



**Best
Workplaces™**
最佳職場
**Great
Place
To
Work.®** **HONG
KONG
2020**

Best Workplaces in Hong Kong™ 2020 Awards Ceremony

Better Together™

CEO Message

It was January 27th, the last day of our strategic meeting for 2020, on the eve of Chinese New Year. Little did we know that the conclusion of our strategic meeting would mark the beginning of a period that no one could have planned for. 2020 had something extraordinary prepared for the world – for every single person, in every single workplace. Everyone was going to be affected in different ways and on different levels.

As many of you know, the most strategic element of our methodology is TRUST. Based on our research and the validation of each year's surveys covering 13 million employees in more than 60 countries, TRUST is the key differentiator. It is the corner stone of successful organizations across cultures, industries and the world. TRUST was a proven key element of outstanding performance and results during the “old normal”.

The “new normal”, as we are discovering, is bringing with it many new challenges. But where they may be calls for “out with the old and in with the new”, our findings from our 2020 Best Workplaces (Hong Kong) evaluations show that a high level of TRUST in the workplace is consistently necessary for continuity, survival, innovation, resilience, keeping the motivation, among many other factors.

Now, more than ever, we need to recognize how important it is to work on the TRUST level of our work relationships. Just think about managing your team from a distance with a low TRUST level on top of the challenge of reinventing our logistics, the need of adaptation, alterations to our process flow, sales relationships, etc. Now think about doing the above with a high and strong TRUST level - it can truly be the key differentiator for success.

Recently I saw a sign outside a closed movie theatre saying, “We’ll be back, for business as usual”. While I admire their confidence, we are seeing industries and businesses rise and fall during these unprecedented times. There is nothing certain about where we are heading at present. But what we can count on with some degree of certainty is that TRUST will remain a key driver of success for organizations going forward.

While working from home I noticed my son’s old piggy bank, in which he collected coins as a kid. This got me thinking that if we make a conscious effort to invest in TRUST, little by little, our ability to weather the storms that lie ahead will be much greater. We will need a different kind of leadership, an outstanding team of human capital/HR personnel, and a strong and resilient culture to survive and thrive. These traits are evident at the Best Workplaces™ that we are celebrating today at our 5th Hong Kong event.

Let me finish by recognizing the importance of being grateful. You have the opportunity to work for a fantastic organization, one that has been going the extra mile to keep operations running as smoothly as possible. Take this moment to give thanks to your colleagues. Take this time to recognize your own efforts. Continue to support each other as we move forward together. For we truly are **Better Together**. The world needs leaders to come to the fore in these times. And you, reading this, are most likely part of this group.

Congratulations! Show the way! Strive for more!



Mr. Jose Bezanilla
Chief Executive Officer
Great Place to Work® Greater China

Introduction

Great Place to Work® Institute is proud to present the 5th Best Workplaces™ Awards Ceremony in Hong Kong, focusing on the theme: “Better Together”™

This is a very special year due to the current situation of COVID-19. In order to uphold the safety of our colleagues and customers, we made the responsible business decision to change the in-person Awards Ceremony to an online digital event. This decision complies with the recommendations made by the government in Hong Kong to avoid social activities and to minimise the risk of coronavirus clusters emerging in the community.

So as the world continues to change due to the COVID-19, we are ready to adapt this year. We are going to celebrate in the digital world, meaning that you can sit back and relax with a cup of coffee together with your colleagues anywhere you like. And the good news is everyone is invited.

Also, this year we will also be sharing a very important initiative, featuring some of the award-winning companies that have been providing great support to their employees or communities during COVID-19.

Join us to celebrate – we are Better Together!





OUR
MISSION
IS TO BUILD A BETTER

WORLD

BY HELPING ORGANIZATIONS BECOME
GREAT PLACES TO WORK
for all!



About Great Place to Work® Institute

Great Place to Work is the global authority on high-trust, high-performance workplace cultures that provides executive advisory and culture consulting services to businesses, non-profits, and government agencies in more than 60 countries across five continents. Through proprietary assessment tools, benchmarks and certification programs, Great Place to Work provides the expertise needed to create, sustain, and recognise outstanding workplace cultures. The Institute works with media throughout the world to select lists of Best Workplaces. In Greater China, we partner with Bloomberg Businessweek/China and Classified Post to publish the 'Best Workplaces™' list. In the US, we work with Fortune Magazine to publish the '100 Best Companies to Work For®' list.

<http://www.greatplacetowork.cn>
<https://www.greatplacetowork.com.hk/>



The Definition of a Great Workplace

When people think of a great workplace, they often picture an organization with lavish perks, fancy parties and amazing benefits. While those elements are present in many of the well-known Best Workplaces, the definition of a great workplace goes far deeper than perks and benefits. In fact, at its core, a great workplace is about the level of trust that employees experience in their leaders, the level of pride they have in their jobs, and the extent to which they enjoy their colleagues.

While trust, pride and camaraderie are far more challenging to sustain than a great set of perks, they are all attainable by any organization willing to work on them.

The Global Standard

Business leaders, research institutions, and the public all rely on the Great Place to Work® Trust Model® as the definitive standard of what it means to be a great workplace. Our global research represents more than 12 million employees from thousands organizations of varying sizes, industries, maturity and structures in over 60 countries.

Multiple Recognition Opportunities With One Application



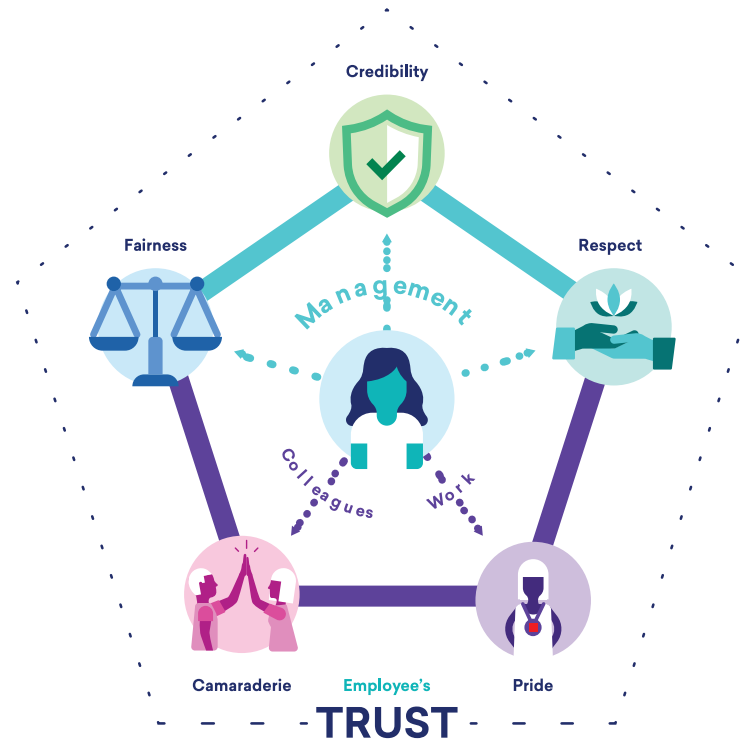
What is a Great Workplace?

In our 30 years of research, we have found that people experience a great workplace when they consistently:

TRUST the people they work for (assessed through employee perceptions of Credibility, Respect, and Fairness, described below); Have **PRIDE** in what they do; and Experience **CAMARADERIE** with their colleagues.

Based on the definition of a great workplace above, we have developed the Great Place to Work® Trust Model®, which serves as the lens we use to assess the employee experience of workplaces around the globe, and is the foundation of our Trust Index® Employee Survey.

The Employee's View: The Great Place to Work® Trust Model®



The Trust Model® consists of these five dimensions:



Credibility

Measures the extent to which employees see management as credible (believable, trustworthy) by assessing employees' perceptions of management's communication practices, competence and integrity.



Respect

Measures the extent to which employees feel respected by management, by assessing the levels of support, collaboration and care for employees through management's actions towards them.



Fairness

Measures the extent to which employees perceive that management practices and policies are fair by assessing the equity, impartiality and justice employees perceive in the workplace.



Pride

Measures employees' sense of pride in their work by assessing the feelings employees have toward their jobs, team or workgroup, and the workplace.



Camaraderie

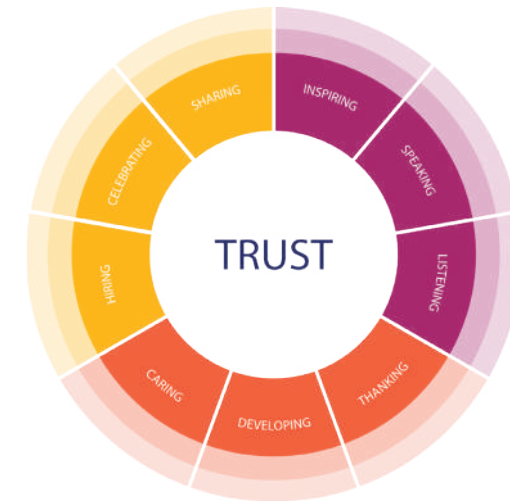
Measures employees' sense of camaraderie in the workplace by assessing the quality of intimacy, hospitality, community within the organization.

The Manager's View: The Great Place to Work® Nine Practice Areas

- ACHIEVE THE OBJECTIVES OF THE ORGANIZATION.
- Where people GIVE THE BEST OF THEM.
- WORK AS A TEAM / FAMILY all in a TRUSTED environment.

There are Nine Practice Areas where leaders and bosses build trusting environments. The excellent places to work achieve the objectives of the organization by inspiring, communicating and listening. They have employees who give their best when they are thanked, developed and cared for. And they can work together as a team / family when hiring, sharing and celebrating.

This fundamental model, confirmed through the analysis that has been carried out at Great Place to Work® over the last 30 years about the opinions of employees, is universal and consistent year after year, country by country. It applies not only to all organizations, but to all types of demographics regarding their employees.



The Great Place to Work® Nine Practice Areas®

1. HIRING

Hiring practices ensure new employees fit into the culture and are welcomed.

2. INSPIRING

Employees see how they contribute to the organization's higher purpose.

3. SPEAKING

Leaders provide information honestly and transparently.

4. LISTENING

Leaders are accessible and actively seek employee input.

5. DEVELOPING

Leaders help employees to grow professionally and personally.

6. CARING

Company's approach in helping employees successfully manage their work and personal lives.

7. CELEBRATING

Organizational and team successes are regularly celebrated.

8. SHARING

Rewards of mutual efforts are shared equitably with all who helped produce the results and are shared with communities.

9. THANKING

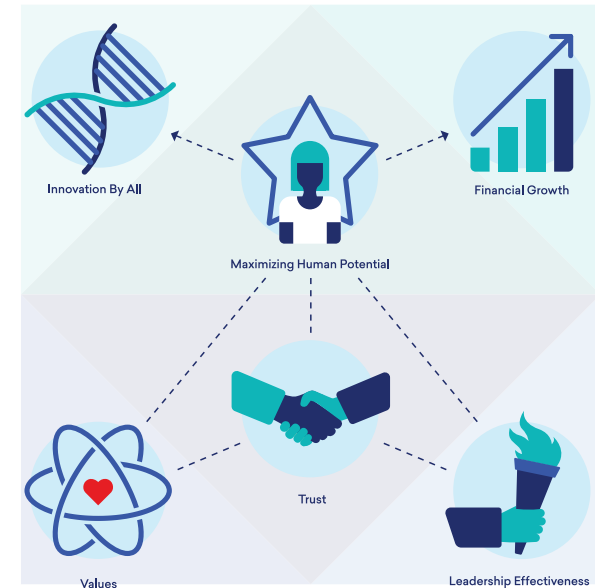
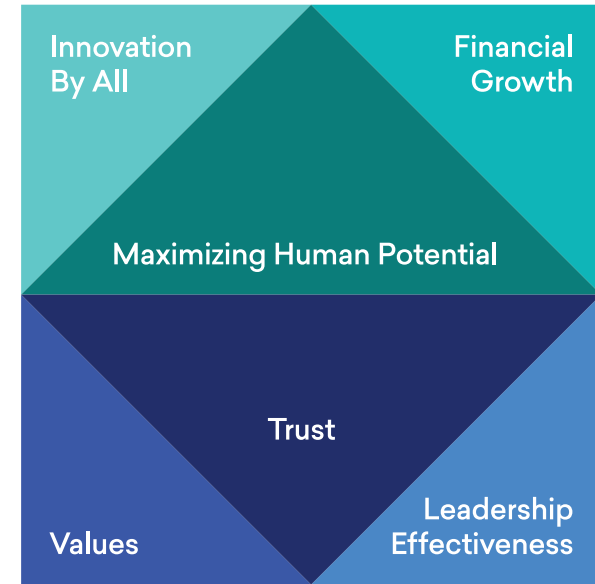
Show appreciation and/or recognition of employees' good work and extra efforts, or other achievements.

For All Model

Our For All Methodology builds on the Trust Model by ensuring that every single employee, no matter who they are or what they do for their company, is having a consistently positive experience at work. We use the For All Methodology to evaluate all of our Best Workplace lists™.

Great workplaces For All are able to maximize their human potential through effective leaders, meaningful values, and a deep foundation of trust with all employees. When those are in place, these workplaces benefit from improved innovation and financial growth.

For All means everybody can create, everybody is connected and everybody can contribute their best.



High-Trust Culture Drives Business Success

A high-trust culture is not only better for people, it is also better for business. Thirty years of Great Place to Work® research and Best Workplaces lists publication, including the FORTUNE 100 Best Companies to Work For list that is produced annually in America, has consistently shown that high levels of trust pays off.

One of the researches conducted annually by an independent investment firm shows a simulated portfolio where Best Companies have cumulative return nearly three times the market average (see figure 4). Another study shows that Best Workplaces experience 50% lower turnover rate than their industry competitors (see figure 5). Further, companies with high-trust culture also report higher customer satisfaction ratings than their competitors, higher employee productivity as employees of great workplaces are at least three times more likely to exert extra effort at work, and better talent attraction.



2019 100 Best Companies to Work For Voluntary Turnover by Industry

■ 2019 100 Best Companies to Work For
■ Industry Rate

Source: U.S. Bureau of Labor Statistics
Job Openings and Labor Turnover Survey

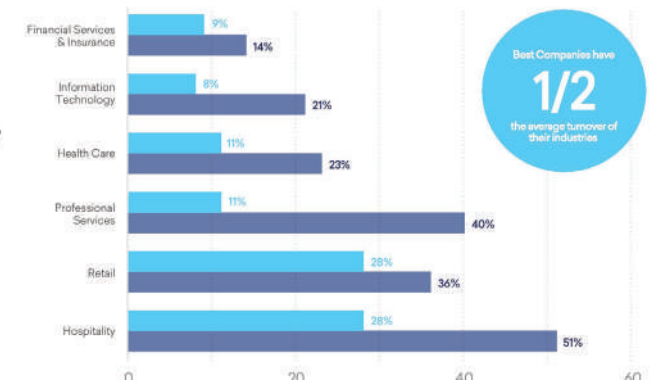


Figure 4

2019 Stock Performance of FORTUNE 100 Best

■ FORTUNE 100 Best
■ Russell 3000
■ Russell 1000

Source: FTSE Russell



Figure 5



In 2020, we have 2 certified companies earned the Best Workplaces in Women™ recognition.

Congratulations to:
TE Connectivity
American Express International, Inc.

Best Workplaces for Women™ is a new accreditation standard which recognizes those top organizations that, while providing a great work environment to all employees, are also creating positive and supportive workplaces for women in particular developing and promoting practices that make sure women in the workplace have a fair and positive work experience, and have the opportunity to contribute to the success of the business while they develop their talents personally and professionally.



Great workplaces make women feel welcome
When women felt their work made a difference, they were five times more likely to say they have a great workplace and six times more likely to want to stay with their companies for a long time.

If women experienced workplace traits that encourage innovation, they were seven times more likely to plan a long-term future at their companies.

When women said their organizations handle promotions fairly, they were two times more likely to look forward to coming to work.

When women agreed they're treated as full members of the team, regardless of position, they were three times more likely to say they'll go the extra mile to get the job done.

High-trust employers build institutional knowledge.
Tenure for employees — including women and members of underrepresented groups — was higher at every job level at the Best Workplaces™.



More women lead at high-trust employers. Among the Best Workplaces, women held 48 percent of front-line and mid-level management positions.

True equity is evident day-to-day. On a range of survey questions assessing employees' experience, scores at the leading employers were more consistent between underrepresented groups and their co-workers. These included views of compensation and favoritism.

Great organizations for women and minorities are great for others, too. People of all backgrounds reported a better work experience at surveyed workplaces that earned high marks for equity.

"Fair hiring, pay and benefits are just the table stakes for retaining talented people. The Best Workplaces for Women stand above competitors by creating trustworthy organizations that eliminate gaps in employees' day-to-day experience. You can see the results in healthy, dedicated teams where all co-workers thrive," said Global CEO of Great Place to Work® Micheal C. Bush.



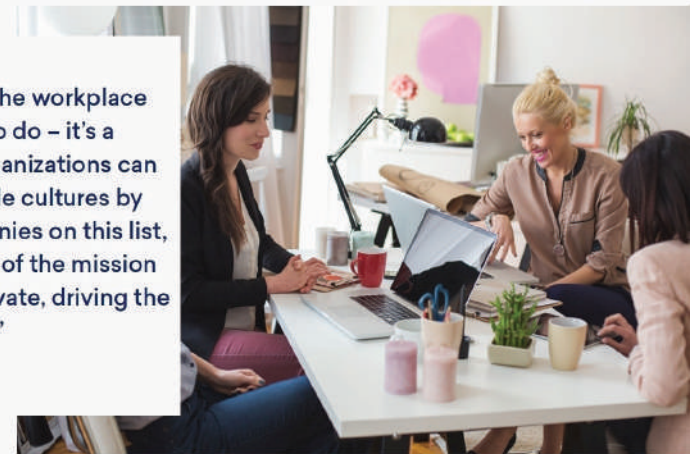
Leading employers inspire loyalty and buy-in with a more equitable experience for ALL team members.



- Great workplaces make women feel welcome**
Women who say their organization is psychologically and emotionally healthy and that they can be themselves in the workplace are **5x** more likely to say their company is a great place to work.
- When women feel **they make a difference** at their companies, they're **6x** more likely to want to stay with their companies for a long time and **27x** more likely to say they are at a great place to work.
- When women say they're **treated as full members** of the team, regardless of position, they are **3x** more likely to give extra to get the job done.
- When women agree that **promotions are fair**, they're **4x** more likely to look forward to coming to work.
- If women experience a workplace that has traits to **encourage innovation**, they are **4x** more likely to plan a long-term future at the company.

"Empowering women in the workplace isn't just the right thing to do – it's a business imperative. Organizations can create their own equitable cultures by learning from the companies on this list, who get women's buy-in of the mission and inspire them to innovate, driving the entire company forward."

Michael Bush,
CEO of Great Place to Work



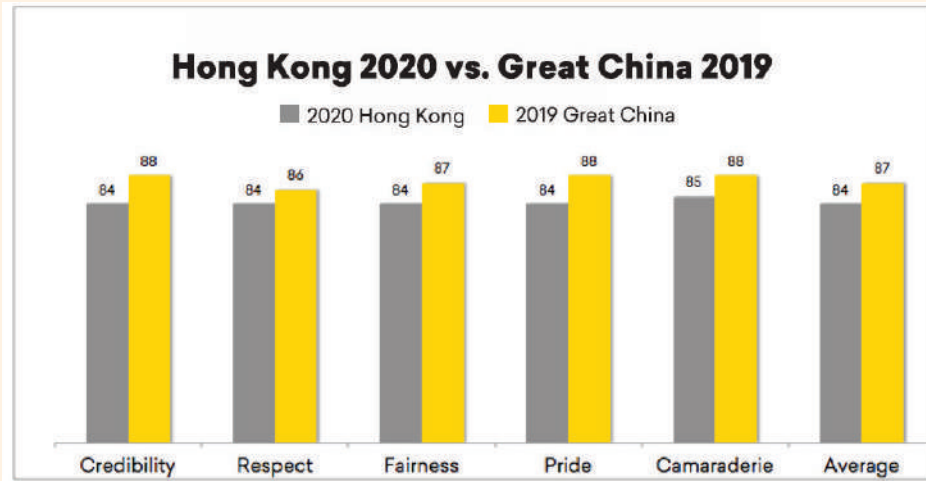
Want to become a Best Workplace for Women

[LEARN MORE](#)



Best Workplaces in Hong Kong™ 2020 Summary findings

1. Hong Kong 2020 vs. Greater China 2019



2. Strength

People here are treated fairly regardless of their gender, sexual orientation, race and age.

This is a physically safe place to work.

I am able to take time off from work when I think it's necessary.

Management is honest and ethical in its business practices.

When you join the company, you are made to feel welcome.

3. Opportunity

Beside payment and shared profit, these statements also scored relatively low among the listed companies.

Management does a good job of assigning and coordinating people.

I am offered training or development to further myself professionally.

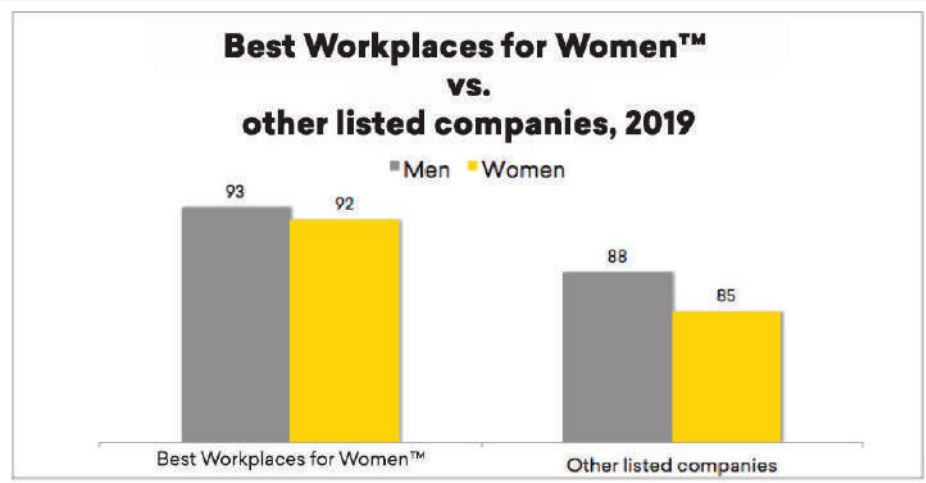
Management involves people in decisions that affect their jobs or work environment.

I believe management would lay people off only as a last resort.

Promotions go to those who best deserve them.

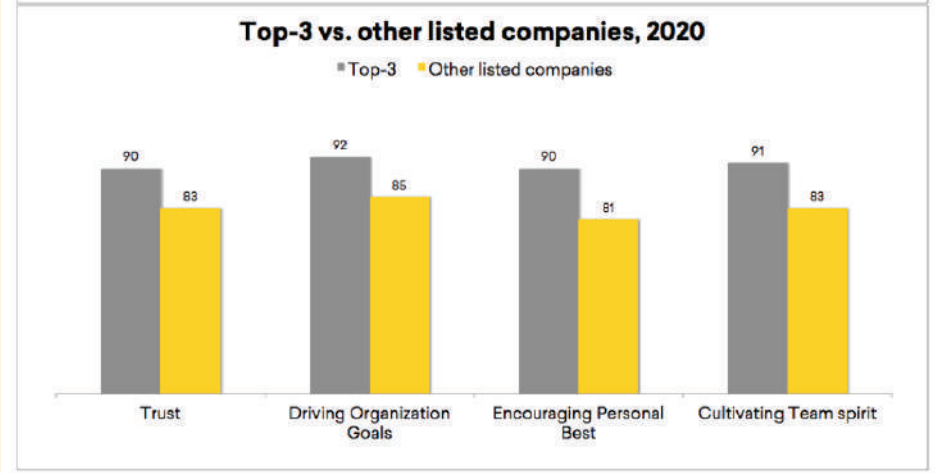
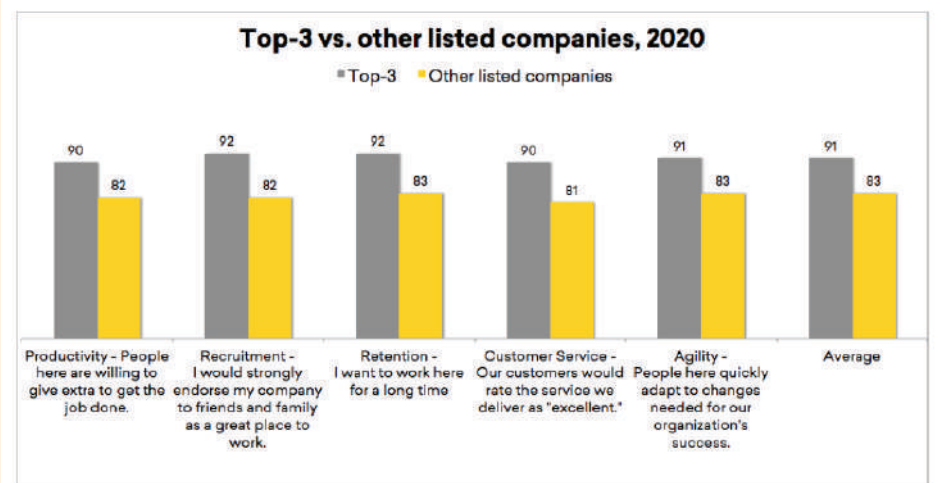


4. Overall Trust Index



Companies with the additional Best Workplaces for Women™ certification generally perform better than other listed companies in Greater China and the employee experience is more consistent between the two genders..

5. Top-3 vs. Other listed companies, Hong Kong 2020



Best Practices for COVID-19

3 Central Themes

- Well Being
- Giving Back
- All-Inclusiveness

Giving Back



- Rackspace pledged US\$50,000 to organisations around the world that provide support in communities that have been heavily impacted by the COVID-19 pandemic.
- Matched the donations of employees dollar-for-dollar
- Over US\$200,000 raised in 2 weeks

All-Inclusiveness



- Advanced salary increases by 6 months
- Early announcement that there will be no lay-offs
- “Prioritize your family. Our work will wait. We are going to get through this together.”



- Regular care packages sent to employees
- Family members of employees included, for example, with the inclusion of children’s face masks

Well Being



All company guidance documents and additional resources

Health and safety

- Personal exposure and reporting guidance
- Personal health hygiene guidance
- Guidance on health and risk assessment screening at Stryker facilities
- PPE guidance overview
- PPE FAQs
- PPE guidance for manufacturing and distribution centers
- PPE guidance for non-production personnel
- Field- based sales and service personnel and PPE guidance
- Field-based sales and service personnel FAQs

Customers and supply chain

- Customers supply statement and FAQs

Personal exposure, reporting and response

- Personal exposure and reporting guidance
- L-IRT directory
- Local preparedness and response guidance
- Local government orders
- Stay at home order guidance
- Verification of exemption letter
- Listing of local government orders

Visitors

- Visitor guidance
- Visitor health screening questionnaire

Travel and meetings

- Conference, trade show and convention guidance
- Stryker’s Global Travel Center
- Travel restriction guidance
- Conference and event FAQs
- Medical education meeting and event guidance
- Meeting cancellation guidance
- Training course guidance

General

- Work from home guidance
- social media guidance

Well Being



- Mindfulness sessions facilitated by experts
- 8500 attendees across 5 regions
- Available at the click of a button
- Highlights the need for emotional & mental support in these times



- Incentivized fitness challenges
- Great way to relieve stress, clear your mind and stay motivated



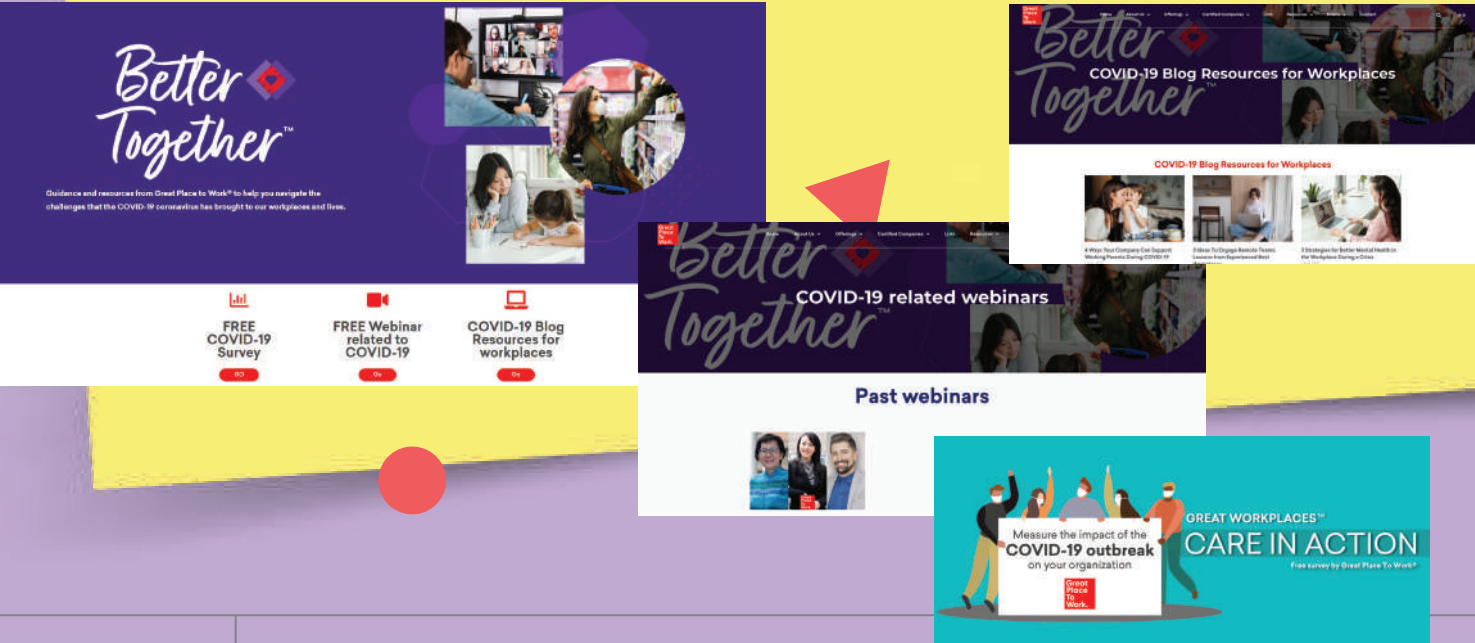
Better Together™

The COVID-19 pandemic has brought isolation due to social distancing around the world. This makes it harder to remain engaged and possibly results in losing TRUST between one another.

This is particularly the case when we are not able to stay physically connected and the situation is eroding our normal channels of communication. But on the other hand, this is the ideal time to see how your team can experience the level of trust from their leaders by leveraging the pre-existing trust levels that were built over the years at the office and are now emulating these in the home office.

More than 30 years of research have taught us that it is important **to listen to the voices of employees** in order to **better understand how to support organizations** to become better places to work. And today, a workplace is no longer defined by the physical working environment. It is the actual emotional team support that your organization can offer. We are all **Better Together™**. And it is because of this that we launched a new campaign called BETTER TOGETHER™, which happens to be the theme of this year's event. The core of this campaign is to provide all kinds of information that can help your organization and its employees from time to time, such as our COVID-19 survey, webinar and blogs, all of which can be found on our website. BETTER TOGETHER™.

For more details please visit our website <https://www.greatplacetowork.cn/coronavirus-hr-resources/>
If you need any additional support please contact us at CN_contact@greatplacetowork.com



This year we are proud to present a special award for our LEGENDS™, which recognizes organizations that make our Best Workplaces™ lists in 5 consecutive years.

This year's awardees are Mars Company Hong Kong Limited and DHL Express Hong Kong.

It is not easy to make our Best Workplaces™ lists but to do so over 5 consecutive years is a fantastic achievement.



Best Workplaces in Hong Kong 2020
(5th year in the Hong Kong List)

Best Companies to Work For in Hong Kong 2019

Best Companies to Work For in Hong Kong 2018

Best Companies to Work For in Hong Kong 2017

Best Companies to Work For in Hong Kong 2016

This special LEGENDS™ recognition honours those awardees that have shown a commitment to maintaining high-TRUST workplace cultures over a sustained period of time.

Congratulations to DHL Express Hong Kong and Mars Company Hong Kong Limited on achieving this LEGENDS™ recognition! We know you have worked hard for this accomplishment and we truly appreciate your dedication.



CONGRATULATIONS FOR WINNING THIS AWARD!

We would like to honour and express our sincere recognition to all the participants on your remarkable achievements.



Mercedes-Benz Financial Services

最佳職場



HONG KONG 2020



Hong Kong Media Partner



The Classified Post, published every Saturday, is an English-language recruitment publication in Hong Kong with a reputation for offering quality job postings. Launched in 1973, it came in a single section of the South China Morning Post following 70 years of classified advertisements published as part of the main paper. In our continuing effort to build the HR community and to draw the elite in the market, we have been holding different events and awards for both employers and jobseekers. <https://www.scmp.com/>

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Supporting Organizations

