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FORTUNE

FEBRUARY 4, 2002

The 100 Best COMPANIES to WORK FOR

THE TOP FIVE

- 1) Edward Jones
- 2) Container Store
- 3) SAS Institute
- 4) TDIndustries
- 5) Synovus Financial



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The 100 best companies to work for

EXCERPT

In a tough year these companies tried to do right by their employees.

How we pick the 100 best

We choose the 100 Best from an ever-growing pool of candidates that ask to be on the list. This year 279 companies applied, up from 234 last year. Two-thirds of the score is based on how randomly selected employees respond to the Great Place to Work Trust Index, a survey instrument measuring the quality of workplace culture. This year 44,848 employees filled out surveys, sending them directly to the Great Place to Work Institute, the consulting firm that created the survey. More than 18,000 employees also provided written comments. The remainder of the score is based on our evaluation of company responses to the Institute's Culture Audit.

Followers of this list may notice the absence of a couple of 100 Best stalwarts. The disappearance of Enron comes as no surprise. Big mergers

tend to have dramatic repercussions in the workplace, so Hewlett-Packard, on the list from the start, had to sit out because of its planned merger with Compaq. (This "sitting out" period applies to mergers adding more than 25% to a company's work force.) What about Southwest Airlines, in the top five for the past four years? Well, it chose not to compete this year. We hope it rejoins the fray in the future. Companies in business for at least seven years with more than 500 employees have been eligible (we're raising the minimum to 1,000 employees for next year's list). If you think your company ought to be ranked among the 100 Best, please write us at 100best@greatplacetowork.com. — Robert Levering and Milton Moskowitz

REPORTER ASSOCIATES Lisa Muñoz and Paola Hjelt

2001 Rank (2000 rank) Company Headquarters (U.S. sites) Web address	Employees ¹		Job growth New jobs	Applicants Voluntary turnover ²	Training hours/year	Entry-level ³ salary: Professional Production	Revenues in millions (2000)	What makes it stand out
	U.S.	Outside U.S. % Minorities % Women						
1 (9) Edward Jones St. Louis (7,414) www.edwardjones.com	25,324	1,768 6% 62%	15% 3,681	74,544 22%	132 hrs.	\$61,690 \$22,400	\$2,200	Stockbroker with small-town values grabs the No. 1 spot. No layoffs here, despite a difficult year, and bonuses came a week early to help brokers hurt by trading decline. Employees praise ethics: 97% say management is honest.
2 (1) Container Store Dallas (27) www.containerstore.com	1,677	310 26% 62%	12% 204	27,482 24%	162 hrs.	\$37,400 \$20,500	\$225	Workers at this retailer of boxes and such remain enthusiastic about good pay (salespeople average \$36,256), great benefits (100% match for 401(k) up to 4% of pay), and respect (94% of surveyed feel they make a difference).
3 (2) SAS Institute Cary, N.C. (45) www.sas.com	4,309	4,000 13% 51%	14% 584	34,052 6%	32 hrs.	\$49,375 \$29,725	\$1,120	Superlative child-care centers for a \$250 monthly fee and a huge fitness center used by nearly 80% of employees are just a couple of the perks at this software developer. A health center offers free annual mammograms and lab tests.
4 (6) TDIndustries Dallas (7) www.tdindustries.com	1,368	0 33% 8%	7% 95	1,971 21%	32 hrs.	\$45,000 \$37,440	\$205	Employees, called partners , own this construction company that installs heating and air conditioning in tall buildings. An above-par sick-pay plan: two weeks at full pay after one year; 12 weeks at full pay after three years.
5 (8) Synovus Financial Columbus, Ga. (442) www.synovus.com	10,995	27 24% 66%	4% 474	6,831 12%	52 hrs.	\$41,100 \$15,000	\$1,395	Among the top ten for four straight years, this bank and credit card processor has strong career planning: Managers meet with reports at least three times a year to discuss their development. No layoffs in 114 years.

N.A. Not available. ¹Includes part-time; data as of Dec. 1, 2001. FORTUNE's usual summer-to-summer calculations for employee growth and turnover were extended to 17 months to capture layoffs after Sept. 11.

²Full-time. ³Yearly pay rate for the first year for the largest classification of professional or technical employees and production or service employees; data from summer 2001. ⁴2001 revenues. ⁵Data from Dec. 31, 2001.

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Edward Jones
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