The list is compiled by Best Companies, the leading workplace engagement specialists in the UK. They have found that companies who have engagement levels high enough to achieve a place on the national Best Companies to Work For lists, consistently outperform the FTSE 100. Their data also shows a direct correlation between customer satisfaction and employee engagement*.

Measuring engagement

Best Companies work with organisations to measure and improve levels of engagement. Through the b-Heard survey, they provide tools and expertise to empower organisations to understand how their employees feel, and give them guidance on how to drive effective change.

Using a unique workplace engagement model, organisations are measured across eight factors. Survey participants respond to 70 statements on a seven-point scale, where all responses from each region are then combined and normalised to create a Regional Best Companies Index (RBCI) score.

It’s not all about the money, money, money

The 2019 research (over 379,000 respondents) shows a clear point of difference between the highest scoring companies and the lowest. We have found that the more highly engaged an organisation is, the happier the people are with their remuneration (their pay and benefits). Since the data is taken from organisations across all sectors (from small retail shops to the trading floors of financial giants) we know that specific salaries are not the issue, proving a long held Best Companies belief – you can’t buy engagement! People only express dissatisfaction about money when they are not enjoying their professional life. Organisations that invest in engagement are rewarded with better work – and more of it.

An open culture

Yorkshire and the Humber have outperformed the national average for every single factor. This is in no small part due to the culture of openness and support that exists at many of our high ranking organisations. The top 10 questions in the b-Heard Survey included “I feel that my manager talks openly and honestly with me” and “my manager cares about me as an individual”.

Managerial engagement is one of the key drivers of engagement (along with leadership and personal growth), and if team members feel they are communicated with, supported, considered and properly motivated, they will be far more likely to enjoy their working lives.

Another big factor in Yorkshire and the Humber was Giving Something Back - with the top question overall being “My organisation encourages charitable activities.” Feeling like they work for a company that matters, cares and contributes can push overall engagement scores up across the board – it’s the only factor to have this effect. Yorkshire and the Humber is the place to work if you want to feel you make a difference.

*Key Trends in Employee Engagement Summary Report 2019 – www.b.co.uk

Celebrating the Best of Yorkshire & the Humber

It’s that time of year again – we are proud to announce our annual list of the ‘Best Companies to Work For in the Yorkshire & The Humber’. Just as in 2018, we have seen engagement at the top of the agenda at board tables, meeting rooms and office floors across the country.

With news about uncertain futures and unpredictable markets, organisations continue to recognise that an engaged and positive team is the best asset you can have during difficult times.

The 8 Factors of Workplace Engagement

The list of the Best Companies to Work For in Yorkshire & the Humber is compiled using the 8 Factor methodology.

*My Manager* How employees feel about and communicate with their direct manager

*Leadership* How employees feel about the head of the organisation, senior management and the organisation’s values and principles

*My Company* The level of engagement employees feel with their job and organisation

*Personal Growth* How employees feel about training and their future prospects

*My Team* Employees’ feelings towards their immediate colleagues and how well they work together

*Wellbeing* How employees feel about stress, pressure at work and life balance

*Fair Deal* How happy employees are with pay and benefits

*Giving Something Back* The extent to which employees feel their organisation has a positive impact on society

*Measured and compiled by Best Companies*
Unlock the power of 4 million survey responses with 2 simple questions using 2Q Instant Insight.

How engaged are your employees? They can take the test for free now at 2Q.b.co.uk/bi

Our new ‘2Q Instant Insight’ measurement tool is a simple first step into the world of workplace engagement.

- Fast, free feedback on team and company engagement levels
- Unique 2 question methodology
- Accurate results based on over 4,000,000 survey responses
- Find out whether you could be accredited as one of the Best Companies to Work For
1. Topping the list for the second year in a row, The New World Trading Co. are a food and drink retailer that offers daily live music, world-famous cocktails and over 80 bottled world ales and ciders alongside local cask and food inspired by the deli, rotisserie and barbecue.

With 21 locations across the UK, the company was formed in 2011. There are five brands operating under the New World Trading Company name, including the Club House, the Trading House, the Botanist, the Oast House and Smugglers Cove.

They invest in the personal growth of their employees by providing educational Subsidies that can be applied for by any team member. These cover courses from work-related skills through to personal development such as music lessons and learning a new language. They also offer Paid Days Volunteering, supporting personal development through giving back to local communities.

2. TLG is a Christian charity that helps churches to bring hope and a future for struggling children. From school exclusion, to poverty and holiday hunger, there are children across the UK facing some of the toughest starts in life.

Staff volunteer work across the UK at remote sites as well as in a national support centre in the North of England. Teams get together regularly for conferences and communicate via webinars, video and messaging platforms such as Slack and Zoom.

To engage employees in the need to focus on diversity, they attended diversity training, which helped grow understanding and awareness across difference (especially that of gender, race and ethnicity) and how this can effectively progress the vision and mission of TLG.

3. Lifesearch is the biggest life-insurance advisor in the UK, employing over 450 LifeSearchers across three UK offices. It is a workplace culture built on five values: care, tolerance, honesty, excellence and openness.

Three times a year, the CEO hosts ‘Come Dine With Tom’ to reward the team in each location. Six times a year, in Speed Networking, around 20 people get to spend four minutes with each business leader. There’s also a People Conference, profit-sharing and a Partnership Day.

As a values-based business, with new starters introduced to the Purpose Statement, culture statement and values on day one. They’re then woven into day-to-day life, assisted by a number of initiatives, including the 25 Culture Champions in the business.

4. Founded in 1852, Willmott Dixon is one of the biggest construction companies in the United Kingdom.

They are giving something back to the environment by incentivising the purchase or take-up of low-emissions or electric cars with a green bonus scheme. They also offer generous car-share payments, bike or train mileage and a Bike4Work scheme. Environmental performance is a consideration in employees’ annual bonus payments.

They have an ambition to be gender equal at all levels of their by 2030. They are doing this because they believe that complementary, gender diverse teams make better business decisions. Currently women comprise 24% of their workforce, twice the industry average.

5. Founded in 1895, The National Trust’s cause remains constant: ‘looking after special places forever, for everyone’. The organisation looks after the UK’s treasures – from areas of natural beauty to important historical buildings. It protects them and opens them up to the public.

Innovation within the organisation contributed to them winning Best Not-For-Profit Team and Best Intranet at the Institute of Internal Communications Awards. Managers get a monthly toolkit of core messages they tailor to their teams, while the annual visitor experience awards celebrate the year’s most inspiring work.
I always knew this was a great company. Now I know it’s one of the UK’s Best Companies to Work For.

Direct Line Group is an ambitious company employing thousands of people throughout the UK. We’re proud to be one of Britain’s leading general insurers offering millions of customers decades of experience and knowledge. In the history of modern insurance, there has never been a bigger time of change than now and we work hard to make sure our well known brands – Direct Line, Churchill, Privilege and Green Flag are making insurance easier and better value for our customers. We know we can’t do this without our brilliant people who we reward for ideas and thinking as well as results, because that’s how we can achieve amazing things – for our customers and for each other.

We are always listening to our people so that we can continually develop the right benefits, training and support to empower every individual in our business to build a brilliant future of their own, in a company they can feel proud of. So, if you’re looking for new challenges, recognition and reward within a team that cares about your personal success, then find out more at: www.directlinegroupcareers.com
What is RBCI?
The Regional Best Companies Index (RBCI) is the most academically rigorous way of measuring engagement. Using the Best Companies b-Heard Survey, employees are asked to score 70 questions on a 7 point scale from 'Strongly Disagree' to 'Strongly Agree.' The results are then calculated from the responses to 49 scoring questions aligned to the 8 Factors of Workplace Engagement. The final score is normalised for company size and calculated out of 1000.
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1. The New World Trading Company
   RBCI: 873.3

2. TLG
   RBCI: 826.9

3. LifeSearch
   RBCI: 815.1

4. Willmott Dixon Construction
   RBCI: 811.0

5. National Trust
   RBCI: 790.1

6. Motorpoint
   RBCI: 778.1

7. Charlton Morris
   RBCI: 788.5

8. Xiros Ltd
   RBCI: 785.2

9. Explore Learning
   RBCI: 777.2

10. Beaverbrooks the Jeweller
    RBCI: 772.9

11. Stewarts
    RBCI: 769.7

12. The Entertainer (Amersham)
    RBCI: 767.3

13. Dove House Hospice
    RBCI: 759.9

14. HLM
    RBCI: 754.0

15. Search Laboratory
    RBCI: 753.3

16. Touchstone
    RBCI: 752.6

17. Curtins
    RBCI: 741.1

18. networx
    RBCI: 739.5

    RBCI: 736.1

20. Direct Line Group
    RBCI: 730.6

21. EY
    RBCI: 727.8

22. Marriott Hotels International
    RBCI: 727.8

23. XLN
    RBCI: 727.2

24. Freeths LLP
    RBCI: 726.7

25. M&Co
    RBCI: 725.8

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MSL – for all your Facilities Management services.
An average question score of **82%**

Employees in Yorkshire and The Humber believe they can make a valuable contribution to the success of their organisation.

An average question score of **81%**

Employees in Yorkshire and The Humber feel their team is fun to work with.
We help people be better with credit

We are a consumer finance provider
We have around 5 million customers
We work with household retail brands
We have 1200 colleagues passionate about our customers

To find out more, visit NewDay.co.uk
@lifeatnewday
#newdaylife
5% higher than the national average - employees here believe that profits and budgets are NOT the only drivers for their organisation.

4% higher than the national average - employees here feel they are paid fairly regardless of gender.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Company Name</th>
<th>RBCI</th>
</tr>
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<tbody>
<tr>
<td>51</td>
<td>ISG</td>
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<tr>
<td>52</td>
<td>The Alchemist Bar &amp; Restaurant</td>
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<td>Nexus Vehicle Management</td>
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<td>Halfords</td>
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<td>Age Partnership</td>
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<td>River Island</td>
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