scheme. In response to COVID-19, the CEO’s blog has increased in frequency from fortnightly to weekly, making him remain highly visible to share business updates, how he is feeling on a personal level, his thoughts on various topics, and to recognise the great work that everyone is doing. It is also a great way for people to connect and chat with him. People leader workshops were also conducted to equip BPAY’s leaders to lead confidently and to keep the wellbeing of their people at the forefront of their minds.

#6 Insight

-  Information Technology / IT Consulting

-  USA

-  281

Insight is a global IT provider of hardware, software, and cloud and services solutions. In response to COVID-19, Insight collaborated with their employees and ran work from home trials and scenarios to ensure their team members had access to the proper tools and systems. Insight also provided monitors and chairs where required. The organisation put in place consistent communication plans that ensured all team members were kept in the loop and engaged. During the work from home period, Insight team members formed an online band featuring their MD as the drummer. The wider Insight team loved this as it was an opportunity to show themselves in a different light.

#7 OMD Australia

-  Advertising, Marketing & Communications

-  USA

-  456

Since launching in 2000 with an ambition “to be known for performance for our clients from our people, always done with integrity”, OMD Australia has grown to become Australia’s largest media and communications agency. During COVID-19, OMD developed specific communications channels such as a weekly newsletter ‘Keeping Healthy’, dedicated to promoting health and wellbeing in isolation. In collaboration with the executive leadership team, the people & development and marketing teams developed an extensive communication and engagement plan. This plan had to be very specific and carefully crafted to ensure that OMD maintained their strong culture as well as looked after their teams’ health and wellbeing.

#8 Nintex

-  Information Technology / Software

-  USA

-  146

Nintex’s mission is clear; to improve the way people work through process management and automation. Their software accelerates digital transformation initiatives by enabling businesses to manage, automate, and optimise their organisational processes without code. By giving their employees the flexibility they needed during COVID-19, the business maintained its productivity levels. Nintex created a COVID Committee, individual office and company updates via Slack, virtual meetings, and a webpage to provide local resources and information on COVID-19. This allowed their employees the freedom to work the way that worked for them. Recognising that some employees could not work from home, Nintex prepared their offices in accordance with government guidelines. Nintex also implemented a COVID related wellness programs, additional EAP sessions, and manager training.

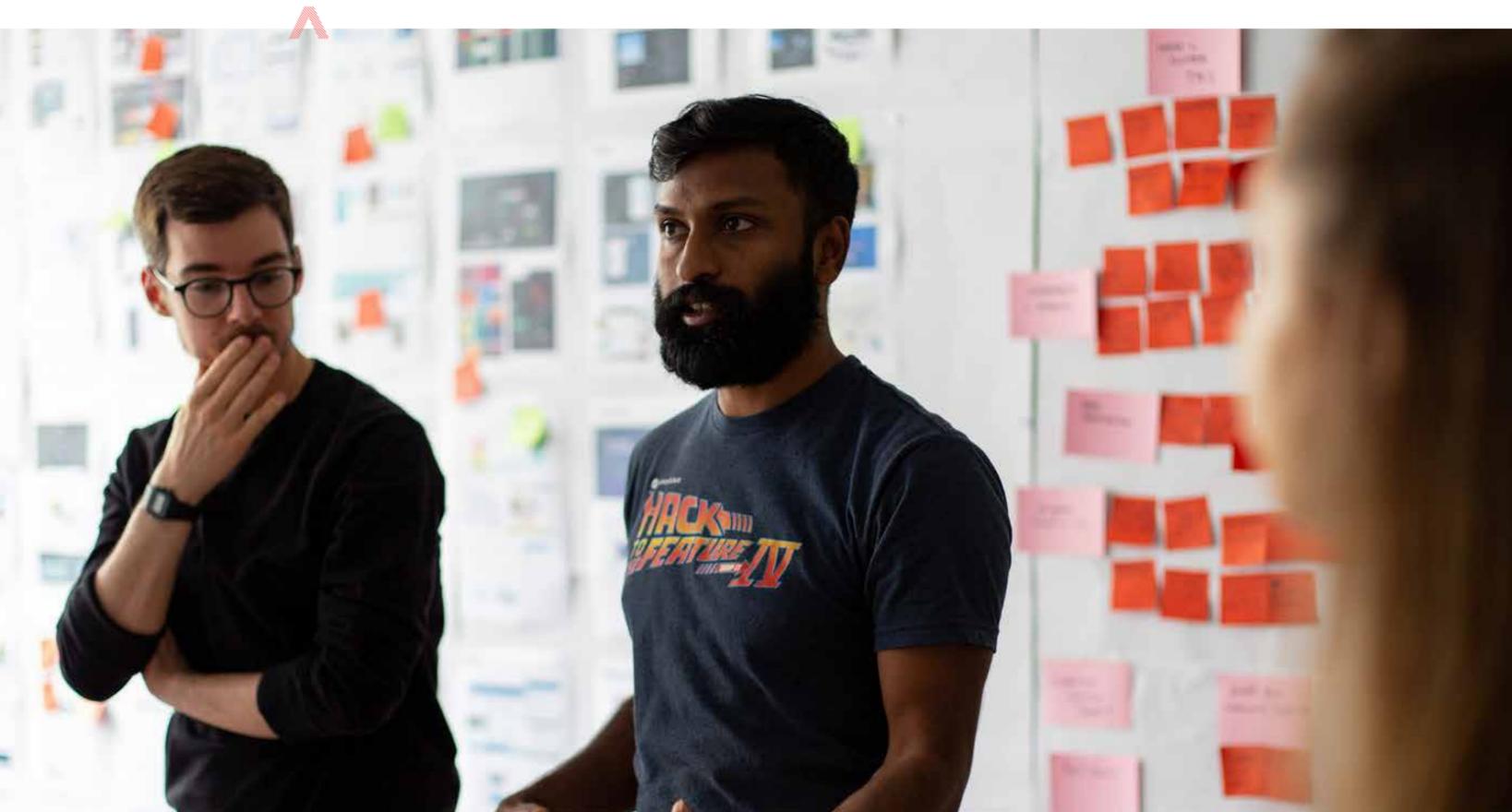
#9 Mantel Group

-  Information Technology / IT Consulting

-  Australia

-  255

Mantel Group focuses on bringing together innovative and emerging technologies supported by industry experts. With a mission to use technology to drive positive user experience, Mantel help their clients’ businesses grow by realising the benefits of sharing knowledge, building a culture of continuous improvement, and encouraging collaboration. In line with their principle ‘Communicate Directly’, Mantel implemented a Weekly Q&A live forum where they shared business updates, talked about health and safety, and allowed for questions from their team members. Additional COVID-19 information was shared and updated daily on Confluence. A dedicated Slack channel was created to support working parents who were juggling home-schooling with working full-time. This was a forum to post any tips and tricks, as well as some moral support.



#10 Stryker

-  Health Care
-  USA
-  628

Stryker is a medical technology company that offers innovative products and services in Orthopaedics, Medical and Surgical, and Neurotechnology and Spine, that help improve patient and hospital outcomes. During COVID-19, Stryker added a ‘Shout Out’ section in their weekly employee newsletter to recognise exceptional leadership and behaviours. The Stryker team created their own working from home videos which were a great opportunity to show off their home offices and furry co-workers. This was a great initiative to keep team members connected and employee engagement high. Additionally, Stryker implemented a redeployment plan to maximise all employees in value-add work. This included internal secondments, external secondments, and creation of the ‘Stryk-tasker’ role for one-off projects needed throughout the business.



#11 Intuit Australia

-  Information Technology / Software
-  USA
-  133

Intuit’s mission is to power prosperity around the world by leveraging their people and their products. When COVID-19 started, Intuit mobilised a team internally with the objective of supporting both their customers and employees during the time of uncertainty. Intuit Australia took the precaution for employee health and safety to close the Sydney office and move to remote working. Employees were coached by the local IT team and were able to take key items from the office, home to make remote working comfortable and productive. Critical information about remote working was housed on a new internal microsite including a full list of guidance to employees FAQs and crisis-specific information. Intuit enabled international employees to move back home to be closer to their families whilst still working on Australian projects.

#12 Kronos

-  Information Technology / Software
-  USA
-  226

With a dedicated focus on continuous innovation, Kronos has facilitated a revolution in how organisations manage their workforce. Originally a manufacturer of time clocks, Kronos provides cloud applications for workforce and human capital management. Kronos developed an internal COVID-19 resource site on their intranet to keep Kronites up-to-date with the latest COVID-19 information. They introduced a ‘Working Virtually’ microsite to help support changes in the way they work through the pandemic. Kronos also developed resources for their customers, via the ‘Managing through Times of Uncertainty’ page on their website, which provides practical guidance for supporting employee wellbeing and maintaining productivity for a remote workforce. Kronites were creative during the working from home period, with many teams enjoying virtual happy hours, virtual cooking class, and online meditation classes.

#13 Adobe

-  Information Technology / Software
-  USA
-  448

Adobe’s mission is to change the world through digital experiences. Experiences have been at the core of the business since the company’s founding. Through their products, Adobe is transforming how people learn, work, play, and do business. During COVID-19, Adobe recognised that employees’ homes are not all set up to be offices and that there are home situations that may make it more challenging and require more patience and understanding. Adobe offered a variety of flexible schedule options for employees to help balance personal needs with the needs of the business. Adobe introduced a COVID-19 ‘Time Off Benefit’. This new benefit provides up to 20 working days off through the end of the calendar year for employees who cannot work due to circumstances related to COVID-19.

#15 ServiceNow

-  Information Technology / Software
-  USA
-  450

ServiceNow’s purpose is to make the world of work, work better for people. To achieve this, ServiceNow build applications that automate existing processes and create efficient, digital workflows. Ensuring employees felt supported in their work and home life was a priority for ServiceNow. Communications channels and initiatives were already digital before the COVID-19 pandemic. Leaders shared weekly updates via videos, personal posts that included anecdotes from recent learnings, and motivational messages. Recognising that working from home created significant challenges for parents balancing work with, school and childcare, ServiceNow created a virtual ‘global village’ to help support home-schooling efforts. For working parents, ServiceNow offered help that included virtual story reading sessions, assistance in developing a lesson plan for home-schooling, and access to high-school maths tutorials.

#14 Envato

-  Online Internet Services
-  Australia
-  331

From a small idea in a garage to one of the creative world’s most influential companies, Envato is a values-based organisation focused on community, entrepreneurship, diversity, and integrity. With a mission to bring ideas to life and help creators earn a living doing what they love, the Envato community uses their marketplace to buy digital assets, hire freelancers, and learn the skills needed to build websites, apps, and more. During COVID-19, Envato focused on implementing initiatives through their various communication channels to support their people working from home. Envato provided two weeks additional paid personal leave to all employees who were unwell or were caring for an immediate family member. A collaborative Trello board was created for their people to share different strategies on how to manage anxiety.



#16 Starlight Children's Foundation

📍 Non-Profit Organisations

📍 Australia

👥 419

Starlight Children's Foundation has a mission to brighten the lives of seriously ill children and their families. When a once-bright life becomes dulled by needles, hospital visits and painful treatments, Starlight helps sick kids forget their illness and re-discover the joy of childhood. During COVID-19, Starlight developed an innovative program where team members were able to donate their annual leave towards a 'hardship' fund. This fund allowed Starlight to make a payment to casual team members who had reduced or no shifts, as well as the development of secondments for hospital-based team members who had reduced shifts. This was a great initiative to recognise the different impact of the situation on team members and a great way to let the hospital team know their colleagues were supporting them.

#17 North Construction & Building

📍 Construction

📍 Australia

👥 102

North Construction & Building is a regional commercial construction company with a focus on building trust with all their stakeholders. North works across a diverse range of projects and sectors. During COVID-19, wash sinks and sanitiser stations were introduced at the entrance to every construction site with a condition of entry being that hands must be washed appropriately before entering the site. The company issued additional Northie Awards through their reward and recognition program to acknowledge the extraordinary efforts of their team. Various mental health initiatives were also introduced such as 'The Mental Health Toolbox'. Further communication was provided to the leadership team to support discussion and promote conversations in the business via the company communication hub with a focus on parenting and working from home.

#18 Nova Group

📍 Professionals Services / Consulting & Mgmt

📍 Australia

👥 482

Nova Group is a privately-owned high-end specialist services consulting firm. They operate in the Defence, Energy and Utilities, Communications, and Transportation markets. Nova strongly believes in the continual upskilling and development of its workforce. Their purpose is to deliver solutions to engineering and system challenges with passion and integrity. A personal and professional development allowance is provided to employees, enabling them to choose any opportunity or activity which broadens and enhances their professional capabilities, knowledge, and skills. A portion of this allowance can be used for personal development activities to achieve a greater sense of health and wellbeing.



#19 SAS

📍 Information Technology / Software

📍 USA

👥 274

SAS is the world leader in data analytics, with a mission to empower and inspire with the most trusted analytics and a vision to transform a world of data into a world of intelligence. Their software helps organisations extract insight from data, enabling them to make better decisions. During COVID-19, SAS organised weekly virtual meetings to support their employees through the changing landscape. Recent news and relevant updates were shared during these weekly sessions. Managers were encouraged to hold informal weekly meetings with their team members in order for people to stay connected. Virtual one-on-ones were introduced, helpful work from home tips were also shared with all employees such as how to set up an ergonomic office, EAP awareness, and workshops for leading virtual teams and motivation.

#20 AC3

📍 Information Technology / Data Management

📍 Australia

👥 261

AC3's purpose is to make technology real by bringing clarity to the cloud by leading secure multi-cloud solutions. Privately owned, for the last 20 years AC3 has been securing and managing clouds as a leading Australian ICT Managed Service Provider. To help their employees set up their home workstations before COVID-19, the company auctioned off a range of monitors from old offices with all proceeds going back into the Culture Committee initiatives. They also developed a 'Leadership Hub' on their intranet for their people leaders, which contained a range of useful tips, articles, and support. A Slack channel was also established to encourage leaders to share strategies and tips on topics such as managing teams remotely and how to keep your team engaged.



#21 UBank

-  Financial Services / Banking & Finance
-  Australia
-  308

UBank is one of Australia’s leading digital banks. They identify themselves as a fintech with a banking licence. As a result of COVID-19, the way UBank shared ongoing and transparent communications needed to change – quickly. They didn’t want to lose any parts of their culture or routine, and a lot of things remained as is, they just moved to a virtual setting. In order for the teams to stay connected during COVID-19, UBank implemented daily #CoffeeWithU sessions so people could check in with each other. A virtual breakout zone was established to enable #ThankUThursday shout-outs to congratulate each other, comment on photos, and develop a sense of camaraderie. UBank launched ‘Fitness Fridays’ via Zoom where people could work out together and also set up a WFH fitness challenge group.



#22 Coleman Greig Lawyers

-  Professional Services / Legal
-  Australia
-  124

Beyond offering expert legal advice and representation, Coleman Greig arrange educational briefings and networking forums for their clients and the wider community. With a goal of integrating their firm with the community, they also organise fundraising events and provide support services to charities. During COVID-19, the increased need for physical and mental wellbeing meant employees were asked to check in with each other. They were also tasked with looking after themselves by keeping to a routine and recognising the line between the workday and their personal time and space. A series of wellbeing focussed videos created by employees, and senior management were shared with the whole organisation. The 30 second clips showed what they were doing during this time for themselves and provided advice to others.

#23 Finder

-  Online Internet Services
-  Australia
-  177

Finder is a privately-owned Australian comparison site, which compares virtually everything. Finder’s goal is to help people make better decisions, whether it be finding a credit card, buying a home, or getting health insurance. There is no such thing as over-communication while working from home during COVID-19, and it was the task of Finder leaders to create an inclusive environment. P&C created a COVID-19 information hub where the crew could find resources regarding data from official sources, guidelines for working remotely, annual leave requests, and guides on health and wellness. A Slack channel was also created to be Finder’s one-stop-shop for all virtual social activities. The wellbeing and safety of the crew was a top priority. Finder encouraged all crew to take home whatever equipment they needed to comfortably set themselves up at home.

#24 InfoTrack

-  Information Technology
-  Australia
-  224

InfoTrack is a legal technology company that provides integrated search and innovative services for professionals, businesses and individuals. InfoTrack places the highest priority on genuinely caring about their employees and ensuring their culture of excellence is maintained. During COVID-19, the HR team were in constant contact with all employees, ensuring continual updates on the company and the changing times. These emails included topics such as creating separation between work and home, tips for working from home effectively, mental health awareness, and remote learning and development. For the employees that transitioned to working from home, InfoTrack helped transport computers, screens and chairs to employees who did not have appropriate equipment to safely work from home.

#25 Corin Australia

-  Health Care
-  England
-  135

Corin is a global orthopaedic device company that manufactures and distributes a range of implants. Corin’s intention is to ultimately create value for their surgeon customers to help achieve better quality of life for patients. The majority of Corin employees already work from home, however in response to COVID-19, the leadership team circulated weekly updates. Fortnightly meetings were also held with all people leaders to ensure that employees had the opportunity to voice their thoughts, concerns, or suggestions on how best to manage the situation. Corin’s social committee also organised regular virtual Friday night games and trivia for employees to remain connected. Corin has also formed a ‘Return to Work’ committee, with members from across different departments of the business to ensure everyone is fairly represented in the decision-making process.



UNDER 100

What does the average best company with under 100 employees look like?

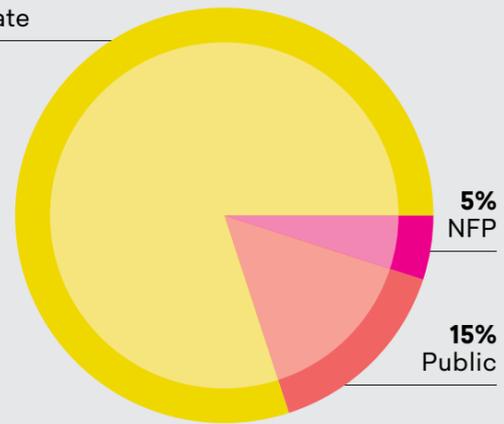
COMPANY

Average Company Age **21 years**

Non Mgmt / Middle Mgmt / Snr Executive **67 / 19 / 14**

SECTOR

80% Private

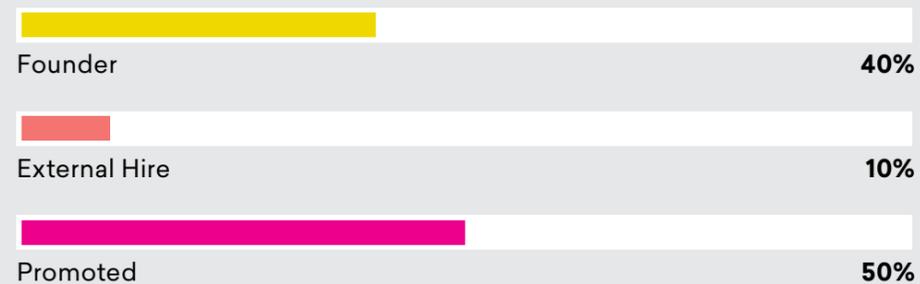


+71%
AVERAGE REVENUE GROWTH

CEO

Female / Male **30% Female / 70% Male**

If promoted, average number of years before appointed CEO **6 years**



BPAY Australia

AVERAGE JOB GROWTH

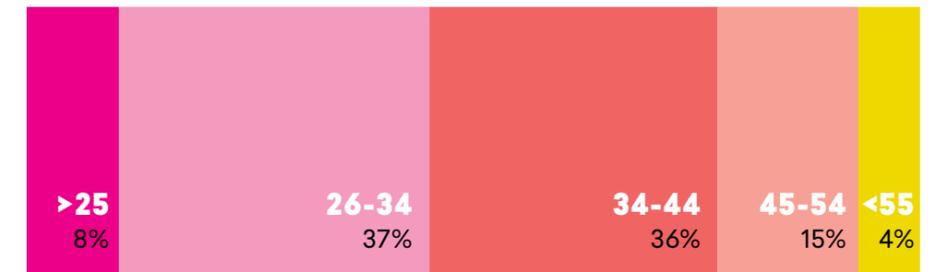
3%

PEOPLE

Ratio of staff to HR **32 : 1**

Full Time / Part Time / Casual **84 / 10 / 6**

AVERAGE AGE



Fitness Playground



#1 SC Johnson & Son

- Manufacturing & Production
- USA
- 54

SC Johnson is a family company and leading manufacturer of household cleaning products, personal care, and home storage. Their mission is to develop and market products that are environmentally sound and do not endanger the health and safety of consumers and users. During COVID-19, in addition to their already established flexible working framework, SC Johnson allowed their team to work whenever it suited them. They also introduced a “Mid-day Break” between 11-2pm where no meetings could be scheduled. Several eLearning webinars, online courses, and virtual training sessions were shared with the team to ensure continued support and learning through COVID-19. These sessions included a wide variety of topics and tips including working productively from home, time management, leading remote teams, managing stress and anxiety, and how to support children through these uncertain times.

What their employees had to say!

“SCJ is a special place to work, where you feel part of a family, and you feel that the business has a purpose that is more than just making profit or delivering against sales targets.”



UNDER 100 EMPLOYEES.

#2 Insentra

- Information Technology / IT Consulting
- Australia
- 54

Insentra delivers professional and managed services exclusively through IT partners and vendors. They exist specifically to help partners grow. COVID-19 pushed Insentra’s leaders to consider how to bring the awesome vibe they have in the office to the online world. They looked at the activities that they typically do in and around the office and turned them into remote, anytime, anywhere activities to keep their team engaged and maintain some form of ‘business as usual’. Insentra helped their crew create groups around things they are interested in, like home schooling and TV shows to watch. Health and wellbeing have been a special focus, and Insentra started with a three-week yoga course followed by a challenge focusing on nutrition, movement, alcohol intake, sleep, and mindfulness.



#3 Morgan McKinley

- Professional Services / Staffing & Recruitment
- Ireland
- 46

As a global professional services recruitment consultancy, Morgan McKinley connects specialist talent with leading employers across multiple industries and disciplines. Communication was key when assisting employees to work remotely due to COVID-19. Additional online meetings were scheduled for the whole office and individual teams while working from home. Management ensured that less experienced employees were supported with daily check-ins. Board members sent regular videos with business updates. Employees were given flexible working hours to assist parents who were home schooling. The organisation also reduced the work week to 4 days. Wellbeing activities were held twice a week, including yoga, trivia games, and competitions. Free mental health resources were also provided to employees.

#4 Beaumont People

- Professional Services / Staffing & Recruitment
- Australia
- 39

Beaumont People is a specialist recruitment consultancy offering temporary and permanent recruitment solutions across all levels, including executive search and interim contracting for senior roles to CEO and Board. The company believes in ‘Placing People First’. Beaumont takes every opportunity to help their employees feel like their work is meaningful, and they have a very strong culture of sharing positive feedback and an industry-leading reward and recognition program. All staff are given the opportunity to participate in the development and implementation of company strategic projects which allows them to understand the bigger picture. Everyone has access to their own immediate feedback via the customer feedback system. This allows them to read firsthand the impact that their work has had through comments and scores.

#5 LogMeIn Australia

Information Technology / Software

USA

64

LogMeIn is a provider of SaaS and cloud-based remote connectivity services for collaboration, IT management, and customer engagement. In addition to existing leave provisions, LogMeIn offered their employees a self-care day each month to allow them to rest and recover from the increased workload and emotional impact of the stress of a pandemic. LogMeIn have run various initiatives to reach out to their employees and their families, including bring your pet to (virtual) work, children's story time series, and travel & vino chats. To assist other organisations struggling with COVID-19, LogMeIn launched emergency remote work kits. These kits included complimentary 3 month licenses for LogMeIn collaboration products. The LogMeIn team felt really proud that they could help essential businesses during this time.

#7 Lundbeck Australia

Pharmaceutical

Denmark

47

Lundbeck is a global pharmaceutical company specialising in developing and providing medicines in the fields of psychiatry and neurology. Lundbeck is dedicated to improving the health and wellbeing of Australians living with brain diseases and mental illnesses, along with their families and carers. Lundbeck's Australian employees actively participate in mental health awareness and fundraising initiatives throughout the year. Employees feel pride knowing that they are helping to make a difference to patients' lives, and they can see the impact of their participation. Lundbeck holds 'Employee Days' bringing all employees together. They use this time to 'Share their Success' as a team, allowing everyone to hear what their colleagues have achieved and see how this contributes to the success of the organisation.

#6 eBay Australia

Online Internet Services

USA

93

eBay is a global commerce leader that connects millions of buyers and sellers around the world. They exist to enable economic opportunity for individuals, entrepreneurs, businesses, and organisations of all sizes. One thing that is constantly said about the Aussie team is that it operates as 'One Team'. A key initiative that brought the 'One Team' culture to life was the implementation of cross-functional teams that solve complex business problems. Each squad is a self-managing, autonomous team. Once a week, the squads sit together, and once a quarter the squads provide an update to the leadership team on what is working and what they need in order to be successful. The creation of the squads has increased creativity, collaboration, innovation, and productivity, allowing employees to see how their contribution connects to eBay's purpose and ambition.

#8 Recovery Partners

Professional Services / Consulting & Mgmt

Australia

91

Recovery Partners are safety, wellbeing and rehab experts with a mission to reduce the financial and human cost of injury. The organisation has a genuine desire to enable people and companies to prosper. Daily all-in meetings were held to ensure employees remained connected during COVID-19. These meetings were an opportunity to discuss changes in working environments, homes, and general society. Recovery Partners instigated 'Mixed Bag Meetings' where employees were grouped together in random groups and given questions to answer. These meetings connected employees to their colleagues and were well received by all who participated. For the wellbeing of all employees, the organisation commenced physically training three times per week along with virtual yoga and meditation sessions. Employees were encouraged to invite their kids, partners, and flatmates to these sessions.

UNDER 100 EMPLOYEES.



#9 Invest Blue

Financial Services / Banking & Finance

Australia

77

Specialised in financial advice, Invest Blue is passionate about helping their clients achieve their dreams and making the Invest Blue experience the best it can be. In the last 12 months, the financial planning industry has experienced unprecedented change. With these challenges in mind, Invest Blue has taken an extreme focus on health and wellbeing, ensuring that they are supporting their team members to achieve their best. Invest Blue has introduced a health and wellbeing day each quarter, where team members can take a day to refill their cup and refresh. On a weekly basis, they share health and wellbeing tips and ideas that people can introduce into their daily lives. As part of this, a care-pack was sent to all sites with laminated cards with tips to re-energise, relax, and stay calm.

#10 Sentrian

Information Technology / IT Consulting

Australia

41

Sentrian is a managed services provider offering IT infrastructure support. They have a simple mission: supporting the people behind your organisation with the tech they need to succeed. While their employees were working from home during COVID-19, Sentrian wanted to replicate the morning stroll to the coffee shop with colleagues. A channel on Teams was introduced called 'Coffee Banter'. Coffee Banter opens at 8 am each morning and runs for about 30 minutes. On Friday afternoons this becomes an end-of-week catchup where the team can relax and often have a drink while sharing stories. Sentrian evolved their recognition programs so that they could continue in a remote work environment. The CEO released monthly videos to announce the winners of awards, and managers released videos to mark special occasions such as anniversaries.

UNDER 100 EMPLOYEES.

#11 Green Building Council of Australia

📍 Non-Profit Organisation

📍 Australia

👤 48

Green Building Council of Australia is the nation's authority on sustainable buildings, communities, and cities. With a vision to create healthy, resilient, and positive places for people, Green Building Council of Australia certifies the sustainability of buildings and communities through a holistic rating system. In an effort to boost inter-team collaboration, the organisation has enabled channels for team members to attend meetings in teams different to their own. This initiative encourages teams to share their long-term strategies and goals with each other. This creates more transparency between teams and creates an opportunity for inter-team cooperation. Green Building Council of Australia are committed to ensuring employee health and wellbeing. Daily events are held to keep their people moving, healthy, and mindful.

#13 Macquarie Cloud Services

📍 Information Technology / Internet Service Provider

📍 Australia

👤 99

Macquarie Cloud Services is a cloud-hosting expert in providing flexible custom IT solutions. Their purpose is to make a difference in an industry which is being under-served and over-charged, allowing their customers to focus on their core business all day, every day. COVID-19 has placed enormous pressure on tech teams to ensure dispersed workforces are operating efficiently, a challenge Macquarie Cloud Services was ready to face. For years they have had a 'Zombie Apocalypse' plan which ended up forming their COVID-19 response. Online platforms now cater for everything from learning and development to buddy catch ups that allow team members to have a face-to-face coffee. For Macquarie Cloud Services, wellness in the face of COVID-19 work from home isolation has been a focus, implementing wellbeing initiatives through the use of online workout programs for all team members.

#12 Cobild

📍 Construction

📍 Australia

👤 81

Cobild are not typical builders; they are big-picture construction specialists with an eye for detail. The organisation commits every day to cultivating a workplace culture that focuses on fun, energy, and enthusiasm. During COVID-19, the leadership team met daily. Each morning employees were sent updates via email and text message. To ensure information was transparent and timely, Cobild developed a communication plan outlining exactly what was happening and to ensure the team members received relevant information. Live Q&A sessions were also held after every update to ensure employees had the opportunity to ask questions. Cobild provided unlimited access to their employee assistance program. A psychologist also reached out to all employees to check on their wellbeing once a month. Virtual Friday drinks were initiated to keep employees connected whilst working from home.



#14 Smokeball

📍 Information Technology / Software

📍 Australia

👤 60

Smokeball is an Australian-owned tech company that provides end-to-end practice management software. Their mission is to help law firms and conveyancers be successful businesses so that they can better serve our communities. Having deeply rooted core values to lean on during COVID-19 has been hugely helpful to guide discussions at Smokeball. A companywide Olympics competition was implemented to encourage their team members to exercise every day. Additionally, Smokeball allocated a budget for teams to take part in non-work related activities such as model building, paint by numbers, and growing a veggie patch. They asked their team members to share the progress of these activities virtually as a way to stay connected whilst working from home.

#16 Bluefin Resources

📍 Professional Services / Staffing & Recruitment

📍 Australia

👤 82

Bluefin Resources has successfully provided specialist recruitment services in high demand domains across multiple sectors for 15 years. The organisation believes in people and creating success for everybody. At the beginning of COVID-19, Bluefin launched 'Finteraction', a program designed to alleviate the loss of the water cooler conversations. They set up employees with other employees outside of their business unit or team for fortnightly catch ups and some leading questions to assist them in getting to know one another better. They also launched "Wellbeing at Bluefin", a program which focussed on four key pillars of wellbeing: mental, physical, financial, and social health. Throughout the pandemic, they have offered workshops, programs, webinars, and resources which align to these pillars, all with the intent of creating a working environment where people are happy, healthy, and well.

#15 Beam Suntory Australia

📍 Advertising, Marketing & Communications

📍 USA

👤 65

Beam Suntory is the third largest premium spirits company in the world. From Bourbon to Japanese Whisky and every major distilled spirits category, Beam Suntory has built its success barrel by barrel, case by case, and bottle by bottle. With a vision of growing for good, their mission is to create harmony with people and nature. During COVID-19, the company managed headcount by re-deploying resources to vacant positions. They also invited small groups of employees to 'Virtual Cup of Tea' meetings with the MD to express concerns, questions, and give feedback on how they were managing the crisis. Beam Suntory introduced a weekly engagement e-newsletter 'Inspiring You to a New Normal' which addressed key focus areas such as development planning, enabling performance, and wellbeing.

#17 Cordelta

📍 Professional Services

📍 Australia

👤 50

Cordelta is a Canberra-based consulting firm providing professional services to the public and private sector. Driven by their mission to help people succeed and making the community an even better place to belong, Cordelta helps organisations improve the effectiveness and efficiency of their management, technology, and people. To keep employees engaged during COVID-19, a set of health and safety requirements were provided to all employees to ensure that their home working environment was safe. Communication channels were kept open with the Executive team holding weekly Zoom meetings, and all employees were encouraged to use Slack to keep connected. Most business units commenced their days with a morning virtual meeting. Cordelta also implemented an employee care program which involved delivering hampers to each employee with produce from local grocers, delis, and bakeries.

#18 BigCommerce

Information Technology / Software

USA

84

Founded in 2009 in Sydney, BigCommerce is a leading open SaaS ecommerce platform for established and rapidly-growing businesses. With a mission to help merchants sell more at every stage of business growth, BigCommerce powers B2B and B2C ecommerce for stores, mid-market businesses, Fortune 1000 companies, and industry-leading brands. During COVID-19, BigCommerce rolled out a company-wide subscription to Calm, as well as ran a weekly FitBit raffle. To keep their employees talking to one another while being physically apart, they implemented the Donut app through Slack. The application pairs employees each week to meet and chat. BigCommerce also introduced an additional personal leave day for employees to take time away from work to reduce stress, avoid burnout, and practice self-care.

#20 Fitness Playground

Health Care

Australia

40

Fitness Playground opened its first gym location in Surry Hills in 2014, having originally operated as a local fitness bootcamp. With a mission to inspire change, Fitness Playground have since continued to grow exponentially, opening five locations across Australia, each with approximately 3000 members. Due to COVID-19, all gyms were closed for around twelve weeks. During this time, Fitness Playground launched a 'Virtual Playground', an on-demand training platform hosting live classes and pre-recorded exercises, as well as education to help their members stay active from home. They also launched a fundraiser, 'Lift your Mood', to raise awareness and improve mental health through isolation, which included the world record for the Largest Fancy Dress Online Group Fitness Class and was featured on the TODAY show.

#19 Ansarada

Information Technology / Software

Australia

92

Led by its mission to raise and protect every company's potential, Ansarada provides a SaaS platform specialising in virtual data rooms and deal preparation pathways for advisors and companies. During the pandemic, Ansarada's crisis management plan was implemented early with 'Daily Connect' emails from the CEO to minimise the scope for any kind of ambiguity due to a lack of communication. A series of initiatives were created to keep employees connected. Packs were sent to employees' homes, with postcards highlighting healthy mindsets and vouchers for coffee and snacks. A virtual campfire was held each Friday to keep employees engaged whilst working remotely. To keep communication flowing, Slack was used to run daily leadership huddles and the channel #Remotelyinteresting was created for employees to stay connected.



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