



**Best  
Workplaces™**  
最佳職場

**Great  
Place  
To  
Work®**

**TAIWAN  
2020**

# 台灣最佳職場™ 2020 Best Workplaces in Taiwan™ 2020



Better  Together™

# CEO Message CEO 致辭



A list for the first time should always be a very important rite. Across the globe and for the last 35+ years, we've been looking for outstanding workplaces in all geographies, of all kinds and industries and of all sizes and goals. Great Place to Work® has been surveying organizations in Taiwan for quite a while now but this is the first time that we're zooming in to publish an exclusive list of the extraordinary organizations there. And when I say rite, I mean a meaningful event gathering talent and leadership. When we do the assessments, we learn, understand and speak out to the world about which companies, leaders and teams are doing innovative and bold practices in order to offer a great culture for work. As always, Great Place to Work® is not just the issuer of the recognition to what has been a great job done in the organizations. We're a witness and a learner.

But we also strive to inspire others by showing and exchanging the amazing cases of so many brave and innovative leaders across the world, and those organizations and people are a great source of pride for us. We look to change the way of driving a team to results, by bringing them together, by raising the level of Trust in their relationships and interactions, by empowering them, by promoting diversity and inclusion among their teams. We strive to help businesses maintain and sustain their success because as they say "success breeds success."

We are proud to present the very first list of Best Workplaces in Taiwan™ 2020 and even more proud of all of the organizations that are participating. We celebrate their achievements, as much as these special circumstances allow, with this rite that we hope will become the pioneering group of a collection of amazing leaders and great organizations, showing the world the great working culture that exists in Taiwan! Congratulations to all the winners!

首次發佈新的榜單是個極為重要的儀式。在過去超過35年間，我們一直在全球不同地域中尋找不同類型、行業、規模和經營目標的優秀職場。Great Place to Work® 對台灣的組織進行調查已經有一段時間了，但這是我們第一次公佈專為台灣傑出組織而設的榜單。而我所提及的「儀式」，是指匯聚人才和出色領導的活動。當我們進行評估時，我們會學習、了解並向世界講述哪些公司、領導者和團隊正進行創新而大膽的嘗試來打造卓越的工作文化。一如既往，Great Place to Work® 的工作不僅是認可優秀職場的成就，我們也在過程中見證企業的成長和學習不同機構的長處。

我們也努力通過展示世界各地眾多領導者的故事來啟發他人，這些組織和人們點滴的積累都是我們的驕傲。我們希望改變團隊合作和交流的方式，通過鞏固和提升員工之間的信任度、通過對他們賦權，通過促進團隊的多樣性和包容性，把所有員工真正帶入團隊之中。我們努力幫助企業持守他們的成就，正因我們相信成功的故事是未來進步的明燈。

我們很榮幸能公佈台灣最佳職場™2020榜單，也為所有參與競逐榜單的機構感到驕傲。在本年特殊的情況下，我們以這個儀式來慶祝他們的成就，同時也希望這個儀式能讓一眾了不起的領導和卓越的組織，以牽頭人的姿態，向世界展示台灣優秀的職場工作文化！在此，謹向所有的獲獎者致上衷心的祝福！

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

José Carlos Bezanilla 先生  
卓越職場®研究所大中華區首席執行官

# Introduction 前言

Around the world, many have adapted to the change from working in the office to now working from home. Great workplaces are now extended to our living rooms, coffee shops and even bedrooms. Our celebrations have also extended to knocking on doors to share the moment with the award-winning companies of the Best Workplaces in Taiwan™ this year.

Great Place to Work® Institute is excited to present our upcoming celebration in September, where we will meet in the virtual world to recognize the very first batch of companies that have achieved Best Workplaces in Taiwan™ 2020 distinctions through the voices of their employees.

The theme of the event is Better Together, where Great Place to Work® has been continuing its efforts to help all kinds of organizations around the world to navigate the uncertain future with their teams in this everchanging society due to the current situation of COVID-19.

Despite the physical distance and that international travel has slowed to a trickle, we will celebrate in the digital world to honour the Best Workplaces in Taiwan™ virtually. Join us and share the news with your friends, colleagues and families as we celebrate the many organizations on the list that are leading the way in demonstrating care for their employees, their customers and their communities during these challenging times.

We look forward to welcoming you to the event virtually.



在世界各地，許多人已漸漸適應把辦公室的工作遷移至家中。現在，出色的工作場所定義不再受地點所限，其概念能延伸到客廳、咖啡店甚至臥室。在此，我們也為本年台灣最佳職場™的獲獎企業送上祝賀，並與他們一同歡慶這個特別的時刻。

卓越職場®將於在9月舉辦慶祝活動，員工的認可和肯定之中，獲得2020台灣最佳職場™殊榮的企業。

本次活動的主題是「Better Together~攜手同心」。自COVID-19肆虐之初，卓越職場®便致力推行以Better Together為題的全球性活動，協助世界各地的不同組織，以及他們的團隊適應不斷變化的社會，以及向著前途未明的未來繼續邁進。

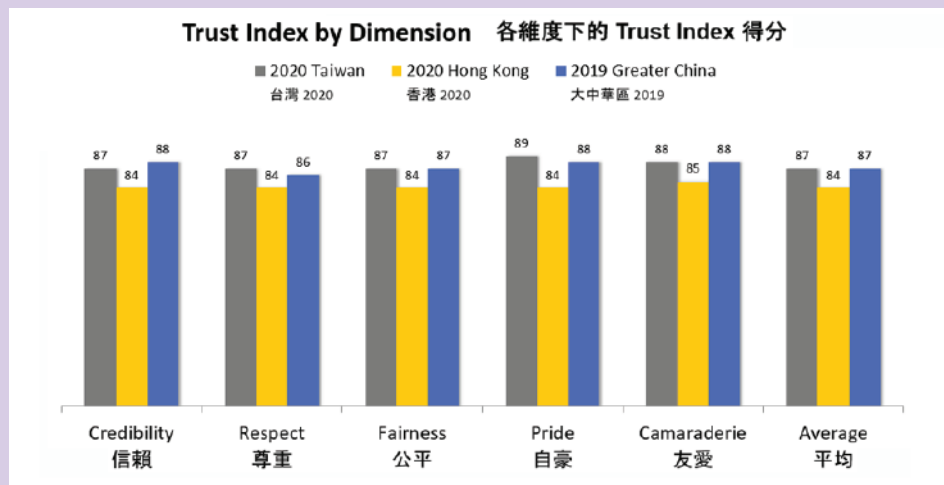
儘管彼此之間相距千里，相連接的航空交流也放緩，但我們仍希望能在虛擬世界中與您相聚，向台灣最佳職場™的得獎者獻上最誠摯的恭賀。請加入我們，並向您的朋友、同事和家人分享這一消息，一同向上榜的眾多機構送上祝福，認可他們在這個充滿挑戰的時刻，仍牽頭關愛員工、客戶和社區。

我們很期待您能出席是次虛擬活動。

# Best Workplaces in Taiwan™ 2020 Survey Report

## 2020台灣最佳職場™調查報告

### 1. Trust Index by Dimension 各維度下的Trust Index得分



### 2. Strength 優勢

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.

I'm proud to tell others I work here.

Management is honest and ethical in its business practices.

員工不會因其性別、性傾向、種族及年齡而受到不公平的待遇。

這是一個能保障人身安全的工作環境。

我能夠在需要時請假離開。

我會自豪地告訴他人我在本公司工作。

管理人員在工作中誠實可靠，符合職業道德。

### 3. Opportunity

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

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

Managers avoid playing favorites.

Management does a good job of assigning and coordinating people.

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

This is a psychologically and emotionally healthy place to work.

除了老生常談的薪酬福利以外，以下題目的得分也相對較低。

在做出影響員工的工作和工作環境的決定時，管理人員會邀請員工參與決策過程。

管理層不會偏袒任何員工。

管理人員能有效地分配和調用人力資源。

我認為裁員是管理人員迫不得已的最後選擇。

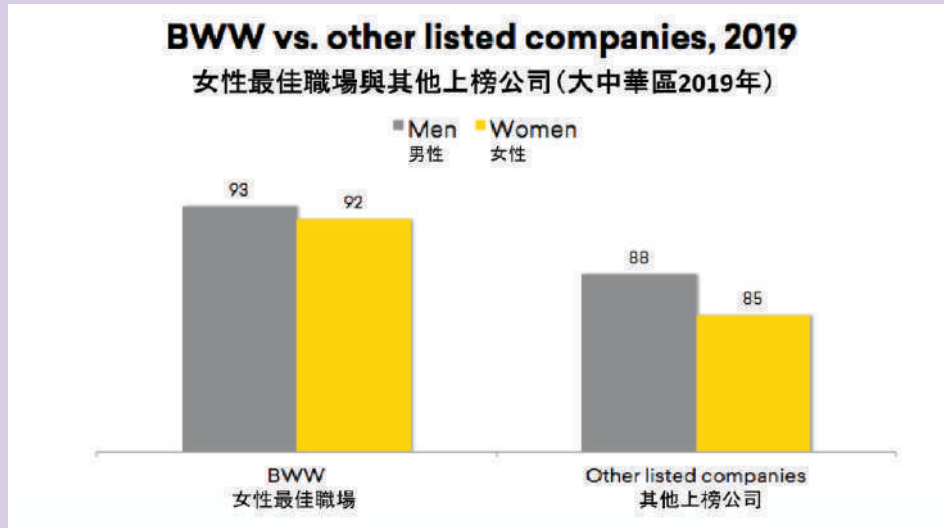
這是一個使人身心愉快的工作環境。



# Best Workplaces in Taiwan™ 2020 Survey Report

## 2020台灣最佳職場™調查報告

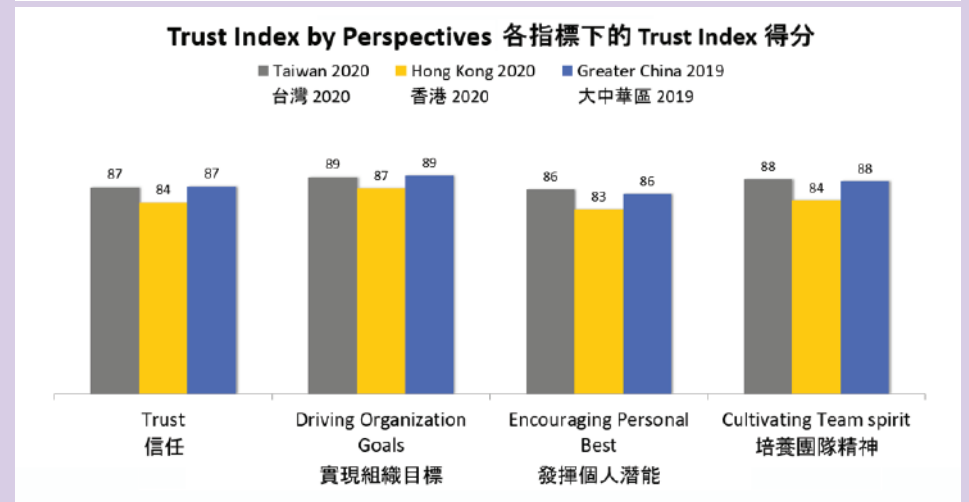
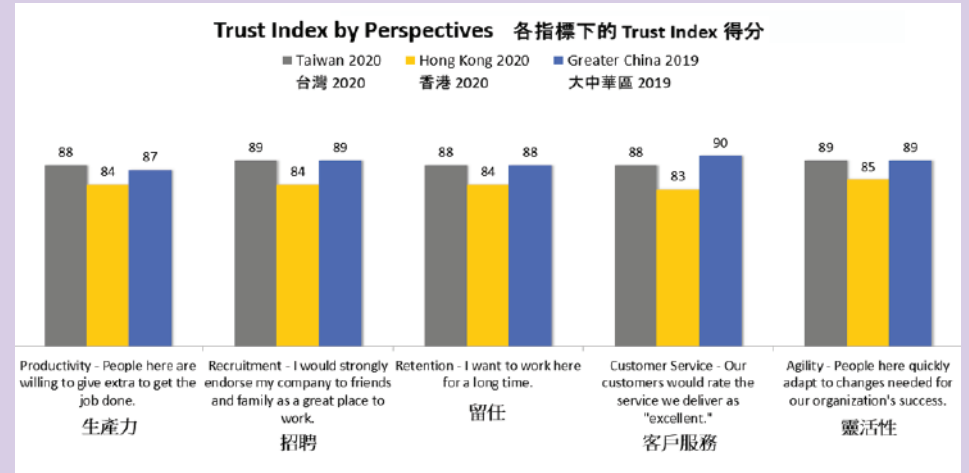
### 4. Overall Trust Index 總分



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.

在2019大中華區的上榜公司中，額外獲得女性最佳職場認證的公司平均得分優勢於其他上榜公司，而男性和女性員工之間的工作體驗也較為一致。

### 5. Trust Index by Perspectives 各指標下的Trust Index得分



# Best Practices for COVID-19 新冠肺炎期間所採取的特殊措施

## 3 Central Themes 3大類別:

- All-Inclusiveness 包容性
- Well Being 福祉、健康
- Giving Back 回饋

### Well Being

福祉、健康



- Employee Assistance Programs (EAP). 員工援助計劃 (EAP)。
- Designed to help employees overcome difficulties through psychology. 通過心理輔導，幫助員工克服困難。
- Family members of employees included too. 而員工的家庭成員，也可以在需要時使用此服務。

### Well Being

福祉、健康

**TATA**  
COMMUNICATIONS

- Mindfulness sessions facilitated by experts. 由專家主持的正念活動。
- 8500 attendees across 5 regions. 8500名與會者橫跨5個區。
- Available at the click of a button. 只需按鈕一下即可使用。
- Highlights the need for emotional & mental support in these times. 注重於在這些時期需要的情感和精神的支持。

### Well Being

福祉、健康

Wyeth | Nutrition  
惠氏營養品

rackspace  
technology

- Incentivized fitness challenges. 激勵的健身挑戰。
- Great way to relieve stress, clear your mind and stay motivated. 緩解壓力，頭腦清晰，保持動力的好方法。

# Best Practices for COVID-19 新冠肺炎期間所採取的特殊措施

## All-Inclusiveness

### 包容性



- Regular care packages sent to employees. 迪思科和台灣通用磨坊，他們都向安在家中的員工發送定期護理包。
- Family members of employees included, for example, with the inclusion of children's face masks. 關注員工身體健康的同時，也向整個家庭送上關心，(甚至是兒童口罩)。

## All-Inclusiveness

### 包容性



- Advanced salary increases by 6 months. 提高了薪水，幅度達六個月的薪金。
- Early announcement that there will be no lay-offs. 除了宣布不會裁員。
- “Prioritize your family. Our work will wait. We are going to get through this together.” 優先考慮您的家庭，工作可以放在第二位。“我們將共同面對這個難關”。

## Giving Back

### 包容性



- Committed more than US\$6 million globally to front-liners. 總額超過600萬美元，以支援那些在這場全球危機前線人員。
- Support local organizations like Hondao, which provides funds for provision of continuous caring services for senior citizens who live alone. 通過其慈善義賣活動支持本地組織-弘道基金會，該活動籌集資金用於為獨居老人提供持續關懷服務。

## Special Mention!

### 最後壓績



- Johnson & Johnson are actively developing vaccines and therapies for COVID-19. 強生公司正積極開發COVID-19疫苗和療法。

## Conclusion 結語

- Collective problems require collective solutions. 集體危機需要集體解決方案。
- TRUST in the workplace is critical. 信任在職場中是極為重要的。
- When you have employees that are inspired and motivated to work, the resulting impact to your business performance is hugely positive. 您的員工受到激勵並有動力去工作時，這能對您的業績產生巨大的影響。



# Better Together™

The COVID19 has bought us isolation due to social distancing which is spreading to the schools around the world, restaurants and even our workplaces, which makes it harder to remain engaged, and possibly losing TRUST between one another. This is particularly the case when we are not able to meet each other everyday and stay connected.

More than 30 years of research have taught us that it is important to listen to the voice of employees in order to better understand how to support organizations to become better places to work.

Today in this ever-changing society, we understand that for many leaders, employees or business owners, this is a challenging time, but we know that as long as we unite and work together, everything will become better.

A new campaign BETTER TOGETHER will provide all kinds information that could help different organization to understand the current issues and how to deal with challenges during difficult times. Such as our COVID 19 survey, webinars , and blogs, all these information can be found on our website: BETTER TOGETHER.

We will continue our efforts to provide more information to help you during this time. Stay safe and we are definitely. Better Together





# 攜手同心



新冠肺炎(COVID19)使我們與世界的距離拉遠，世界各地的學校、飯店甚至我們的工作空間也需要保持社交距離，甚至停擺。要維繫人與人之間的溝通和聯繫變得困難，彼此之間的信任關係也可能因此而淡化，尤其是當我們無法每天見面並進行日常交流。

30多年的研究告訴我們，最重要的是聆聽員工的聲音，而這也使我們更了解如何幫助機構打造更好的職場。

如今，在這個瞬息萬變的社會中，我們了解到對於許多領導者，員工或企業主而言，這是充滿挑戰的時刻，但我們知道，只要我們團結，攜手同心一切將變得更好。

新活動Better Together的核心就是提供各種資訊，來幫助不同的機構了解目前的問題以及他們如何更有效地應對此困難時期。例如新冠肺炎問卷調查，網絡研討會，博客，所有資訊都可以在我們的網站BETTER TOGETHER上找到。

我們將繼續努力為您提供更多重要信息。讓我們攜手同心，把一切變得更好。



Congratulations to all the marvelous winners this year.

祝賀今年所有出色的獲獎者

Best  
Workplaces™

最佳職場

Great  
Place  
To  
Work®

TAIWAN  
2020



cādence®



DISCO 



Johnson & Johnson  
FAMILY OF COMPANIES

MARS  
Tomorrow starts today

Micron®

THE BEST RUN 

scJohnson  
A family company  
at work for a better world

Great  
Place  
To  
Work®

5  
YEARS

LEGENDS

™

## MARS INC. 瑪氏

**LEGENDS** recognition honours an organization that have been maintaining high-TRUST workplace cultures continuously for 5 years.

Despite all the changes happening around the world, or how unforeseen challenges hit the market, like we have experienced this year, Mars have never changed their TRUST, CARE and RESPECT to their people at the workplace.

Congratulations to Mars Inc on achieving this LEGENDS award in Greater China Region.

Remarks: Greater China includes China, Hong Kong and Taiwan

**傳奇大獎**- 表彰一家連續5年保持高度信任職場文化的組織。

不論市場上有什麼樣的衝擊、或是有多大的變化，瑪氏從未改變他們對於職場文化的重視，以及對同仁之間彼此的信任、關懷和尊重。

祝賀瑪氏在大中華區獲得傳奇大獎

備註: 大中華區包括 中國, 香港 和台灣

Best Workplaces in Greater China™ 2014-2019

Great Place to Work - Certified™ in Taiwan 2016- 2020

Best Workplaces in Taiwan™ 2020

Best Workplaces in Hong Kong™ 2016-2020

大中華區最佳職場™ 2014- 2019

卓越職場認證機構™-台灣 2016 -2020

台灣最佳職場™ 2020

香港最佳職場™ 2016- 2020



# MARS

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## 官方新聞發布夥伴

美通社在創新的企業傳播服務領域處於全球領先地位，幫助全球企業和機構聯繫和接觸他們的目標受眾。美通社通過其多渠道發佈網絡、受眾情報、定向、評估及信息披露和投資者傳播服務，幫助企業和組織與媒體、消費者、決策者、投資者及普通大眾進行充分、及時的動態對話，從而為塑造品牌、打響知名度、影響公共政策、推動銷售和籌集資本提供支持。美通社1954年開創了企業新聞稿發佈行業的先河，2016年成為一家 Cision 旗下公司。通過分佈在南北美洲、歐洲、亞洲和中東16個國家和地區的辦事處網絡，借助與全球領先新聞機構之間的獨特關係，用40多種語言將客戶與170多個國家的受眾聯繫起來。

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