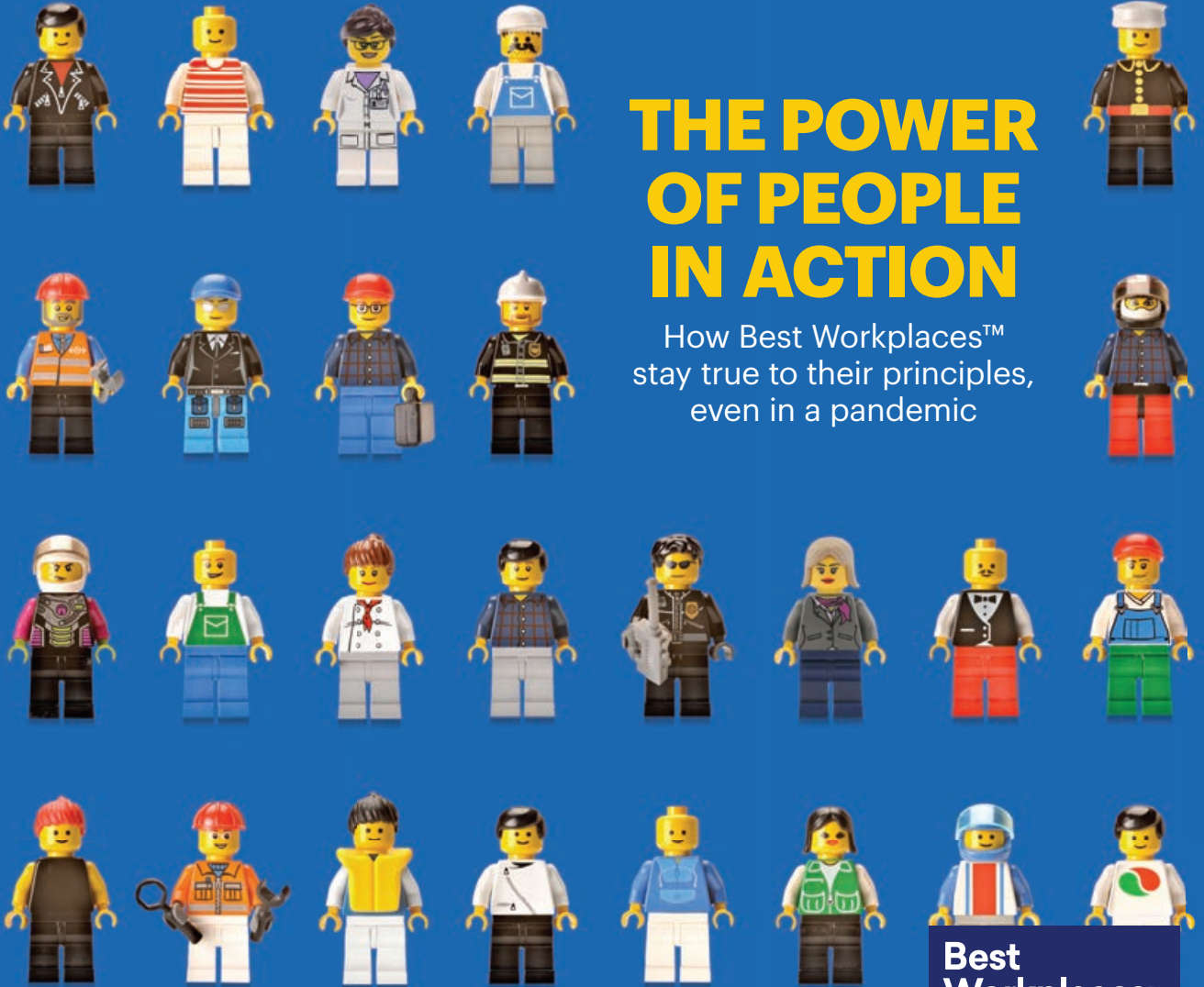


BEST WORKPLACES™



THE POWER OF PEOPLE IN ACTION

How Best Workplaces™
stay true to their principles,
even in a pandemic

■ **Steady course**
Secrets of crisis-
resistant organisations

■ **Lessons learned**
Winners' voices, both
old and new

■ **Make the grade**
Introducing the 2021
Best Workplaces™

Best
Workplaces™

Great
Place
To
Work®

UK
2021



PARK PLACE
TECHNOLOGIES

Certified by
Great Place to Work®.

Valued by
21,000+ Global
Customers.

We're a global technology company with
a growing presence in the UK.

We invest in our technology services to
make our customers' IT more efficient.

We invest in our people so they can be
the tech innovators of tomorrow.



• • • → To join our team, visit ParkPlaceTechnologies.com/careers



As an organisation supporting young people to develop confidence and skills “to live, learn and earn”, the Prince’s Trust has always had people at its heart. So in the grip of a pandemic, the wellbeing of staff and volunteers became a priority. “This has been a key focus of every decision – from how we deliver services, to when and how we start to open our offices,” says Kim Cleland, Director of People and Learning.

For the first time, the Prince’s Trust has been ranked a Best Workplace™, in a year when every workplace has been rocked to its core. “The feedback that we have gathered from our Best Workplaces™ surveys has highlighted the importance of building trust between leadership and colleagues,” Kim says.

It’s the same for all our of Best Workplaces™ this year, no matter their sector – no one has been untouched. Businesses in the medical sector have faced issues of employee safety and wellbeing. Those in hospitality have seen a dramatic loss of revenue, with employees being furloughed and redundancies made.

Even companies where employees can work from home have had to consider the wellbeing of staff who have suddenly found themselves working from their bedrooms or kitchens, home-schooling or caring for isolating relatives. All have needed to show flexibility, inspiring leadership, and effective communication. All have shown that it is possible to build and maintain strong relationships remotely.

As Susan Fulton, Director of People at Home Group, says, the biggest lesson learned this year is “the importance of visible leadership, clear messaging, being flexible in how and where we work, and trust in our brilliant colleagues”.

Like a forest after a fire, for many the pandemic has brought in light and invigorated growth. Some old ways of working have been swept away to usher in new ones. Let our Best Workplaces™ inspire you in your journey to recovery from the pandemic, and beyond.

Benedict Gautrey
Managing Director, Great Place to Work®

CONTENTS



EDITORIAL

Helen Wright, Anna Scott, Joy Persaud

SALES MANAGER Fred Dubery

SALES EXECUTIVE Jonathan Adebayo

PUBLISHING DIRECTOR Will Hurrell

EDITING Anna Scott, Caroline Taylor

DESIGN Yvey Bailey, Gary Hill

ANALYSIS Abigail Animwa, Megan Martin, Sam Turner

ADDITIONAL ANALYSIS
Mariana Skirmuntt, Eduard Berndt

GREAT PLACE TO WORK®

Abigail Animwa, Amy Ong, Ann-Marie Haycox, Benedict Gautrey, Daniel Clarke, Eduard Berndt, Elliot Slade, Emdad Khan, Helen Wright, Jonathan Mercer, Kay Chesterman, Keith O’Gorman, Kunle Malomo, Magda Parkinson, Mariana Skirmuntt, Marianna Roach, Mark Fowles, Mathew Hellela, Matthew Dunbar, Megan Martin, Michelle Magalhaes, Mukesh Sachdev, Musteyde Fikret, Nick Honour, Nicola Papenfus, Noelle Nurse, Paula Griggs, Payal Shah, Petrina Carmody, Phil Wilson, Sara Silvonen, Shalagh Fredericks, Will Harrison, Zarah Patel

PUBLISHED BY

Redactive Media Group,
Level 5, 78 Chamber Street, London E1 8BL
Tel +44 (0)20 7880 6200

PRINTED BY Walstead Peterborough

PUBLISHED May 2021

4 What’s behind crisis-resistant organisations?

The guiding principles that set Best Workplaces™ apart from other organisations allow them to steer a steady course, even through a pandemic.

10 Strong start

First-time Best Workplaces™ tell us what they’ve learned from their journeys so far.

14 The learning loop

Veteran Best Workplaces™ may have been through the accreditation process before, but they never stop learning or adapting.

18 Voices of experience

An in-depth insight into winning ways at our Small, Medium, Large and Super Large Best Workplaces™.

20 The Small Category list

Ryan tops the 28 Best Workplaces™ (Small Category), with 20-50 employees.

22 The Medium Category list

Tulchan Communications LLP heads up the list of the 71 Best Workplaces™ (Medium Category), with between 51 and 250 employees.

26 The Large Category list

This year, the 51 Best Workplaces™ (Large Category), with between 251 and 1,000 employees, are led by the Sovini Group.

29 The Super Large Category list

For companies with over 1,000 employees, Hilton tops the 33 Best Workplaces™ (Super Large Category).

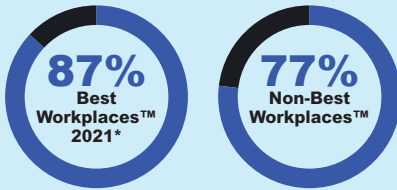
Trust

Covid-19 may have reshaped our working lives, but trust remains the cornerstone of great, high-performing organisations like Best Workplaces™.

Faced with such unprecedented challenges, managers didn't respond by micromanaging their teams. Quite the opposite. They trusted people to manage their new ways of working, inspiring confidence that throughout it all they would continue to 'do the right thing'.

As a result, trust between managers and their employees remained high at Best Workplaces™.

Management trusts people to do a good job without watching over their shoulders.



*No change from 2019 data

“We are given a framework, targets and deadlines, but within that we are allowed to use our judgement in what works best for our region. This makes me and my colleagues feel trusted and valued.”
Employee, Outcomes First Group



What's behind crisis-resistant organisations?

2020 was the ultimate test of resilience, but the guiding principles that set best Best Workplaces™ apart from other organisations allowed them to steer a steady course

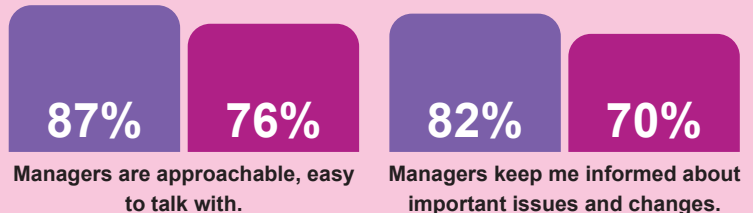
Effective communication

Effective communication was even more critical during the crisis.



Leaders of Best Workplaces™ held daily, weekly and monthly news updates through a variety of different channels (e.g. online newsletters, podcasts, virtual townhalls, remote managerial video calls and in-person, on-site check-ins). In some cases, HR made video tours of newly set up work environments, showing employees what to expect when returning to work.

Managers and leaders created opportunities for two-way conversations about the Covid-19 crisis and its impact.



■ Best Workplaces™ ■ Non-Best Workplaces™

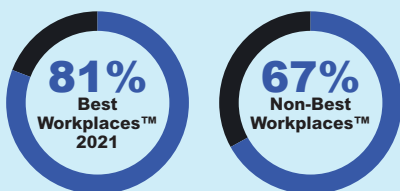
“Brompton is a unique place in the sense you can approach the chiefs easily, without any fear, to discuss any matter. In fact, they will listen and action it straight away where possible. I found it unusual that the CEO or CFO pops up while you're walking around and next thing you are having a conversation with them.”
Employee, Brompton Bicycle

Creativity and innovation

In times of crisis, necessity sparks innovation. Trust has been crucial in encouraging employees to bring forward their ideas and solutions.

The pandemic meant businesses had to find new ways of doing things – even develop new products – so it was important to keep employees' creativity alive.

We appreciate people who try new ways of doing things, regardless of the outcome.



“I feel that Chesterfield College has a shared view and vision for the future of our students and the organisation at all levels; we are encouraged to try new things and to be creative in our practices, which helps us reconnect with our students and each other.”

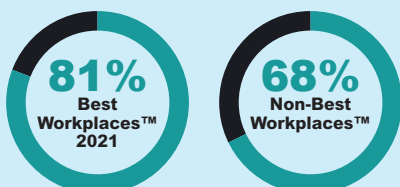
Employee, Chesterfield College

Supportive managers

The pandemic has been a human tragedy. Simply by asking ‘What do you need right now?’, managers focused on what their employees were going through on a personal level.

Consequently, Best Workplace™ colleagues remained positive about their line managers throughout the crisis.

Management shows a sincere interest in me as a person, not just as an employee.



Wellbeing

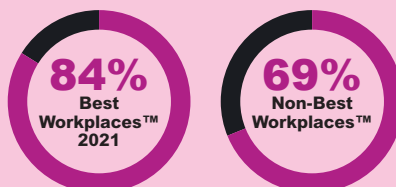
Trying to blend work with caring responsibilities has been an overwhelming experience for many employees. The physical and emotional burden on carers has led to increased anxiety, stress and strain.

The charity Working Families reported that 61% of parents and carers found that family life was more or much more stressful during lockdown. But 81% of employees at Best Workplaces™ said their employers were helping them get the balance right, compared with only 69% at other organisations.

Inspiring leadership

Senior leaders are vital for building a culture of trust, and 2020 was the year to lead with compassion. As a result, the leadership at Best Workplace™ organisations continued to enjoy the support and respect of their employees.

Our senior leaders fully embody the best characteristics of our organisation.



“Our CEO is an inspirational leader and absolutely the Heart of Hilton – his visibility and commitment to us all in 2020 has kept everyone engaged and working together to get through these difficult times.”

Employee, Hilton

Collaboration

Many employers believe that working remotely makes collaboration harder. But Best Workplaces™ managed to recreate that all-important team connectivity, regardless of where people were located.

On average, 85% of home-based employees at Best Workplaces™ feel they can rely on colleagues to co-operate. This is 19 points higher than at non-Best Workplace™ organisations.

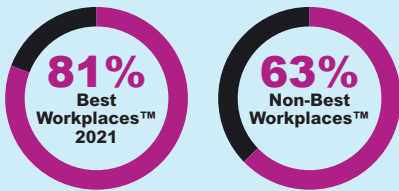
“During the current Covid-19 crisis, the level of support for employees has been outstanding in terms of communication, resources and flexibility. For me, that has meant I can look after my three young children one working day per week while my wife is on the frontline as a pharmacist.”

Employee, Salesforce

Values

Values are the foundation of an organisation’s culture. They drive what leaders say and do. Best Workplace™ employees agree that their managers’ actions do ‘speak louder than words’.

Managers’ actions match their words



“I like the fact that Accenture has published targets for ethnic diversity as well as gender. I believe that they will take the commitment seriously.”
Employee, Accenture

Equally important is the fact that colleagues live up to their organisation’s values. At Best Workplaces™, 78% of employees believe that people avoid politics and backstabbing as ways of getting things done – 14 points more than at other organisations.

Community outreach

While social distancing, lockdowns and changing business priorities could have reduced organisations’ commitment to corporate social responsibility, Best



Workplaces™ continue to support communities during the crisis. 83% of employees said they felt good about what they were doing.

Many organisations turned their CSR efforts to health and other key workers. Employees at several pharma companies donated their work time to supporting the NHS; some opted for sabbaticals, while others spent their annual leave volunteering. Other organisations rallied round employees by allocating days for giving back to the community. For instance, Stryker supported the set-up of UK field hospitals and defibrillators as well as equipping ambulance services.

Development

Covid-19 accelerated the adoption of digital technologies. For Best Workplaces™, re-skilling and up-skilling is a key element of the employee experience.

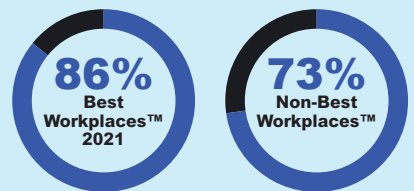
I am offered training or development to further myself professionally.



Team spirit

Feeling connected during the pandemic has been difficult without those all-important ‘water-cooler’ chit-chats or informal meetings over a cup of coffee.

There is a ‘family’ or ‘team’ feeling here.



Despite the lack of a shared, physical workplace, colleagues at Best Workplaces™ created digital communities that enabled parties, celebrations and team-building fun activities to take place.

Source: Great Place to Work® data, 2020



Driving Change

(once again)

Here at Astound Commerce it's our third consecutive year being named a **Great Place to Work**.

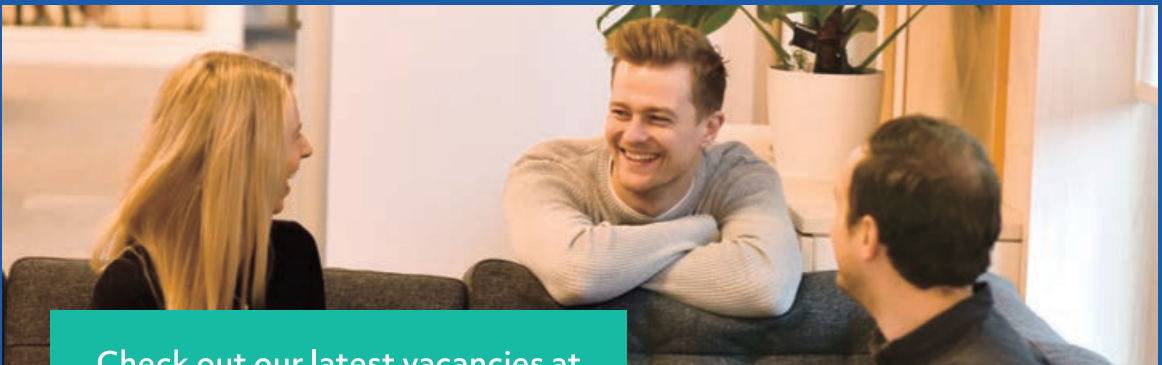
Our people have always been our passion and their passion is developing innovative commerce experiences propelling revenue and relationships for our clients.

Let's drive change together
visit astoundcommerce.com



Say hey to your new career

Help us shake up the car buying industry



Check out our latest vacancies at heycar.co.uk/careers or say hey on [LinkedIn](#)

heycar

A journey like no other

Poor organisational cultures pose a significant business risk, particularly in a global pandemic. But, as Best Workplaces™ demonstrated, there is an antidote: put your trust in your people, and your people at the heart of everything you do

The power of trust in action

Fact: organisations with high levels of trust outperform other organisations. They are better at attracting and retaining talent, are more collaborative, innovative, and, ultimately, more productive.

Not only did our Best Workplaces™ organisations maintain their high levels of trust during unprecedented turmoil, most increased levels of trust from the previous year; only smaller organisations (20-50 employees) showed a very minor drop.

High-trust workplaces have strong cultures and a shared sense of purpose. Organisations without strong cultures have struggled to create that sense of unity. In contrast, employees at our Best Workplaces™ were motivated to keep working towards a common goal.

'We're all in this together' was not a meaningless slogan at Best Workplaces™. It was a driving force that united colleagues in organisations across all sectors and of all sizes, from small independent companies to large, global brands. It also came from the top, in messages from CEOs about the support available for each individual employee, or explaining actions to avoid redundancies.

Going the extra mile

Unsurprisingly, health and wellbeing topped the business agenda. In another testament to the supportive leadership at Best Workplaces™, levels of wellbeing remained high, with 83% of employees saying they felt positive about their wellbeing. If anything, the figure was slightly higher than in 2019, indicating that employers had gone the extra mile. Compare these results to the figures from Mind, the mental health charity. Three in five adults (60%) said their mental health got worse during

lockdown. The economic impact of the pandemic triggered furloughs and layoffs, which increased levels of anxiety.

Sadly, a number of Best Workplace™ companies had no choice but to make some staff redundant. Even then, they were committed to supporting their employees through the emotional and financial impact. One professional services company proactively engaged not only with its overseas branches but also its clients to try to source potentially relevant job openings.

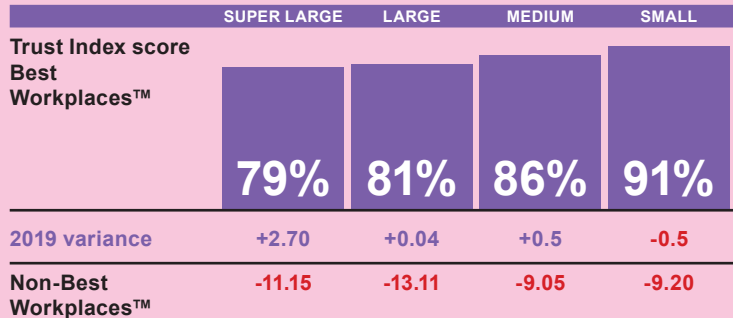


Safe haven

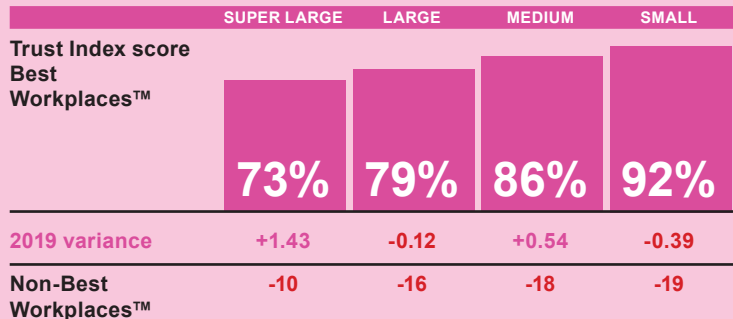
Best Workplaces™ have made tremendous efforts to make their people feel safe. Our data suggests that trust has a positive effect on the perception of safety in the workplace. No matter where employees worked in 2020, people felt confident about safety measures.

We see this positive trend even in sectors such as manufacturing (95%), retail (92%) and social services (94%), where homeworking is largely impossible. When employees trust their

The power of trust in action



We're all in this together



leaders, they are more likely to feel safe and secure.

Employers did everything they could to help employees work from home. But, for some, this wasn't possible. Employees needed on site were often worried and felt a loss of control, particularly where there was a risk of exposure to the virus. In November 2020, a Resolution Foundation report found that 44% of workers in the caring sector (e.g. schools, healthcare) and 41% of those in customer-facing roles (e.g. shops, restaurants) were concerned about Covid-19 transmission.

In sectors where homeworking was feasible, the very different challenges required a swift response. Working-from-home policies can magnify the worst habits of bosses, such as micro-management and weak communication. Homeworking can also reduce the feeling of teamwork – in short, a poorer employee experience. However, data from 2020 shows that home-based staff at Best Workplaces™ felt more positive about key areas such as management and work relationships than they did in 2019:

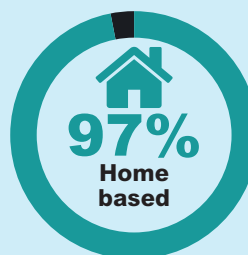
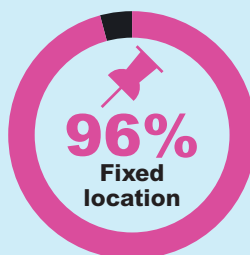
- Managers keep me informed about important issues and changes. +5%
- Managers do a good job of co-ordinating people. +3%
- You can count on people to cooperate. +1%

Engagement boost

Regardless of where work took place, it became difficult to sustain motivation. Nevertheless, our data shows that overall employee engagement at Best Workplaces™ remained high at 85% – an increase of 1% on 2019. Balancing employee engagement, operational effectiveness and business continuity has been the biggest HR challenge.

Fear of getting sick or losing their job, uncertainty about the economy, the personal situation of a relative or friend are just some of the concerns employees have faced. Best Workplace™ leaders' response was to increase the level of trust among their employees and encourage them to continue giving their best, while always supporting them.

This is a physically safe place to work.



The road back, or forward

The human tragedy of Covid-19, its impact on individuals, businesses and the economy, will long remain in our collective memory. Organisations will need time to adjust to the new working environment. Some will need to find ways of surviving or overcoming financial losses. In contrast, for organisations that thrived during the pandemic, building their employer brand and attracting the extra talent required to service their growing business will be a priority.

Pre-Covid-19, the future of work was already a hot topic. The pandemic has fast-forwarded that and accelerated changes already under way. As an HR leader at Adobe told us: "Covid-19 has changed many things in an irreversible



Key to this is leadership. Best Workplace™ leaders ensured that their organisation's values and culture continued to shape what they did and how they did it. Their success can be measured – 91% of Best Workplace™ employees have confidence in their executive team's decision-making and their judgement.

Many leaders went above and beyond. For example, the CEO of Hilton gave up his salary, while the executive committee took a 50% pay cut for the duration of the crisis.

Helping others

True leaders have been transparent and responded positively to the needs of their teams – even when having to make difficult decisions. In the post-pandemic world, leaders will need to focus on accelerating transformation, meeting new demands and making sure that their corporate purpose addresses society's key challenges. We were struck by how many Best Workplaces™ continued their CSR commitments during the pandemic, despite their own uncertain situations.

At some point, we must zoom out and look at the big picture after firefighting. Which old ways of working will be left behind? Which initiatives will find a place in the 'new normal'?

Discussing with all your employees what life post-pandemic could look like is crucial. One size never fits all, and it will be important to be fair. Fairness builds trust, demonstrates respect and creates a positive employee experience.

"The 'new normal' opens the door to opportunities that must build on the lessons of the crisis."

HR Leader, Adobe

way – one of these is how we work and think about work. The 'new normal' opens the door to opportunities that must build on the lessons of the crisis."

Best Workplace™ organisations highlighted that Covid-19 triggered new processes. Employees who were enabled to develop new ways of doing things were much more engaged, with scores of 95%.

Strong start

Organisations ranked as Best Workplaces™ for the first time tell us what lessons they've learned from their journeys so far and what accreditation means for them



“

“Our journey so far has shown that it is important to listen to all points of view. The journey is never finished, and the smallest, unassuming idea or point of view can sometimes have the biggest impact.”

Robin Irvine, General Manager, Global Manufacturing, Avaap



“The Best Workplaces™ programme has provided an opportunity for us to learn from ‘the best’ and benchmark our processes against the standards of larger companies that we admire, sharing their best practices.”

Robert Harper, Marketing Director, Prima

“The Barwood Capital team was close before the pandemic, and often referred to as a family, so it was imperative when the first lockdown happened and we all started working from home that we kept up morale and good communication.”

Hugh Elrington, Managing Director, Barwood Capital Limited

“Compassionate leadership is the biggest reason for our success. We have all kept connected, well looked after and comfortable during these difficult times.”

Bex Loveys, People and Culture Manager, Xledger

“We always knew we wanted to build a workplace in which our employees genuinely want to turn up to work. But without initiatives such as the Best Workplaces™ programme, you never truly can quantify how successful you have been.”

Thierry Ngutegure, Data and Insights Manager, Rise at Seven

Danone Specialist Nutrition

The food products company's “culture, values and long-term investment in people development, coaching, personal safety, wellbeing and technology have both guided our decisions and given us the ability to shape our responses to support individuals in the most appropriate way,” according to HR Director Liz Ellis.

This has included adopting a consistent approach to working, rather than chopping and changing according to government guidelines, but giving line managers flexibility to respond to individuals' own circumstances.

Prior to the pandemic, Danone had been investing in digital transformation, so, “operationally, the move to remote working was relatively seamless for most teams”, Liz says. “However, we cannot underestimate the toll that constant Webex meetings, the pressure to be always available and the lack of human connection takes, both physically and emotionally.

“A big part of our responses has been addressing this through upweighting mental and physical health interventions, home risk assessments and the ways in which we communicate as teams and as a company.”

NHS Shared Business Services

As the organisation that provides the NHS with finance and accounting, procurement, employment, and innovation and technology services, NHS Shared Business Services is large, complex and always busy. “We have always had the sense of our purpose, which underpins our approach,” says HR Director Nikki Smith (above left). “Our people – and their pride and belief in supporting the health service – make us who we are.”

The pandemic cemented this strong culture. “There were bold and strong



“Often, what you think motivates people isn’t actually what motivates them. So what this experience has taught us is to ask the right questions and to listen to what your employees tell you. Don’t just assume.”

**Jane Askin (left),
Head of Culture and
Talent, Plotbox**

“As we grow rapidly and the small company feedback loops become more challenging and less effective, the Best Workplaces™ programme allows us to collect a significant data set to complement the data we gather through other channels.”

**Adrian Rawcliffe, CEO,
Adaptimmune**

“We have learned four extremely valuable lessons: employees need a voice and leaders who will listen; employees at all levels need to be recognised and appreciated; employees who feel part of the organisation will tackle big problems as part of the team; employees perform better when they understand the company mission and vision and can relate to it.”

**Richard Scott,
Head of HR, HML Group**

“I want our people to be brave and creative, to challenge the status quo, and to take ownership of what they are working on and what they believe is the right course of action.”

**Richard Blunden, CEO,
Monkey Puzzle Day Nurseries**

“Our success has come from keeping employees at the forefront, giving them security, keeping them well informed through various communication channels, and providing a safe and manageable environment. As a result, we have managed to not only survive the year but to flourish and grow.”

**Mark Potts,
Recruitment and HR Manager,
Consultiv Utilities**

“Our efforts have a measurable, positive impact on how employees rate Park Place Technologies and its leadership team.”

**Sue Fawzi,
HR Manager, EMEA,
Park Place Technologies**

“In an uncertain and challenging year, it has been heartening to see that our colleagues are feeling supported from a wellbeing perspective.”

Kim Cleland, Director of People and Learning, The Prince's Trust



leadership decisions at all levels early on – people were empowered to make those decisions,” Nikki adds. When lockdown was announced in March 2020, almost all the company’s 900 UK office-based staff were set up to work from home in just two weeks, with employee wellbeing and service standards a priority throughout.

Billions of pounds were moved around the NHS in days rather than weeks – payments keeping the system operating, vital goods supporting patient care, and thousands of new and existing workers being paid correctly and on time. “We’ve stood side by side with the frontline during this pandemic and touched the lives of millions.”

Checkatrade

This is the first time the customer review website has been ranked a Best Workplace™, and to get the credit is fantastic, according to John Frith (right), Chief People Officer. “One of our five values is ‘People matter’, and this has been front and centre of almost every conversation and decision,” he says. “As a leadership team, we look at issues from every single angle and we then make decisions based on values and the culture that the company wants to create.”

Checkatrade hasn’t furloughed any employees or made any redundant during



the pandemic. It has increased sick pay, flexed jobs, provided extra laptops for those with children homeschooling, and paid for homeworking equipment. It has also trained 25 new mental health first aiders.

The business has grown in the past year, with homeworking and technology enabling a wider recruitment pool. “We have been able to recruit new skills that we didn’t have before and accelerate our move towards being a tech business.”

The past year has reaffirmed the importance of having an HR strategy in place and leading by example. “Have a flexible structure in place and lead with responsibility,” says John.

NEW WINNERS

“We invested time and resources into the Best Workplaces™ programme to assist in creating and maintaining a workplace culture that would retain our existing talent, attract future talent, and reflect our ideals of a family culture.”

Greg Watson, COO, Napier

“We were excited to see that 100% of our employees were proud to work for the company. Feeling proud is so important for our success, as this enthusiasm and passion is reflected when clients work with us, and it helps us to retain and recruit the best people.”

Michelle Hocknull (above), Head of HR and Business Services, SLC Rail



“We work very hard as an organisation to be an engaging place to work, and it is very gratifying to be recognised for that by an external body.”

Gill Tanner, Head of HR, Chugai Pharma Europe

“You CAN build strong relationships remotely. Vulnerability underpins trust, and, this year, we’ve seen each other struggle, we’ve met colleagues’ partners, pets and children, and we’ve gotten to know each other far more personally.”

Dan Joyce, General Manager, EMEA, SafetyCulture

“Entering the Best Workplaces™ programme for us was not only something to strive for but a tool to help us review every area of our relationships with employees.”

Stephanie Kelly, Chief People Officer, IRIS Software Group



“If you treat all people fairly, you create a solid foundation for a positive employee experience. It should be fundamental for every company, but, unfortunately, it is not the norm.”

Gary Kiyou (left), Senior Director, HR, Global eProcure Limited

Charlie Bigham’s

“We make food, and you can’t do that virtually,” says Lauri Duncan, Head of People at Charlie Bigham’s, which has been ranked a Best Workplace™ for the first time. The company’s response to the pandemic started with ensuring the safety and wellbeing of its employees – many of whom are key workers – with full pay for anyone self-isolating or pregnant, and allowing homeworking wherever possible.

“Communication has been absolutely key,” says Lauri, with the company focusing on connecting those working remotely, listening to and supporting those not working from home, and continuing its weekly ‘town hall’, allowing 100 people to dial in from across the business. The company’s ‘academy’ training scheme has adapted to deliver courses virtually.

“The past year has affected everyone differently, and it was important that managers and leaders acknowledged this and showed understanding,” Lauri adds. “The trust this has created has empowered people and enabled them to recognise that it’s okay to have your own situation – everybody is different – but we can look after and support each other.”



ONE OF THE GREATEST PLACES TO WORK IN THE WORLD

At DHL Express we continue to innovate in order to truly stand by all our employees, all our customers, and the international communities we serve.

CONNECTING PEOPLE AND IMPROVING LIVES.

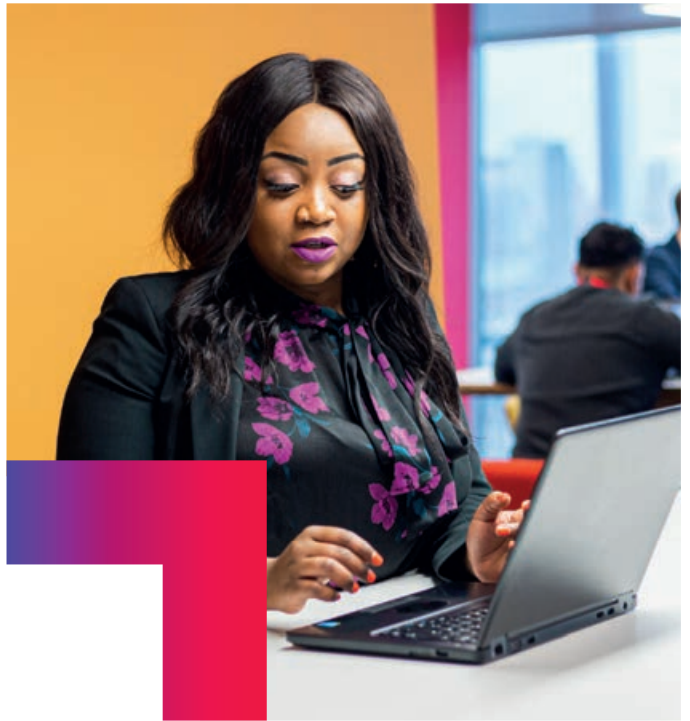
wearerecruiting@dhl.com





Trusted as an employer where you can bring your whole self to work

At CGI your ideas and actions make a difference. That's how we succeed as a trusted partner to our clients - our people have the confidence and support to act, to change, to discover and innovate. Join us as we deliver change now for today, and for the next generation.



Be part of our story.
[#Experience CGI](#)

cgi.com/uk/careers

GREAT PLACE TO ~~WORK~~ THRIVE



We are proud to have been named one of the UK's Best Workplaces™ and to be ranked by Great Place to Work® for 21 consecutive years!

Gowling WLG is an international law firm providing legal services around the world and helping you to succeed no matter how challenging the circumstances.

Find out who we are and why we are different at gowlingwlg.com

Gowling WLG (UK) LLP is a member of Gowling WLG, an international law firm which consists of independent and autonomous entities around the world. Our structure is explained in more detail at www.gowlingwlg.com/legal



The learning loop

They may have been through the accreditation process before, but Best Workplaces™ never stop learning or adapting. Here they share how the pandemic has merely accelerated that process



“The focus on listening and responding with timely and thoughtful interventions has been key to our success throughout the past year, and is something that we will continue to champion as we look to the future.”

**Lorna Kerr, Chief People Officer,
Principality Building Society**



Insight International

“What makes Insight unique is our culture – we live by our core values of Hunger, Heart and Harmony, and our teammates are at the centre of everything we do,” says HR Director Gill Swain (*above*). “For me, HR has always been the beating heart of a business – its function is to care and assist its employees. This couldn’t be more true with the advent of Covid-19.

“From the very start, our priority was ensuring our teammates had all the support they needed. We formed an EMEA-wide taskforce to create a business continuity plan, gathering daily to review each country.

“Our purpose was to ensure our teammates clearly understood our decisions on health, wellbeing and safety. We articulated this through articles and virtual sessions on our internal website, such as ‘How to manage work and homeschooling’ and ‘The importance of work-life balance’.



“With mental health and wellbeing top of our agenda, we comprehensively trained all managers on how to support mental health and recognise stress. As a business, we’ve been really supportive of the pressures individual teammates have faced, whether they’re living alone, with friends or with family.

“Without doubt, the role of HR last year was critical – but I’m proud to say our agility and flexibility was second to none. We see that in our teammates, who, even though we continue to work remotely, remain engaged and connected.”

Lindt

“Our people-first philosophy is really embedded in our culture, and is the foundation of our business strategy,” says HR Director Charlotte Moss (*above*).

“We’ve always focused on enabling people to be at their best – we run an



induction programme called ‘being our best’, based on the fact that if you’re at your best, you’ll do your best work, and that will be best for the business. That really has been both tested and reinforced in the past 12 months.

“I think the biggest challenge is how people have responded. As every individual circumstance has been so uniquely different, it’s about trying to put policies in place that work for everybody, as well as the business. We’ve encouraged people to ask ‘What is it you need, and we’ll be as flexible as we can’.

“We were quite face-to-face prior to the pandemic, so we have made a huge leap in embracing video calls and technology. It means we now can broadcast to everybody via technology and that has made us more inclusive.

“We’ve had really positive feedback from employees about how we’ve supported them through the pandemic, whatever their context. I think we will continue to embrace technology and flexibility – this has forced us to learn how to do it.”



Insight prioritises mental health and wellbeing



“Employees are looking for meaning in their jobs – they want to know how their efforts fit into the overall value of the organisation.”

David Morgan,
Senior Director, HR,
International, UKG



“This more agile, more digital mindset has a positive knock-on effect on our carbon footprint, taking us a giant leap forward towards our zero-carbon future.”

Julie Fadden,
CEO, South
Liverpool Homes

“Rather than a radical change of direction, the pandemic has simply accelerated our plans to create a more flexible, agile business, responsive to the changing needs of our clients, colleagues and the communities we work with. It has given our people the ability to make choices about how they work to meet the needs of our clients; allowing us to work with them to find solutions; testing, learning and refining our approach.”

Susana Berlevy, Chief People Officer,
Irwin Mitchell

“To be a Best Workplace™ isn’t just about having empathy for employees but also turning that empathy into action.”

Hayley Penn,
HR Business Partner,
Intuit QuickBooks

SC Johnson

Like many Best Workplaces™, SC Johnson has leaned into its company culture in response to the Covid-19 pandemic. “Our leadership teams activated plans to address employees’ concerns and detail how we would respond to Covid-19, with safety of our people our number one priority,” a spokesperson says.

“From the start, we were deliberate in not setting out rules or expectations, as we understood that all employees’ situations are different – varying from country to country and individual to individual – and that rigid rules would make things even more difficult for our people to manage.

“We fostered a culture of trust and communication, offering flexibility and customising existing practices to allow everyone to manage their own individual circumstances.”

As a result, the level of communication and collaboration within the company over the past year in particular has been “inspiring”.

What Best Workplaces™ do to stay ahead

- Keep an open dialogue.
- Be transparent with employees about decisions taken.
- Involve employees in discussions.
- Align intentions with your values and purpose.
- Be open with your team.
- Human and visible leadership is key.
- Have those difficult conversations.
- Set up feedback loops and respond to the feedback you get.
- Be flexible. Your workforce comes in all shapes and sizes – so should your people practices.

Stryker

As a medical technology company, Stryker’s mission is about making healthcare better. “There has not been a better time to be living that mission than in the past year,” says Paul Bean

(right), Vice President and Managing Director, UK and Nordic. “The top priority for us in the pandemic was to keep our people safe – protecting employees in hospitals, the backs of ambulances and other healthcare settings, as well as in our manufacturing and distribution sites.”



It has been a hectic year for Stryker, with increased demand for emergency equipment, hospital beds, and so on. “We formed a Coronavirus Action Team immediately, incidence response teams were set up in every country, we sent Covid Pulse Surveys to every employee in the UK to see how they were coping and what more we could do. It has all come from the top – from our CEO.”

The company has accelerated its investment in digital platforms and virtual platforms for communication, but some employees still need to be “in the field – supporting doctors, nurses and healthcare workers. Some surgeries and



“This past year has given us an opportunity to accelerate our ways of working in terms of even greater flexibility and our move to a digital-first organisation.”

Susan Fulton, Director of People, Home Group

“Being a Best Workplace™ has helped Webbs compete for talent, as we’ve continued to invest in people by recruiting into our team. It has also given Webbs confidence in the strong foundation of trust and engagement across our business. That difference has meant colleagues have been willing to step out of their comfort zones, flexing normal working hours, locations and tasks in order to help the business and each other.”

Jacqui Sheard, Head of HR, Webbs Garden Centres Limited

“The past year has shown how we can cope and indeed thrive in challenging conditions – organisationally, as teams and individually. It has given us enormous confidence in our capacity for the future. We involve our team in creating a vision of opportunity. Ongoing, we will continue to offer flexibility and operate working from home or office practices based on individual choice and the most effective ways of working for them.”

Simon Grosse, CEO, Foundation SP



“The pandemic has permanently changed our approach to employees’ working patterns for the better.”

Andrew Flux, Group Commercial Strategy Director and Covid-19 response team lead, Frontier Agriculture

procedures cannot take place without a Stryker product specialist on site.”

So how has the company had time to be ranked a Best Workplace™? “It’s all about engagement,” Paul says. “Our approach to communication is about being open, transparent and understanding, and recognising we’re all individuals. We’ve continued our drive on diversity, inclusion and being your authentic self. All this great work that has been done allows people to be more comfortable when they communicate. We keep driving that forward.”

Cisco

A regular Best Workplace™ for a number of years, the technology firm is “very pleased” to be ranked again, “but we never take it for granted”, says Jen Scherler-Gormley (*above*), Head of HR for UK and Ireland. “Each time, we go through the process biting our nails and hoping for the kudos we think we deserve.”



The pandemic has “stress tested” Cisco’s people policies. “We felt they were robust going into the pandemic and that they gave us a really solid foundation. It didn’t feel like we were suddenly having to do a gear change at all.”

Working from home was never going to be an alien concept for a company like Cisco, and it has a very strong culture for home-based work, with everyone set up with a laptop and used to hotdesking in its offices. “Most people have leaders that don’t sit physically with them – they might be in another country,” Jen says.

But Cisco has also borne in mind the negatives. “One of the things we have all felt is that with even our personal connections being online, people can get screen fatigued. We have really thought about our employees’ wellbeing in this. Cisco is now in all of our employees’ homes.”

One of the ways Cisco has dealt with this is to have a varied and holistic

wellbeing programme for employees, which adapts where needed. “Everyone is being challenged in different ways all of the time. So we are focused on managers leading with empathy and really understanding their staff, their teams and their priorities.”

Unexpected benefits of the pandemic

- It is possible to be as productive working from home as it is in the office.
- Technology has made many people processes more efficient and cost-effective.
- Moving to homeworking, even for a few days a week, has enabled organisations to widen their talent pools.
- Working together to overcome challenges has made people more empathetic, caring and collaborative.

We bring speed
and agility together



Make a new world happen



One Group,
One Family...



www.sovini.co.uk

 @sovinigroup

**Join a place
where you
can thrive and
realise your full
potential.**

Find your fit at
FisherCareers.com.

FISHER INVESTMENTS UK®

Talking it out

Communication, empathy and trust are in abundance at the Best Small and Best Medium Workplaces™ – **Ryan and Tulchan Communications**

Ryan

“We talk about culture from day one, when someone joins our company. It is a daily part of our lives,”



says Tony Bridwell (*above*), Global Chief People Officer at the award-winning tax services and software firm, which has been ranked Best Small Workplace™. “Because of that grounding, we were able to adapt to the pandemic as we would to a marketplace disruption or a new tax law. We stay focused on what we can control and don’t get distracted by what is outside our control.”

This is not a new focus for Ryan. “A decade ago, to attract, retain and grow the best talent, we created an

environment offering flexibility while maintaining a world-class experience and delivering exceptional results,” says Jon C

Sweet (*left*), President of European and Asia-Pacific

Operations. “If we focus on our people, they will in turn care for our clients. We were prepared for the pandemic, and continue to learn how to make our culture even better.”

This has been achieved by continuous feedback, according to Abigail Courtenay (*right*), Manager, Strategic Talent Business Partners, People Group.

“We reach out to our team on a regular basis to find out what is going to be helpful for them, what is challenging them, or what is on their minds. Listening, responding and maintaining accountability has been, and will continue

Tulchan

There are two big themes for the communications group in its approach to business – empathy and trust. “We are always trying to put ourselves in the position of the people who work for us and understand the challenges and constraints under which they are operating, even in normal times,” says Andrew Feldman, Managing Partner. “We instinctively like to empower people to get on with their job, to make decisions and take responsibility, but that has been magnified by us working separately.”

Tulchan invested in technologies to allow employees to work from home prior to the pandemic, but it has “accelerated our understanding of the possibility of homeworking”, Andrew says. He believes the future won’t necessarily be five days in the office, working 9-5, but a blend of home and office working that will, to some extent, be client-led. It is also vitally



important for culture and creativity to have the informal interactions between people that are only possible when they are working in the same location, alongside the personal ties that come from having lunch with colleagues and clients. “There will be a real need to renew those relationships and interactions,” he adds.

Being ranked Best Medium Workplace™ is a “combination of a lot of work by people over a number of years. We’re fortunate that our sector hasn’t been as badly affected by the pandemic as others, but we’re very pleased and honoured that our efforts have been recognised.”

Leadership tips

- ✓ Remain flexible in thinking about situations and opportunities.
- ✓ Listen to your team and try to understand different perspectives.
- ✓ Trust people to do their jobs.

to be, really important for our development.”

Ryan has already started planning for how the company will work once the pandemic is over. “We sent our

entire workforce home on 13 March 2020,” Tony says. “The very next week, we assembled a team to examine what it would look like to bring everybody back, listening to our people, and looking at the marketplace. It’s always about evolving.”



Leadership tips

- ✓ Culture is the way people think, feel and act. Often, we focus only on the acting part, not what they think or feel.
- ✓ We tell three stories every day: non-verbally, when we show up as an individual; verbally, when we speak up; and through our systems, processes and policies. Look at the stories you tell and make sure they are aligned.
- ✓ Leaders don’t always have the answers – let employees help.

Weathering the storm

Strong company cultures helped Best Large and Best Super Large Workplaces™ – the **Sovini Group** and **Hilton** – cope in a difficult year

The Sovini Group

“Any organisation is only as good as the people it employs. Without our people, we wouldn’t have a business,” says CEO Dr Roy Williams (*right*). “For us to come out as number one again in the current operating environment is really special. I cannot tell you how pleased we are.”

The property management and development company’s culture is built around its values of success, passion, authenticity, courage and enterprise – borne out of conversations across the business with all its employees. “They own and share those values, and that culture has helped us adapt very, very quickly to a new operating environment,” Roy says, adding that within the culture is a notion of a “can-do attitude and willingness to cooperate with colleagues”.

“It was the organisational culture, built around that notion of working for each other and feeling some ownership, that enabled us to move as quickly as we needed to during the pandemic.”

Technology has helped. “Initially, it was a very steep learning curve, but, without it, we wouldn’t have been able to carry on business as usual to a large extent. For some of our front-facing services, it has allowed us to be more productive, as we can still hold team meetings and training events and continue to celebrate online.”

The pandemic has also shown how the workplace can be anywhere – the park, an outing with colleagues, home, the office – so the Sovini Group is moving towards measuring productivity rather than time.



“The new normal will mean employees have greater flexibility and a better work-life balance,” Roy says. “It will empower them to determine what they focus on and where they work.

It will help us shift to a workplace that is based on output, trust, and valuing the people who work for us. That will lead to higher levels of employee satisfaction, better productivity, engagement and people enjoying work more.”

Leadership tips

- ✓ Think creatively about how you engage with your people.
- ✓ Share and celebrate successes.
- ✓ Give people ownership.
- ✓ Remember everyone has a role to play.
- ✓ Focus on productivity rather than time.

Hilton

In the past year, Hilton has faced challenges never before experienced in the hotelier’s 101-year history. Like many in the hospitality sector, revenues plummeted year-on-year, and by the end of the second quarter of 2020, the company had temporarily suspended operations at many of its hotels globally.

So becoming Best Workplace™, Super Large category, in 2021 is an extraordinary achievement. “It’s our team members that have acted as enablers to help shape our approach and inform our new ways of working,” says Ben Bengougam (*above*), Senior



Vice President, HR, EMEA. “We leaned heavily into our values to guide our decision-making with hospitality and integrity – all the while approaching our teams with empathy, respect and support.”

Of course, Hilton’s management team have taken steps to protect employees through the crisis: clear communications to stay connected to those on furlough, and an alumni programme for employees who left the business, “all to ensure we continued to promote the strong community feel that makes Hilton feel special”. Those directly impacted by Covid-19 have been supported by Hilton’s Team Member Assistance Fund, which other

employees have continued to donate to, “showing an incredible commitment to supporting each other – even in times of personal difficulty”.

“Hilton has always had a strong culture, but the pandemic has brought teams together and amplified the Hilton culture in ways we didn’t know were possible,” Ben says. “Despite the challenges, our culture will continue to play a critical role in recovery.”

Leadership tips














- ✓ Play to your organisation’s strengths.
- ✓ Put people and culture at the heart of your recovery.
- ✓ Re-energise your culture and boost morale to prepare for brighter times.

Best Workplaces™ 2021

Small: 20-50 employees



| | | | | | |
|-----|----|--|--|---|--|
| | 1 | Ryan | | Employees 38 Professional Services ryan.com/europe | |
| | 2 | PEN Partnership | | Employees 43 Management Consulting penpartnership.com | |
| NEW | 3 | Xledger Ltd | | Employees 27 IT xledger.com/uk | |
| | 4 | Centor Insurance & Risk Management Ltd | | Employees 48 Financial Services & Insurance centor.co.uk | |
| | 5 | Reddico Digital | | Employees 30 Online Internet Services reddico.co.uk | |
| | 6 | Astound Commerce UK | | Employees 36 IT astoundcommerce.com | |
| NEW | 7 | Achievers | | Employees 33 IT Software achievers.com | |
| NEW | 8 | Napier | | Employees 29 IT Software napier.ai | |
| NEW | 9 | PlotBox | | Employees 51 IT Software plotbox.io | |
| | 10 | TePe Oral Hygiene Products Ltd | | Employees 28 Retail/Speciality tepe.com/uk | |
| | 11 | firstlight group | | Employees 20 Advertising & Marketing firstlightpr.com | |
| | 12 | Computer Task Group (UK) Limited | | Employees 35 IT Consulting uk.ctg.com | |
| NEW | 13 | Barwood Capital Limited | | Employees 22 Real Estate barwoodcapital.co.uk | |
| NEW | 14 | Prima | | Employees 20 IT Software primasoftware.co.uk | |
| NEW | 15 | Anthemis Group | | Employees 38 Financial Investments anthemis.com | |
| | 16 | Rockpool Digital | | Employees 27 IT rockpooledigital.com | |
| NEW | 17 | Chugai Pharma Europe | | Employees 46 Pharmaceuticals chugai.eu | |

| | | | | |
|------------|-----------|--|---|---|
| NEW | 18 | Chugai Pharma UK Ltd | Employees 48 Pharmaceuticals chugai.eu |  |
| ★ | 19 | Sobi UK & Republic of Ireland  | Employees 49 Biotechnology & Pharmaceuticals sobi-uk.co.uk |  |
| NEW | 20 | Enovation Controls Ltd | Employees 23 Electronics Manufacturing enovationcontrols.com |  |
| ★ | 21 | London Vision Clinic  | Employees 41 Healthcare londonvisionclinic.com |  |
| NEW | 22 | Monkey Puzzle Day Nurseries Ltd | Employees 20 Education & Training monkeypuzzledaynurseries.com |  |
| NEW | 23 | Channel Comms Ltd | Employees 21 Telecoms channelcomms.co.uk |  |
| NEW | 24 | Avaap Europe | Employees 23 Management Consulting avaap.com |  |
| NEW | 25 | Rise at Seven | Employees 51 Advertising & Marketing riseatseven.com |  |
| NEW | 26 | PubMatic | Employees 37 Online Internet Services pubmatic.com |  |
| | 27 | Accuracy UK Ltd | Employees 44 Management Consulting www.accuracy.com |  |
| NEW | 28 | AT Global | Employees 17 E-commerce at-global.co.uk |  |

Your Organisation's Journey to Best Workplaces™ Recognition



Survey Employees

Launch the Trust Index® survey on Emprising™



Complete Culture Audit®

Provide details about your organisation's HR practices



Get Certified

Meet the Trust Index® score of 65% or higher and be Great Place to Work-Certified™



Earn Recognition

Meet the threshold for your size and also get recognised as a Best Workplace™

Contact us for more information, and follow us on social for key insights and solutions:

www.greatplacetowork.co.uk | 0870 608 8780 | uk_info@greatplacetowork.com  GPTW_UK  Great Place to Work UK

Best Workplaces™ 2021























Medium: 51-250 employees













| | | | | | |
|-----|----|----------------------------|--|--|----------------------------|
| | 1 | Tulchan Communications LLP | | Employees 61 Professional Services tulchangroup.com | |
| ★ | 2 | Intuit QuickBooks | | Employees 229 IT Software quickbooks.intuit.com/uk | |
| ★ | 3 | Natilik | | Employees 209 IT natilik.com | |
| NEW | 4 | SafetyCulture | | Employees 60 IT Software safetyculture.com | |
| | 5 | South Liverpool Homes | | Employees 87 Non-Profit & Charity southliverpoolhomes.co.uk | |
| | 6 | Foundation SP | | Employees 62 IT foundation-sp.com | |
| | 7 | Tanium | | Employees 101 IT Software tanium.com | |
| ★ | 8 | Impact | | Employees 88 Management Consulting impactinternational.com | |
| NEW | 9 | Rimini Street Limited | | Employees 79 IT Consulting riministreet.com | Engineered for Support |
| ★ | 10 | Found | | Employees 52 Online Internet Services www.found.co.uk | |
| | 11 | Avantia | | Employees 66 Home Insurance avantiagroup.co.uk | |
| NEW | 12 | SLC Rail | | Employees 58 Professional Services slcrail.com | |
| | 13 | Amido | | Employees 115 IT Consulting amido.com | |
| ★ | 14 | World Wide Technology | | Employees 132 IT Consulting www.wwt.com | |
| | 15 | Brown-Forman UK | | Employees 183 Drinks Manufacturing brown-forman.com | |
| | 16 | Credera (UK) | | Employees 177 IT Consulting www.credera.co.uk | |
| NEW | 17 | Acquia | | Employees 85 IT Software acquia.com | |

| | | | | |
|------|----------------------------------|---|--|---|
| 18 | Edrington-Beam Suntory UK | | Employees 203 Drinks Manufacturing edrington-beamsuntoryuk.com |  |
| 19 | Cadence Design Systems |  | Employees 200 IT Software cadence.com |  |
| 20 | Automation Logic | | Employees 95 IT Consulting automationlogic.com |  |
| 21 | UKG | | Employees 221 Internet Service Provider ukg.com |  |
| 22 | The Trade Desk | | Employees 182 IT Software thetradedesk.com |  |
| 23 | The Exeter | | Employees 170 Auto Insurance the-exeter.com |  |
| 24 | Gorilla Glue Europe Ltd | | Employees 58 FMCG uk.gorillaglu.com |  |
| ★ 25 | Sellick Partnership |  | Employees 82 Recruitment sellickpartnership.co.uk |  |
| 26 | Alnylam UK Ltd | | Employees 74 Biotechnology alnylam.com |  |
| NEW | 27 | | Employees 60 IT Consulting collaborativesolutions.com |  |
| | 28 | | Employees 63 FMCG lavazza.co.uk |  |
| NEW | 29 | | Employees 88 IT Consulting alchemytechs.com |  |
| | 30 | | Employees 211 Insurance & Re-insurance rsml.co.uk |  |
| NEW | 31 | | Employees 68 Financial Investments wisdomtree.eu |  |
| | 32 | | Employees 70 E-commerce heycar.co.uk |  |
| NEW | 33 | | Employees 91 Manufacturing & Production secotools.com |  |
| | 34 |  | Employees 72 Advertising axon-com.com |  |
| | 35 | | Employees 51 IT Consulting masonadvisory.com |  |
| ★ | 36 |  | Employees 151 IT Software bighand.com |  |

UK RANKINGS

| | | | | | |
|------------|----|---|---|---|---|
| | 37 | Adyen UK | | Employees 88 Banking/Credit Services adyen.com |  |
| | 38 | Powerforce Field Marketing and Retail Services Ltd | | Employees 146 Advertising & Marketing powerforcegb.com |  |
| | 39 | Insulet International Ltd | | Employees 77 Biotechnology myomnipod.com/en-gb/home |  |
| NEW | 40 | Immersive Labs | | Employees 119 IT Software immersivelabs.com |  |
| | 41 | Alteryx UK | | Employees 169 IT Software alteryx.com |  |
| | 42 | Just Teachers Limited | | Employees 53 Recruitment justteachers.co.uk |  |
| | 43 | Oakbrook Finance | | Employees 141 IT oakbrookfinance.com |  |
| | 44 | Yext | | Employees 70 IT Software yext.co.uk |  |
| NEW | 45 | Consultiv Utilities Ltd | | Employees 67 Professional Services consultivutilities.com |  |
| ★ | 46 | Smart Energy GB |  | Employees 57 Non-Profit & Charity smartenergygb.org |  |
| ★ | 47 | Neueda |  | Employees 198 IT Software neueda.com |  |
| | 48 | Nintex | | Employees 58 IT Software nintex.com |  |
| | 49 | Liquid Personnel |  | Employees 89 Recruitment liquidpersonnel.com |  |
| NEW | 50 | Wazoku Limited | | Employees 60 IT Software wazoku.com |  |
| | 51 | Retail Insight | | Employees 75 IT Software www.ri-team.com |  |
| NEW | 52 | Park Place Technologies | | Employees 210 IT Storage/Data Management parkplacetechologies.com |  |
| NEW | 53 | Global eProcure Limited | | Employees 95 Management Consulting gep.com |  |
| | 54 | Shop TJC | | Employees 228 E-commerce tjc.co.uk |  |
| NEW | 55 | Adaptimmune | | Employees 232 Biotechnology adaptimmune.com |  |

| | | | | |
|-----|----|--|---|---|
| NEW | 56 | Alliance Pharmaceuticals | Employees 143 Pharmaceuticals alliancepharmaceuticals.com |  |
| NEW | 57 | Ipsen Milton Park | Employees 80 Biotechnology ipsen.com/uk |  |
| | 58 | Ironmongery Direct Limited | Employees 192 Retail/Speciality ironmongerydirect.com |  |
| NEW | 59 | Grohe UK | Employees 65 Manufacturing & Production grohe.co.uk/en_gb |  |
| | 60 | Lansons  | Employees 88 Advertising lansons.com |  |
| NEW | 61 | Logicalis UK Ltd | Employees 150 IT Consulting www.uk.logicalis.com |  |
| | 62 | Fleet Alliance Limited  | Employees 83 Financial Services & Insurance fleetalliance.co.uk |  |
| NEW | 63 | Bobst UK & Ireland Ltd | Employees 64 Machinery & Equipment Manufacturing bobst.com |  |
| NEW | 64 | East West Rail | Employees 64 Construction & Infrastructure eastwestrail.co.uk |  |
| | 65 | Campari UK | Employees 76 Drinks Manufacturing campariuk.com |  |
| | 66 | CONTEXT WORLD LTD | Employees 120 IT contextworld.com |  |
| | 67 | Phoenix Contact Limited (UK) | Employees 55 Electronics Manufacturing phoenixcontact.co.uk |  |
| NEW | 68 | Cherry Advertising | Employees 96 Advertising www.cherrythinking.com |  |
| NEW | 69 | LanguageLine Limited | Employees 69 Communication: Interpretation & Translation Solutions languageline.com/uk |  |
| NEW | 70 | CSA Catapult | Employees 79 Engineering csa.catapult.org.uk |  |
| NEW | 71 | CCL Secure UK | Employees 95 Manufacturing & Production cclsecure.com |  |

What makes these organisations Best Workplaces™?
Find out at greatplacetowork.co.uk/bestworkplaces



Best Workplaces™ 2021

Large: 251-1,000 employees




| | | | | | |
|-----|----|---------------------------------|--|--|--|
| ★ | 1 | The Sovini Group | Great Place To Work. Laureate 2017-2021 UK | Employees 682 Construction & Infrastructure www.sovini.co.uk | |
| | 2 | Stryker UK Ltd | | Employees 737 Pharmaceuticals www.stryker.com/gb/en/ | |
| | 3 | Insight Direct (UK) Ltd | | Employees 981 IT www.uk.insight.com/en-gb/ | |
| | 4 | SC Johnson | Great Place To Work. Laureate 2016-2020 UK | Employees 331 FMCG www.scjohnson.com | |
| | 5 | Lindt & Sprüngli UK Ltd | Great Place To Work. Laureate 2015-2019 UK | Employees 346 FMCG www.lindt.com | |
| NEW | 6 | Danone Specialised Nutrition UK | | Employees 626 Specialised Nutrition www.danone.co.uk | |
| | 7 | Baringa Partners | Great Place To Work. Master 2007-2016 UK | Employees 715 Management Consulting www.baringa.com | |
| | 8 | Adobe | Great Place To Work. Laureate 2016-2020 UK | Employees 814 IT Software www.adobe.com | |
| NEW | 9 | ServiceNow | | Employees 627 IT Software www.servicenow.com | |
| | 10 | Liberty IT | | Employees 445 IT Software www.liberty-it.co.uk | |
| | 11 | Red Hat UK Limited | | Employees 613 Internet Service Provider www.redhat.com/en/global/united-kingdom-ireland | |
| | 12 | Adecco | Great Place To Work. Laureate 2013-2017 UK | Employees 609 Recruitment www.adecco.co.uk | |
| | 13 | REPL Group Worldwide Limited | | Employees 288 IT Software www.replgroup.com | |
| ★ | 14 | SAS | Great Place To Work. Laureate 2017-2021 UK | Employees 615 IT www.sas.com | |
| | 15 | REL Field Marketing | Great Place To Work. Laureate 2015-2019 UK | Employees 567 Advertising & Marketing www.relfm.com | |
| | 16 | AbbVie | Great Place To Work. Laureate 2015-2019 UK | Employees 925 Pharmaceuticals www.abbvie.co.uk | |

| | | | | |
|-----|----|----------------------------------|--|---|
| | 17 | Oxford PharmaGenesis | Employees 293 Healthcare/Speciality Services pharmagenesis.com |  |
| | 18 | Elavon | Employees 472 Banking/Credit Services www.elavon.co.uk |  |
| NEW | 19 | De Lage Landen Leasing Limited | Employees 270 Banking/Credit Services www.dlgroup.com |  |
| | 20 | Version 1 | Employees 395 IT Consulting version1.com |  |
| | 21 | Frontier Agriculture Ltd | Employees 964 Agriculture, Forestry & Fishing frontierag.co.uk |  |
| | 22 | Smart Pension | Employees 275 IT smart.co |  |
| | 23 | Secure Trust Bank Group | Employees 987 Financial Services & Insurance securetrustbank.co.uk |  |
| | 24 | W L Gore & Associates (UK) Ltd | Employees 291 Manufacturing & Production gore.com |  |
| | 25 | Webbs Garden Centres Limited | Employees 232 Retail/Speciality webbs.co.uk |  |
| | 26 | bpha | Employees 438 Non-Profit & Charity bpha.org.uk |  |
| NEW | 27 | LGT Vestra | Employees 339 Financial Investments lgtvestra.com/en |  |
| NEW | 28 | TeamSport Indoor Karting | Employees 818 Entertainment team-sport.co.uk |  |
| | 29 | Node4 | Employees 278 IT Consulting node4.co.uk |  |
| NEW | 30 | Checktrade | Employees 432 IT checktrade.com |  |
| | 31 | Bacardi UK | Employees 367 Drinks Manufacturing bacardilimited.com |  |
| | 32 | RCI Financial Services | Employees 360 Banking/Credit Services rcibs.com/en/content/united-kingdom |  |
| NEW | 33 | UST | Employees 280 IT Software ust-global.com |  |
| | 34 | FactSet Europe Ltd | Employees 523 IT Software www.factset.com |  |
| NEW | 35 | The All England Lawn Tennis Club | Employees 324 Spectator Sports wimbledon.com |  |



UK RANKINGS

| | | | | |
|-----|----|--------------------------------|--|---|
| | 36 | Biogen Idec | Employees 324 Pharmaceuticals biogen.com |  |
| | 37 | AlphaSights | Employees 253 Professional Services alphasights.com |  |
| NEW | 38 | Charlie Bigham's | Employees 569 Food Manufacturing bighams.com |  |
| | 39 | NHS Shared Business Services | Employees 904 Business Process Outsourcing sbs.nhs.uk |  |
| NEW | 40 | Bacardi UK Operations | Employees 424 Drinks Manufacturing bacardilimited.com |  |
| | 41 | Kindred Group | Employees 429 Amusement & Gambling kindredgroup.com |  |
| | 42 | Derivco UK | Employees 283 Internet Service Provider derivco.com |  |
| | 43 | Lead Forensics | Employees 254 IT Software leadforensics.com |  |
| NEW | 44 | Mimecast | Employees 667 IT mimecast.com |  |
| | 45 | Ombudsman Services | Employees 417 Social Services & Government Agencies ombudsman-services.org |  |
| NEW | 46 | Brompton Bicycle | Employees 418 Transport Equipment Manufacturing brompton.com |  |
| NEW | 47 | HML Group | Employees 485 Property Management hmlgroup.com |  |
| NEW | 48 | The Chesterfield College Group | Employees 564 Education & Training www.chesterfield.ac.uk |  |
| | 49 | Chiesi Ltd | Employees 344 Pharmaceuticals chiesi.uk.com |  |
| | 50 | Fisher Investments UK | Employees 294 Financial Investments fisherinvestments.com/en-gb |  |
| NEW | 51 | Darktrace | Employees 438 IT Software darktrace.com |  |

























What makes these organisations Best Workplaces™?
Find out at greatplacetowork.co.uk/bestworkplaces





















Best Workplaces™ 2021

Super Large: 1,000+ employees



| | | | | | |
|------------|-----------|--------------------------------------|--|--|---|
| | 1 | Hilton |  Laureate 2015-2019 UK | Employees 5,503 Hotel/Resort hiltonworldwide.com |  |
| | 2 | Cisco |  Laureate 2015-2019 UK | Employees 3,034 IT cisco.com/c/en_uk/index.html |  |
| | 3 | Salesforce |  Laureate 2015-2019 UK | Employees 2,634 IT Software salesforce.com |  |
| NEW | 4 | DHL Express UK | | Employees 4,689 Package & Freight Transport www.dhl.com/express |  |
| | 5 | Admiral Group |  | Employees 7,468 Financial Services & Insurance admiralgroup.co.uk |  |
| | 6 | SAP | | Employees 2,448 Internet Service Provider sap.com/uk/index.html |  |
| ★ | 7 | Home Group Limited |  Laureate 2017-2021 UK | Employees 2,640 Non-Profit & Charity homegroup.org.uk |  |
| | 8 | Principality Building Society | | Employees 1,056 Financial Services & Insurance www.principality.co.uk |  |
| | 9 | Softcat plc |  Laureate 2012-2016 UK | Employees 1,576 IT softcat.com |  |
| | 10 | Gowling WLG (UK) LLP |  | Employees 996 Legal gowlingwlg.com/en/united-kingdom |  |
| NEW | 11 | Cromwell | | Employees 1,324 Industrial Services cromwell.co.uk |  |
| | 12 | Marshall Motor Holdings plc |  Laureate 2015-2019 UK | Employees 4,139 Retail/Speciality marshall.co.uk |  |
| | 13 | BUUK Infrastructure | | Employees 1,502 Construction & Infrastructure bu-uk.co.uk |  |
| | 14 | Accenture | | Employees 10,715 Management Consulting accenture.com/gb-en |  |
| | 15 | Irwin Mitchell LLP | | Employees 2,822 Legal irwinmitchell.com |  |
| NEW | 16 | Santander UK | | Employees 24,296 Banking/Credit Services santander.co.uk |  |

UK RANKINGS

| | | | | | |
|-----|----|--|--|--|---|
| | 17 | HomeServe Membership Limited | | Employees 2,352 Financial Services & Insurance homeserve.com |  |
| | 18 | Volkswagen Financial Services Ltd | | Employees 1,159 Financial Services & Insurance customer.vwfs.co.uk |  |
| | 19 | CGI UK | | Employees 5,610 IT Software cgi-group.co.uk/en-gb |  |
| NEW | 20 | FTI Consulting | | Employees 1,041 Professional Services fticonsulting-emea.com |  |
| | 21 | Verisk | | Employees 1,297 Professional Services www.verisk.com |  |
| | 22 | Abbott Laboratories Ltd | | Employees 1,523 Healthcare www.abbott.co.uk |  |
| | 23 | Dimensions (UK) Ltd | | Employees 6,509 Non-Profit & Charity dimensions-uk.org |  |
| NEW | 24 | S&P Global | | Employees 1,196 Banking/Credit Services spglobal.com |  |
| | 25 | Northumbrian Water Limited | | Employees 3,043 Water Supply & Treatment nwl.co.uk |  |
| NEW | 26 | Teleperformance UK | | Employees 6,029 Business Process Outsourcing teleperformance.com |  |
| | 27 | Choice Support | | Employees 2,024 Non-Profit & Charity choicesupport.org.uk |  |
| | 28 | Bright Horizons Family Solutions |  Master 2006-2015 | Employees 8,430 Education & Training brighthouse.co.uk |  |
| NEW | 29 | IRIS Software Group | | Employees 1,388 IT Software iris.co.uk |  |
| | 30 | TikTok | | Employees 1,122 Online Internet Services careers.tiktok.com |  |
| NEW | 31 | Outcomes First Group | | Employees 4,711 Special Education Needs & Care outcomesfirstgroup.co.uk |  |
| | 32 | L&Q |  Master 2005-2014 | Employees 2,775 Non-Profit & Charity lqgroup.org.uk |  |
| NEW | 33 | The Prince's Trust | | Employees 1,029 Non-Profit & Charity princes-trust.org.uk |  |

What makes these organisations Best Workplaces™?
Find out at greatplacetowork.co.uk/bestworkplaces

Best
Workplaces™

Great
Place
To
Work.
UK
2021



**THE ANSWERS WE NEED
ARE EVERYWHERE.
JUST ASK THE DATA.**

Discover more at sas.com/curiosity

Curiosity Forever



© 2021 SAS Institute Inc. All rights reserved.



**WE ARE HONoured TO BE
CERTIFIED AS A GREAT
PLACE TO WORK**

We are proud to continue to be the undisputed market leader in the franchised nursery sector,* supporting our network of talented early years professionals to thrive, grow and continue to develop our childcare offering.

Be part of the Monkey Puzzle family



www.monkeypuzzledaynurseries.com



*Nursery World League Table 2021. Largest Nursery Chains.



**A LEADING GLOBAL BRAND FOR FULL
BATHROOM SOLUTIONS, KITCHEN SYSTEMS
AND NUMBER 1 IN WATER SECURITY.**

In the past years, we have evolved from a mere hardware manufacturer into a driving force of digital transformation within the sanitary industry. As we have been a part of LIXIL Group Cooperation since 2014, we are a part of making pioneering water and housing products that solve every day, real-life challenges, making better homes a reality for everyone, everywhere. Today, LIXIL is a global enterprise with 75,000 employees in more than 150 countries worldwide, having expanded internationally by acquiring some of the most trusted names in the industry, including GROHE.

www.grohe.co.uk

**> DO THE
RIGHT THING**

**> WORK WITH
RESPECT**

**> EXPERIMENT
AND LEARN**

Great
Place
To
Work®

A great employee experience is your greatest competitive advantage

Wherever you are in your journey to creating a high trust, high performing workplace, Great Place to Work® can help you understand your employee experience leading to optimum business performance and recognition as a Best Workplace™.



Insights

Gain deeper insights into your workplace culture through our employee experience survey assessments.



Action

Get targeted feedback and benchmark against best practices for continuous improvement



Recognition

Earn national and global recognition through our Great Place to Work-Certified™ and Best Workplaces™ programme

**To learn how your organisation can earn recognition
for it's great workplace culture, visit www.greatplacetowork.co.uk**

CONTACT US TODAY

FOLLOW US ON SOCIAL

✉ uk_info@greatplacetowork.com

☎ 0870 608 8780

🐦 @GPTW_UK

🌐 Great Place to Work UK