

## News From Aon

# Online Education Services named Aon's Best of the Best Employer

Aon Best Employers program reveals the top 16 employers in ANZ have an increased focus on employee engagement and customers.

**SYDNEY, 28 July 2017** – Online Education Services has been awarded the title of Aon Best of the Best Employer 2017 during an awards lunch held in Sydney today.

In its seventeenth year, the Aon Best Employers program is Australia and New Zealand's leading accreditation and research program looking at the people practices of high performing organisations. In 2017, a total of 16 organisations across Australia and New Zealand have been recognised as Aon Best Employers.

### **The 2017 Aon Best Employers are (in alphabetical order):**

Chorus NZ Ltd  
Coca-Cola Amatil New Zealand  
Colliers International  
Eden Brae Homes  
FedEx Express (New Zealand)  
National Transport Insurance  
Nova Entertainment  
Online Education Services (2017 Best of the Best)  
Peoplecare Health  
Prospa  
SEEK Limited  
Wood & Grieve Engineers  
Woods  
Yarra Valley Water  
Z Energy  
Z Energy - Retail Team

"I am extremely proud to work with so many talented people whose hard work and commitment to our values has allowed us to be recognised as Best of the Best." Said Denice Pitt, CEO, Online Education Services.

Insights announced today at the annual ceremony revealed Aon Best Employers have a much higher level of employee engagement, 81 per cent, compared to 59 per cent at other organisations.

Aon Best Employers provide a culture of committed and open leadership to drive performance, with 80 per cent of employees at Aon Best Employers saying their senior leadership is visible and accessible compared to 56 per cent at other organisations.

"Businesses are increasingly operating under changing and complex circumstances, including shifting economic and political climates. Organisations have to deal with increased volatility, complexity, uncertainty, and ambiguity," said Stephen Hickey, Partner and Head of Employee Engagement, Asia Pacific & Middle East, Aon.

"Aon Best Employers really take a strong hold on their approach to change management and recognise that they must adapt their employee engagement strategy and drivers to align with this changing landscape. This level of heightened awareness and adaptability is what is setting Aon Best Employers apart from the rest. Best Employers use change as a means to actively engage with their people, in contrast to many other organisations who are worried about change disengaging their people," Mr. Hickey added.

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The 2017 Aon Best Employers survey revealed several emerging trends:

### **An increased focus on the customer**

Aon Best Employers have increased their focus on the customer with 81 per cent responding to changing needs compared to 58 per cent at other organisations.

“Aon Best Employers place greater emphasis on the customer and the end goal, and are really focusing on putting people first. Investing in employees and encouraging them to suggest improvements, enables businesses to provide the best levels of service for customers.” said Stephen Hickey.

### **Connecting employees with vision and purpose**

According to the results, 75 per cent of those who work at an Aon Best Employer believe that their organisation's vision and goals provide meaningful direction to them, compared to 56 per cent at other employers.

“In today’s ever evolving business environment, Aon Best Employers are excelling in connecting and aligning the hearts and minds of their employees with the vision and purpose of their organisation. It is increasingly becoming important as it helps employees to understand the value of their work and in turn boosts productivity and engagement.” said Mr. Hickey.

### **A commitment to employee health, safety and well-being**

Aon Best Employers are more committed to the health, safety and well-being of their employees. 94 per cent of employees at Aon Best Employers think that workplace safety and security are considered important in their organisation.

“Employees are increasingly asked to be ‘always on’ and it has become the norm to work beyond nine to five, especially as people are constantly connected to their workplace through smartphones. Organisations are asking more of their employees which can often lead to increased stress and pressure to balance work and life commitments. Aon Best Employers are very good at putting in place strategies to help manage this added pressure with 78 per cent of employees saying work related stress is manageable for them,” continued Mr. Hickey.

“Online education Services are incredibly deserving of this status of Best of the Best in 2017. Their commitment to delivering an outstanding customer experience through highly engaged and passionate people is of the highest standard.” Concluded Mr. Hickey.

### **Other key findings from the 2017 Aon Best Employers Australia and New Zealand survey:**

- Aon Best Employers ensure and maintain a minimum of 80 per cent engagement across all levels of employee hierarchy, be it a team member or senior management
- Aon Best Employers maintain consistently high levels of employee engagement ( no lower than 80 per cent), regardless of employee age group
- Aon Best Employers are successful at engaging employees throughout their tenure, regardless of time spent at the organisation

Additional insights from the Aon Best Employers survey are available upon request.

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