
News and Information

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Employees Determine 2010 List of *Best Employers in the Greater Toronto Area*, Appearing in June 19 Edition of Toronto Star

Hewitt Associates and Queen's University School of Business Research Measures Employee Engagement at GTA Organizations

TORONTO—The 50 organizations named to the 2010 list of the *Best Employers in the Greater Toronto Area* (GTA) have figured out what it takes to engage their employees and, as a result, experience lower workforce turnover and greater productivity. These employers not only weathered the economic downturn better than many organizations with low employee engagement, they are recovering from the recession more quickly, according to research conducted by Hewitt Associates, a global human resources consulting and outsourcing company, and Queen's University School of Business.

Those eligible for the list were drawn from the more than 250 organizations who participated in either the 2010 *Best Employers in Canada* or *Best Small & Medium Employers in Canada* study and were headquartered in the GTA or had a significant number of employees working there.

"There is no 'secret recipe' that all organizations can follow to guarantee high employee engagement," said Neil Crawford, a principal with Hewitt Associates and leader of the Study. "Employers first have to determine the types of workers they need to accomplish business objectives and then design and implement the human resources practices and programs that will engage them. If they are successful, their employees will speak positively about the organization, want to stay with the company, and will go 'above and beyond' to help their employer meet its goals."

Employees and leaders at participating organizations are asked to complete an anonymous survey that not only measures their level of engagement, but provides an opportunity for write-in comments on their workplace experiences. Feedback from employees at this year's participants offers real insight into what makes these organizations Best Employers:

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- “During my five years here, I feel they have provided me with great opportunities to improve and advance my career. My manager does a great job of ensuring I am provided with all the resources I need to help me grow and improve my career. I can see myself spending many years to come with this company.”
- “As large a corporation as it is, I am proud to be a part of it and contribute to it much like a family unit. There is always a great opportunity to work with and meet new people all of the time, and the projects are of a magnitude that offer great challenges, sense of accomplishment and participation. I don't at all mind giving that extra 10 per cent because it can only mean success for me and the company.”
- “I am very proud to work for [employer]—it is a dynamic organization that is focused on excellence—excellence in product innovation, in community leadership, in environmental consciousness. [Employer] is very fair and supportive of its people and maintains high ethical standards. It has earned its place as an industry leader.”
- “The level of professionalism, compassion and integrity displayed at the senior management level is contagious and filters through to all levels of the organization. The [organization] has an extremely positive influence on everyone who walks through the front doors each and every day. Mutual respect is displayed daily by all employees and contributes to a wonderful sense of ‘team spirit’ for all.”
- “I truly enjoy working here. I feel valued and respected. The passion that we feel throughout the company is conveyed to our customers. And to top it off, it's fun.”

“These employee comments and others demonstrate the importance that clear leadership direction, career development opportunities and recognition play in Best Employer organizations,” stated Crawford. “These and other factors contribute to an overall culture that acknowledges and appreciates individual employees, as well as human resources practices that are designed to engage workers and provide a positive work experience.”

The 2010 list of the *Best Employers in the GTA* (attached) appears in the June 19 edition of the Toronto Star and on www.thestar.com.

For additional information about the Best Employers studies and to register online, please visit the Best Employers Web site at www.hewitt.com/bestemployerscanada

About Hewitt Associates

Hewitt Associates (NYSE: HEW) provides leading organizations around the world with expert human resources consulting and outsourcing solutions to help them anticipate and solve their most complex benefits, talent, and related financial challenges. Hewitt consults with companies to design and implement a wide range of human resources, retirement, investment management, health management, compensation, and talent management strategies. As a leading outsourcing provider, Hewitt administers health care, retirement, payroll, and other HR programs to millions of employees, their families, and retirees. With a history of exceptional client service since 1940, Hewitt has offices in 33 countries, including Canadian offices in Toronto, Montreal, Vancouver, Calgary and Regina, and employs approximately 23,000 associates who are helping make the world a better place to work. For more information, please visit www.hewitt.com/canada

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The 2010 List of the Best Employers in the Greater Toronto Area

Rank	Organization	Web site
1	Booty Camp Fitness Inc.	www.bootycampfitness.com
2	PCL Constructors Inc.	www.pcl.com
3	EllisDon Corporation	www.ellisdon.com
4	Cisco Systems Canada	www.cisco.com/ca
5	Bennett Jones LLP	www.bennettjones.ca
6	RL Solutions	www.rl-solutions.com
7	WestJet	www.westjet.com
8	JTI-Macdonald Corp.	www.jti.com
9	Gibraltar Solutions	www.gibraltarsolutions.com
10	Edward Jones	www.edwardjones.com
11	PEOPLEsource Staffing Solutions	www.peoplesource.ca
12	Wellington West Holdings Inc.	www.wellingtonwest.com
13	Stikeman Elliott LLP	www.stikeman.com
14	Aecon Group Inc.	www.aecon.com
15	Miele Ltd.	www.miele.ca
16	Marriott Hotels of Canada Ltd.	www.marriott.com
17	GlaxoSmithKline Inc.	www.gsk.ca
18	Chubb Insurance Company of Canada	www.chubb.com/international/canada
19	McDonald's Restaurants of Canada Limited	www.mcdonalds.ca
20	Accubid Systems	www.accubid.com
21	Solutions 2 Go	www.solutions2go.ca
22	The Co-operators	www.cooperators.ca
23	Flight Centre Canada	www.flightcentre.ca
24	Delta Hotels and Resorts	www.deltahotels.com
25	LoyaltyOne Inc.	www.loyaltyone.com
26	Peel Senior Link	www.peelseniorlink.com
27	G&K Services Canada Inc.	www.gksservices.ca
28	OMERS Administration Corporation	www.omers.com
29	Scotiabank Group	www.scotiabank.com
30	AstraZeneca Canada Inc.	www.astrazeneca.ca
31	TD Bank Financial Group	www.tdbank.com
32	Klick Inc.	www.klick.com
33	Lakeside Process Controls Ltd.	www.lakesidecontrols.ca

Rank	Organization	Web Site
34	Novartis Pharmaceuticals Canada Inc.	www.novartis.ca
35	Starwood Hotels & Resorts Worldwide Inc. (Canada)	www.starwoodhotels.com/canada
36	Ivanhoe Cambridge Inc.	www.ivanhoecambridge.com
37	The CWB Group	www.cwbgroup.org
38	Maple Reinders Construction Ltd.	www.maple.ca
39	Bentall LP	www.bentall.com
40	Cole Engineering Group Ltd.	www.coleengineering.ca
41	Ericsson Canada Inc.	www.ericsson.com/ca
42	Allergan Inc.	www.allergan.ca
43	Keg Restaurants Ltd.	www.kegsteakhouse.com
44	Globalive Communications Corp.	www.globalive.com
45	Federal Express Canada Ltd.	www.fedex.com/ca
46	TIC Travel Insurance Coordinators Ltd.	www.travelinsurance.ca
47	Ceridian Canada Ltd.	www.ceridian.ca
48	Cintas Canada Limited	www.cintas.ca
49	Procter & Gamble, Inc.	www.pg.ca
50	Ozery's Pita Break	www.pitabreak.com

For additional data from the 2010 study, or to speak with one of the year's Best Employers or a consultant from Hewitt Associates, please contact Marcia McDougall, 416.227.5713, marcia.mcdougall@hewitt.com