

Family-Friendly Employers Award Scheme

— Corporations Category —

Family—Friendly

Win—Win for All



家庭友善僱主
FAMILY-FRIENDLY EMPLOYERS



民政事務局
Home Affairs Bureau



家庭議會
Family Council
www.familycouncil.gov.hk



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Foreword

Families are the cornerstone of a harmonious society. Caring families in concord provide staunch and powerful backup for the highly motivated people of Hong Kong. The Government of the Hong Kong Special Administrative Region will continue its endeavour to promote family-friendly employment practices in order to help employees strike a balance between work and family needs.

The biennial Family-Friendly Employers Award Scheme, jointly organised by the Family Council and the Home Affairs Bureau, was first held in 2011 and received favourable responses with satisfactory results. The award-winning corporations and organisations have displayed unlimited creativity in implementing family-friendly practices and have built a harmonious relationship with their staff by launching these practices with flexibility and adaptability. These measures not only facilitate employees to take care of their families, but also help companies retain talent and enhance their operational efficiency. In the long run, they are greatly beneficial to economic development and enhancement of people's livelihood. I would like to extend my heartfelt gratitude to all sectors of the community for supporting this Award Scheme by making efforts to implement family-friendly employment practices and to actively respond to social needs. Through their mutual care and understanding, both employers and employees are committed to passing on the culture of Hong Kong which regards family as its core value.

Looking ahead, I hope all sectors of the community will continue their close collaboration with the Family Council in building a family-friendly environment, and through the exchange of valuable experiences of implementing family-friendly employment practices, public awareness of the importance of family-friendly spirit will be enhanced.

Last but not least, I hope we all progress with unity and make concerted efforts to build a harmonious society so that Hong Kong will remain our home where we live a good and prosperous life.



LAU Kong-wah, JP
Secretary for Home Affairs

Foreword

Families are the supporting pillar behind our aspirational endeavours, and those happy and harmonious ones are the driving force for Hong Kong society to progress.

The Family-Friendly Employers Award Scheme was launched in 2011. Since then, new corporations and organisations have joined the Award Scheme one after another and have actively built a family-friendly working environment through a variety of family-friendly employment policies.

Thanks to the support from the community to family-friendly employment practices, the Award Scheme has been a great success. On behalf of the Family Council, I would like to thank the Government of the Hong Kong Special Administrative Region for its keen promotion of family core values in its policies and unceasing support to the work of the Family Council. In addition, I would like to express my sincere gratitude to all those companies and corporations that have contributed great efforts to implement family-friendly employment practices.

Putting together the best practices adopted by the awardees of Distinguished Family-Friendly Employers 2013/14 in the form of case interviews, the publication of the Family-Friendly Employers Award Scheme jointly produced by the Home Affairs Bureau and the Family Council provides actual examples for useful reference. I hope the real cases and experiences mentioned in the publication will aspire the importance of implementing family-friendly employment practices among all sectors of the community.

I, together with the Family Council, will continue to hold fast to our roles to promote harmony in families and help build a harmonious society. I also hope that, through various promotional projects and activities, family core values will be promoted among the general public.

Hong Kong is our home. I hope every one of us can show more love and care to build a better Hong Kong together. May I dedicate this publication to different companies and organisations in Hong Kong, and hope both employers and employees will benefit from it.



Prof. SHEK Tan-lei, Daniel, SBS, JP
Chairman, Family Council

Distinguished Family-Friendly Employers

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Family-Friendly
Win-Win for All



Participation of staff's children in the Summer Work Experience Programme has not only enriched their life experiences, but has also improved their family relationships.

Ms Winnie CHOW, Human Resources Director (Retail Hong Kong) of the A.S. Watson Group, shares that a corporation should not just focus on profits making and has to take into account the relationship among the market, the community and its customers.

A.S. Watson Group

A Win-win for Both the Employer and Employees with Family-friendly Measures

Ms Winnie CHOW, Human Resources Director (Retail Hong Kong) of the A.S. Watson Group (the Group), said, "Staff are the most important assets." A happy working environment helps enhance the sense of belonging among staff and makes them feel at home. They are therefore more willing to stay on and work for the company, benefiting both the employer and employees. The Group has actively implemented family-friendly employment practices to benefit staff and their families. Both A. S. Watson Retail (HK) Ltd and Watsons of the Group are honoured with the award of Distinguished Family-friendly Employers.

Sharing Common Topics to Facilitate Family Communication

The Group has launched the Summer Work Experience Programme for the children of its staff, targeting those studying at secondary schools or universities. During summer holidays, those students will be arranged to attend 10-week training which covers theory classes and work placements in stores so that they can acquire work experiences. Winnie mentioned that a colleague found her son changed a lot after joining the Programme. She continued, "The mother told me that her son, before joining the Programme, used to stay inside his room all day long and hardly talked to her. However, after joining

the Programme, he talked more and even shared with her what he has encountered in the store every day. Because of that, they had more common topics to chat. The purposes of the Programme are to cultivate positive values among these young people, to let them gain life experiences and to help them enhance their communication skills. In the future, whether they choose to join the company or have development in other places, these experiences will come in useful later in their life."

Staff and their families join an outing together to foster tight bonding.



The company encourages its staff to participate more in voluntary work with their families.

A grand annual dinner for different departments of the Group.

Diversified Family-friendly Employment Practices

Staff are the most important assets to a company. Therefore, the Group is happy to invest in staff training and workplace improvements. Winnie said, "We try our best to retain our staff in this big family and to help them strike a balance between work and life." To achieve the above objectives, the company has formulated various policies to cater for the needs of its staff and their families.

The Group has put in place comprehensive family-friendly employment practices, including flexitime, flexible work arrangements and duty rosters, job sharing, etc. Taking into



account staff's family conditions, other benefits such as compassionate leave, flexible maternity leave, family care leave, breastfeeding facilities in the workplace, etc. are also provided to cater for their family needs.

The training programmes organised by the company since 2013 have been accredited by the Education Bureau as the Qualifications Framework (QF) Levels 2 to 4. Winnie said, "We have provided staff with courses at different levels, including those at the QF Level 4, equivalent to an Associate Degree. Upon completion of the courses, a grand graduation ceremony will also be held for participants. When our colleagues have attained higher academic qualifications, they will have better promotion prospects and career development. Their families will also be proud of them."



The graduation ceremony in 2014.

A.S. Watson Group - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- Job sharing
- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Family care leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Employee counseling services
- Breast-feeding facilities
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services
- Internship for employees' children during holiday

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All

(From left) Ms Scarlett LEE, General Manager of the Finance and Human Resources Department, Mr CHAN Kau-koon, an employee and Mr Steve HUI, Training and Development Manager, all agree that the company has established a good rapport with its employees.



Asia Airfreight Terminal Company

Sympathising with Employees' Families Deserves to be an Outstanding Employer

The care and understanding from the others are definitely timely assistance provided to people who encountered accidents. Mr CHAN Kau-koon was once at death's door as he suffered from aortic dissection. After the narrow escape, he expressed frankly, "Colleagues without such an experience may not be able to feel the thoughtful care the company offers to the staff, but I have very deep feelings in this regard."



Mr Andrew LIM, Executive Director, presents the long-service award to an employee.



The company provides cool drinks for employees in hot summer days.

Employees share fun together at the Easter party and the Fruits Day organised by the company.

Mr CHAN felt ill at home and was admitted to hospital. He was hospitalised for a total of 66 days after the surgery. Feeling very grateful for the company fully understanding his situation, he said, "The company kept reminding me to take more rest and paid me the full salary when I was on sick leave. Neither did it request me to submit the sick leave certificate immediately, so that I could take a good rest for recovery. Whatever my needs are, the company would try its best to accommodate them. My family greatly appreciated it too."



The company sets up the AAT Safety and Health Promotion Week to remind employees to pay attention to safety while working.

Employees are taking photo happily at the Christmas Party.



Mr CHAN used to be responsible for the operation at the apron before the onset of disease. However, after he was discharged from the hospital, he could no longer take up duties demanding intense physical strength due to weakened body condition. Therefore, he was deployed to work in the vehicle managing section which required less physical efforts and mainly operated during the day. Such arrangements have made him experience deeply the meticulous care and attention given by the company to its staff and that it has been dedicated to building a harmonious relationship with employees.

Employer and Employees Together Tide over the Hard Times

Mr Steve HUI, Training and Development Manager, has been serving the company for 17 years since its establishment. He had been through difficult times such as SARS and the 2008 financial crisis. He said, "One third of the company staff have been working in the company for at least 17 years. I was willing to go through the adversity together with the company back then mainly because I would like to repay the company for its good care all along."

Supervisors of different departments all adhere to the caring corporate culture and endeavour to meet employees' needs. For example, special duty rosters have been arranged for a recently divorced employee to allow more time for him/her to take care of the children. Moreover, an employee planned to quit his job to attend his mother's sickbed in England and eventually, the company granted him no paid leave. Mr Steve HUI said, "I explained to the management that although we would not know when the colleague could resume work, hiring a new recruit would require training from square one, which would be rather time-consuming. Thus the management accepted my suggestion and granted him no paid leave."



Employees take part in the Green Power Hike, a charitable hiking activity, organised by Green Power.

Care about Employees' Family Needs to Enhance Rapport between the Employer and Employees

By adopting a people-oriented management approach and achieving unity among the employer and employees, the Asia Airfreight Terminal Company has been taking up corporate social responsibilities on the one hand, and taking care of the needs of employees on the other. Ms Scarlett LEE, General Manager of the Finance and Human Resources Department, said, "The company would try its best to accommodate the needs of staff in terms of the overall policy, including the provision of a five-day paternity leave, medical insurance that covers employee's spouse and children, flexi-work hours etc. In addition to the 15th long-service awards presentation ceremony of the company, families of employees are also invited by the company to join social activities such as outings, theme park visits, firework watching and annual dinner."

Ms Scarlett LEE continued, "The benefits of implementing family-friendly measure are hard to be measured. However, I am pretty sure that when the company sincerely treats employees well, they would certainly be willing to stand by the company in difficult times. Thanks to our team of loyal and highly committed employees, the company can attain continuous and solid development."



Asia Airfreight Terminal Co., Ltd. - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-rostering
- Five-day work week
- Compressed work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups

Family-Friendly Win-Win for All



Ms Lisa CHENG (right), Deputy General Manager, Human Resources Department, hopes that the BOC can set a role model for the industry in implementing the family-friendly practices. Ms Candy CHENG, Assistant General Manager, Global Transaction Banking, thanks the Bank for making arrangements for her to work three days a week, allowing her to have more time to take care of her daughters.

Bank of China (Hong Kong) Limited With the Support of the Family Staff Makes Progress Along With the Company

Banking is a service industry. The key to providing quality service to customers is to have talented staff. The Bank of China (Hong Kong) (BOC) has all along been deploying a lot of resources to implement family-friendly practices, meeting their daily and family needs as far as possible, enabling them to work without worries, and promoting family rapport that leads to a harmonious society.

Both the Staff Members and Their Families Enjoy the Benefits Provided by the Company

The BOC has introduced a number of family-friendly practices to cater for the needs of staff members in taking care of their families. Ms Lisa CHENG, Deputy General Manager, Human Resources Department of the BOC, said, "Apart from five-day work week and other leave benefits that are more favourable than the statutory requirements, we let colleagues leave early on festive days or their birthdays in order to celebrate the festivals and birthdays with their families. We will also offer gifts to colleagues on their wedding anniversary or upon the birth of their children." Every year, the BOC organise a variety of recreational activities, for example, inviting staff members and their families to have a tour in a theme park. It attracts over 20 000 colleagues and their family members to join every time. Besides, we encourage colleagues to serve the community, and they are welcomed to bring their families with them to participate in such meaningful events.



The BOC invited staff members and their families to Disneyland.

Policies and Initiatives in Place to Care for the Well-being of Colleagues

The BOC has implemented a number of welfare policies that benefit the staff and their families, including medical insurance, concessionary loan rate, bank service concessions, etc. Among which, the low interest mortgage loan has helped young colleagues realise their plans of getting married and purchasing a home sooner. Besides, the BOC cares for the health of colleagues and their families, and therefore both the staff members and their families can go for a body check at a concessionary rate. In addition, the BOC has been monitoring the air quality inside the office, and providing leisure facilities, psychological counselling, etc., giving comprehensive support for colleagues' health, both physically and psychologically. Ms Lisa CHENG said, "The staff wastage rate of the BOC is relatively low as compared with other banks, while the commitment of our staff and their satisfaction are enhancing. This in a way has facilitated the operation of the Bank. It also reflects that the practices concerned are effective in lifting staff morale, thus enabling colleagues to be more committed. It is beneficial to the development of the BOC."



A visit to the elderly.



Colleagues and their families formed teams to participate in the charity walk held in the Mainland for fund raising.



Making arrangements for A Colleague to Change to Work Part-time for Taking Care of Her Daughter

Ms Candy CHENG, Assistant General Manager, Global Transaction Banking, said, "Both my husband and myself were busy at work, and we therefore were in lack of communication with our two daughters. My younger daughter was a primary student, while my elder one was in secondary school and at the rebellious stage. We had no idea of their school lives and even forgot the parent-teacher meetings." After much struggle, Candy CHENG decided to resign and be a full-time mother. She said, "When the Bank knew about my resignation, they arranged me to work three days a week, so that I could have more time to participate in my daughters' school activities, understand their situations and needs, and address their problems timely. Besides, I have got

much help from colleagues at work, which makes me feel the understanding and care of my company and colleagues. At the end I do not need to give up my career because of family matters." The Bank has also provided a number of facilities and benefits for Candy CHENG to ease her worries. She said, "The BOC is able to take care of colleagues' needs in every aspect so that I can focus to work without any worry."



Colleagues participated in the rooftop farming project.



Bowling competition fun day.

Bank of China (Hong Kong) Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-rostering
- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Employee counseling services
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All



Ms Mimi KAM (at centre), General Manager and Head of Human Resources & Corporate Communications Division, considers that family-friendly practices enable staff members to feel the care of the company. Ms Caroline KWAN Wing-che (left), and Ms Dora CHUI Tai-chi (right) appreciated that the company's scholarship programme offered a learning opportunity to their children.

The Bank of East Asia, Limited Set up a Scholarship for Employees' Children

No matter in working or studying, it is a great encouragement to receive acknowledgment and awards from others. The Bank of East Asia, Limited (BEA) introduced the University Scholarship for Staff Member Dependents last year, giving scholarships to ten selected students among the colleagues' children who have outstanding performance in academic studies and social participation. This indeed brings joy to colleagues' families.

Awarding Scholarship to Colleagues' Children with Outstanding Performance

The daughter of Ms Caroline KWAN Wing-che, Senior Administration Manager, Corporate Lending & Syndication Department, applied for the scholarship programme last year, and was awarded the scholarship in spite of the large number of competitors. This made Ms KWAN very delighted, who considered the award an encouragement to her daughter. She said frankly, "From application to interview, I let my daughter to handle the whole process herself, hoping that she would learn how to compile her portfolio and sit for an interview. My daughter made the application as usual and took it as the learning opportunity. She felt excited about the fruitful outcome after much hard work." The son of Ms Dora CHUI Tai-chi, Senior Private Banker, is another awardee of the scholarship. Ms CHUI said, "When my son knew about the scholarship, he took the initiative to make the application right away. He also feels that my company has been really caring for the employees and their families." According to Ms CHUI, when children perform well, she does not have to worry too much and therefore can focus on work.



Colleagues' children are receiving University Scholarship for Staff Member Dependents.

Providing Various Kinds of Activities and There is No Need for Employees to Seek Outside Resources

The BEA has put in place the Staff Sports & Recreation Club, organising recreational activities regularly for staff members and their families, such as barbecue parties, one-day outdoor tours and theme park fun days. There are also different interest classes, such as Chinese qigong classes, cooking classes, etc., available for colleagues. Ms Dora CHUI considered that the support given to colleagues by the Bank is very direct, staff members can participate in various activities with a concessionary price or for free. Ms CHUI said, "Although some activities are only available to staff members but their families can be benefited indirectly from interest classes like cooking class and communication course. I specially want to thank my company for allowing me to care for my family in organising these activities. I will keep serving the company with dedication in future." Ms Caroline KWAN Wing-che also thought that it is very convenient for colleagues to participate in the activities organised by the company during leisure time who need not to seek outside resources.



Health talks are organised to share knowledge of healthy Chinese soup.



Colleagues and their families participated in the Walk For Nature.

Employees Felt the Care of the Company

The BEA has been caring for the needs of colleagues. For example, free lunch is always available to staff members at the Headquarters in Central ever since its operation. Ms. Mimi KAM, General Manager and Head of Human Resources & Corporate Communications Division, pointed out, "My boss thinks that staff will be more committed to work as long as they are happy." The BEA has also implemented an Employee Assistance Programme. Ms. KAM said, "The Bank has commissioned an outside company to operate a 24-hour enquiry hotline, helping colleagues deal with stress related to work



Snake soup banquet.

and family and emotional problems. Under this programme, professionals are engaged to teach colleagues how to take care of elderly with chronic illness, gave a brief on eye diseases information, etc." The Bank also provides various types of employee benefit, such as housing loan scheme, paternity leave, birthday leave, etc. Ms KAM said with a smile, "Some services are provided by the staff themselves. Our colleagues are very loyal and faithful to the Bank, and we have presented long-service awards to two colleagues who have served the Bank of forty years."



Hong Kong Island Walk for Millions.

The Bank of East Asia, Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Employee counseling services
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services
- Special loans

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All



Calbee

Edmond WU (the first from the right) and MA Chun-ling are pleased with the company's family-friendly employment practices, which shows the determination of the company to establish a good relationship with employees and their families.

To Satisfy the Needs of Employees and Develop a Happy Working Environment

Calbee Four Seas Company Limited is a subsidiary of the Four Seas Group. Its products have been well received by Hong Kong people for years. In terms of business operation, the company takes the 4S (4 kinds of satisfaction) as their principles, i.e. bringing satisfaction to customers, to employees, to the community and also to the whole world. Bearing these in mind, the company has mapped out a number of family-friendly employment practices, kept listening to the voice of employees and made efforts to develop a caring culture.

Arrangement for Employees' Children to Experience the Hard Work

It is generally considered that most young people nowadays are unable to face hardships and tough work. This may not be absolutely true. Every summer, Calbee will provide internship opportunities for children of their employees. MA Chun-ling, working in the company for fifteen years, encouraged her daughter to participate in the summer internship so as to get a taste of work life. She said, "If I have not seen my daughter working so hard, I would never imagine that she could persist in the tough work. Edmond T. C. WU, the Managing Director, was pleased to see that the children of employees have been growing up. He said, "My two sons have also worked as interns in the company to take up the labour-intensive work. When I saw them overcome difficulties and meet the work requirements, I was much satisfied. Experiencing hardships is a kind of training for the children to develop their tenacity on the one hand, and become mature on the other."



When there is no need to worry about the family, employees will be able to devote themselves to work.

Innovative Initiatives Developed to Cater for the Needs of Employees

Calbee has introduced the practice of flexitime and adopted a flexible shift system for its employees. For example, it has designed the duty shifts from 7 a.m. to 4 p.m. and from noon to 9 p.m., allowing employees to have time to take care of their families. Since 2012, Calbee has implemented a policy of floating holiday/family caring leave for staff to enjoy an extra day-off every month. In order to show appreciation to long-serving staff, the company has also introduced travel benefits this year, providing travel allowance, travel cash and an extra 5-day leave to those who have served the company for 20 years or more.

Calbee encourages its employees and their families to maintain a balanced life by organising year-end tours, a family fun day, factory visits, charity visits, etc. Furthermore, the company has implemented a programme to subsidise leisure activities after work, under which its staff can organise activities on their own for participation with their families. No wonder Calbee has also been granted the "Award for Innovation" this year.



The staff are relaxing in a barbecue gathering, striking a balance between work and life.



Sharing the fun with family members when making egg rolls.



Being zealous in community charity activities, the Calbee staff join the Orbis Moonwalkers Annual Night Walkathon.



During the two-day tour to the Mainland China, the staff have developed a closer friendship with each other.

Employees and the Company Making Progress Together

The implementation of family-friendly employment practices helps reduce staff turnover. Even though the staff are allowed to take additional days off, this will not affect the productivity of the company. Edmond WU said, "Thanks to the colleagues' dedication, the company has achieved good business results." He pointed out that his staff, if without family's support, would have their performance "discounted". Edmond WU continued, "If our colleagues are having a happy life, they would work with added vigour and as a result give a more steady performance. What's more, they might enjoy to make progress with the company."

MA Chun-ling smiled that when she first joined the company, she knew nothing at all. But now, she is not only good at the computer, but also able to present reports on behalf of the company at meetings in Qingdao and Japan. She remarked, "I am grateful to the company for all the support and trainings provided. Now, not only my daughter praises me, my husband also gives me lots of support."

Calbee Four Seas Company Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working arrangement
- Flexi-rostering
- Job sharing
- Compressed work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support
- Internship for employees' children during holiday

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- End-of-year trip
- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams

Family-Friendly Win-Win for All



Employees and their families visit the elderly living in a home for the aged blind to understand the needs of the blind and to serve the community.

Employees, together with their families and friends, join a dementia experience activity and visit the elderly residing in the Jockey Club Centre for Positive Ageing.



The volunteer team of the company give out lucky bags to those families in need to share warmth and care.

Chinese Estates Holdings Limited Treat Employees as Family Members

Chinese Estates Holdings Limited (Chinese Estates) has always considered employees its important assets and therefore has been treating employees and their families with sincerity. Instead of regarding it as a mere employer-employee relationship, the company treats staff as family members and truly cares for their needs.

Enhance a Sense of Belonging to Retain Talent

Upholding its people-orientated spirit, Chinese Estates has proactively implemented various family-friendly employment policies and practices so as to build a working environment with mutual care. Miss Lisa HO, Human Resources Manager (Recruitment) of Chinese Estates, said, "Our company hopes that by understanding and caring about the family needs of employees, trust and a sense of belonging towards the company can be enhanced among employees, which also has a positive effect on retaining talent. When employees are given consideration and care by the company, they are definitely more committed to work, thus helping to enhance work efficiency and facilitating the development of the company."

Employees and their children, subsidised by the company, join a marathon training course for free to enjoy exercising with the whole family and build a stronger and healthier body.



Taking part in the Oxfam Rice Sale.

Show Empathy for Employees by Making Flexible Arrangements

The company is very concerned about the physical and mental well-being of employees. When they encounter difficulties, the company will try its best to help. Miss Lisa HO said, "We once had a staff member who had a health problem. When the management knew about it, they arranged the staff member to work from home and assigned simple tasks to him in order to save him from commuting tiredness and give him sufficient time to rest. After a long period of rest, his recovery was progressing satisfactorily."



Employees take part in the Community Chest's Walk for Millions with their families.



The staff team of the company, dressing up in the company's sport uniforms for higher morale, take part in the Standard Chartered Hong Kong Marathon.



Employees join the annual tour organised by the company with their families and friends to spend a good time together.

The staff member has felt very grateful for the company's arrangement and considered that the company not only cared for employees' needs at work and in daily life, but also gave mental support to help him face the adversity with courage.

Care for Employees' Needs to Have Time for Family Gatherings

Office workers in Hong Kong are busy with work every day and have relatively less time to spend with their families. Therefore, Chinese Estates often organises various activities e.g. voluntary services and an annual tour to encourage employees to take part with their families and strive to spend more time together. To reduce the financial burden of employees, apart from subsidising employees to join the annual tour for free, the company provides their families with certain subsidies for joining the tour

together. Also, the company sponsors employees to participate in different sport activities every year and offers them free influenza vaccinations, as well as subsidising their families for vaccinations. Miss Lisa HO said, "We strongly believe that when family members of employees are healthy, it is like a confidence booster for employees, helping them focus more on work."

The company encourages employees to show care and love to their families and suggests that they give out little gifts to their family members to spice up the fun of life besides mere expression of words. Because of this, the company from time to time gives employees cash coupons issued by shopping malls under its management for shopping gifts for their families and friends. The company has also implemented five-day work week so that employees can strike a balance between work and family life. Moreover, in case employees have special needs, the company will handle their leave applications based in their situations and will even allow those employees falling ill or in need to take no-pay leave while retaining their jobs so that they can rest well or deal with personal matters without worries.



Employees contribute their concerted effort for charity in a flag sale.

Chinese Estates Holdings Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- Five-day work week
- Compressed work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support
- Special loans

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- End-of-year trip
- Social gatherings
- Festive meals
- Community events
- Voluntary service teams

Family-Friendly Win-Win for All



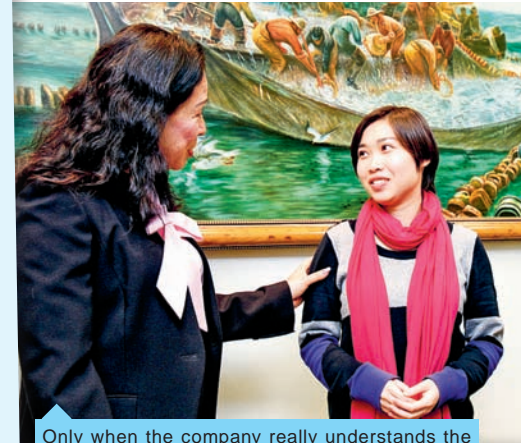
According to Elaine WONG (right) and Michael SEAN, the Human Resources Department will come up with new measures each year to boost employees' dedication to work

Comprehensive Care Diversified Benefits to Meet the Needs of the Employee's Family

Birthday, marriage, pregnancy and children's graduation are all important stages of one's life. Nicole TSE, who joined the CITIC Securities International in 2007 and later got married in 2008, enjoyed various benefits offered by the company in her two previous pregnancies and her birthday anniversaries, enabling her to enjoy all these special moments with her family happily.

Many female employees worry about antenatal examinations and the related expenses when they are pregnant. Regarding this, Nicole said, "My company provides maternity subsidy that helps relieve the financial pressure on the employee's family. Therefore, during my pregnancy, I was worry-free to take various necessary antenatal examinations. When my daughter was born, we also received a red packet from the company. I really appreciate the care from my company to me and my family."

Nicole loves the birthday leave provided by her company. She said, "The whole family are very happy with the arrangement. Each year, we plan to take a trip during the birthday leave. I may talk about the company's benefits to my friends who always show much envy and admiration. For example, as my husband often drives, the petrol discount coupons given by my company have benefited him a lot." When Nicole was asked what other benefits she would like to have, she answered with a smile that she would like to have "children birthday leave" and "school-opening leave". Standing next to her are Elaine WONG, the Senior Human Resources Advisor, and Michael SEAN, Head of Human Resources. They both smiled that they would consider her suggestions seriously.



Only when the company really understands the needs of its employees can it work out appropriate family-friendly employment measures.

A Variety of Benefits to Meet the Needs of a Family

The provision of various benefits to employees helps attract and retain talented people. In this respect, Elaine shared with us frankly, "Staff turnover will result in higher business cost. Apart from the need to train new recruits, it would affect the operation of a company. If the staff work happily here, the company will have its efficiency enhanced."

Being a China-affiliated company, CITIC Securities International places great emphasis on Chinese traditional festivals and celebrations. Apart from giving red packets, gifts and days off to the staff on their birthdays and wedding days, the company provides additional maternity leave to pregnant colleagues while male colleagues will have paternity leave and maternity subsidy. When a baby is born, the company will offer baby gifts to the colleague. A designated room with a refrigerator is also arranged for the postnatal colleague to express and store her breastmilk. When the son or daughter of an employee graduates from a university, the company will allow the employee to take leave for the graduation ceremony.



Nicole smiles, "The red packet for my wedding made me have a feeling of congratulations sent from my company."



Staff participate in the Heart-to-Heart Charity Walk of the Children's Heart Foundation to show their care for the community.

Besides, the company greatly encourages the participation of staff's family members in its activities, such as company trips, a night safari in Mai Po, activities organised by the Produce Green, etc. The company will give out discount coupons of other companies under the CITIC Group, such as petrol discount coupons, special offers on food or cosmetics, etc. which have greatly benefited the employees and



Staff are learning to twist the balloon to bring joy and fun to their children and family members.



their families. Michael said, "The company will make every endeavour to meet the needs of its colleagues, hoping that the staff will appreciate the care the company shown to them and also their families. As a result, the staff will have a sense of belonging to the company and would like to continue working for the company."

Colleagues and their families actively participate in farming activities.

CITIC Securities International Company Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working place
- Flexi-working arrangement
- Five-day work week

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Parental leave
- Festival leave
- Employee counseling services
- Breast-feeding facilities
- Occupational safety and health measures

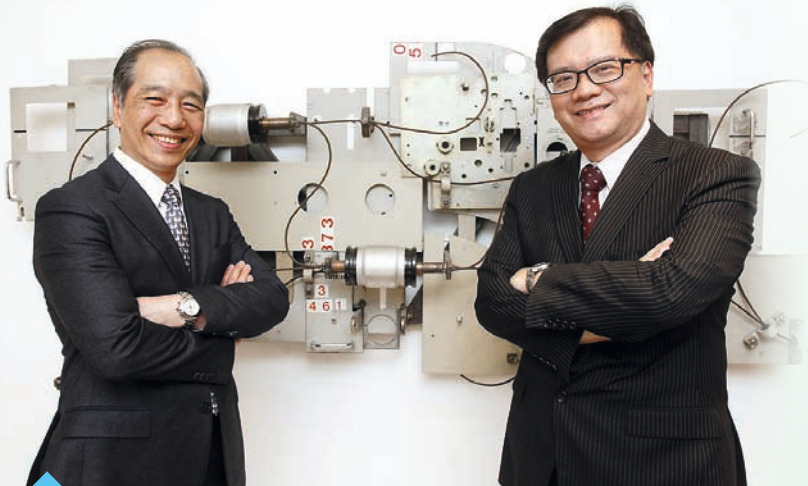
Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams

Family-Friendly Win-Win for All



Mr H S CHAN (left) and Mr K K YEUNG both agree that the many family-friendly employment practices implemented by the CLP Power help enhance employees' sense of belonging towards the company.

CLP Power Hong Kong Limited Employees and Their Families Blend into the Big Family of the CLP Power

"Look! Dad, there's the Chinese character '中'!" The two daughters of Mr K K YEUNG used to shout excitedly and point to the logo of CLP Power Hong Kong Limited (CLP Power) every time they saw it on the street when they were small. Mr YEUNG couldn't help but grinned whenever he recalled this scene. To a certain extent, employees' sense of belonging towards the company and their commitment to work will be enhanced if their company is recognised by their families.

Have More Time to Spend with Family

Mr K K YEUNG, Strategic Procurement Manager of the CLP Power, joined the company in 2000. He said, "My two daughters were only three to four years old when they first came to my office. They both said the office building was 'so pretty and so grand'." He also brought them along to company activities such as the Tree Planting Day on Lantau Island, the "Hiking for Health" and the CLP Safety, Health and Environment Day held at the Black Point Power Station, and they all spent a lot of good time together. Before Mr YEUNG joined the CLP Power, his previous work often required him to station in Mainland China. He said, "After joining the CLP Power, no matter how busy I am, I can still go home and spend time with my family every evening. Since the company has implemented five-day work week, I am able to take my daughters to tutorial classes at weekends, and therefore have more time to take care of my family."

Care about the Children of Employees

Like many other employees' children, the two daughters of Mr K K YEUNG have formed a strong attachment to the CLP Power since their childhood through participation in the activities held by the company. His elder daughter was once invited to be a model in a photo shoot for a company publication. According to Mr YEUNG, when her daughter looked at those publicity photos after growing up, she couldn't help but said, "I can't believe this little girl is me!" He joked that relatively speaking, his daughters had a stronger sense of belonging towards the company than he did. He continued, "By joining various activities, my daughters and I have more topics to chat and more common memories to share, which helps foster stronger family ties."

The CLP Power launched the CLP Centenary Scholarship in 2001. Under the Scholarship scheme, eligible children of employees are granted an annual scholarship of HK\$50,000 (for a bachelor's or associate degree) or HK\$10,000 (for secondary education). The two daughters of Mr YEUNG were awarded the Scholarship (for secondary education) in 2013 and 2014 respectively. Mr YEUNG frankly shared that the caring measures implemented by the company for the families of employees made him more willing to stay with the company.

CLP Centenary Scholarship Presentation



The elder (in the photo above) and younger daughters of Mr K K YEUNG were awarded the CLP Centenary Scholarship in 2013 and 2014 respectively.

A Diversified Activity Plan Helps Retain Talent

"The loss of talent inevitably affects a company in certain ways. Upholding a people-orientated approach, the CLP Power regards employees as the most important assets." Mr H S CHAN, Senior Human Resources Manager, pointed out that the CLP Power had put in place various family-friendly employment practices such as five-day work week, wedding leave, compassionate leave and paternity leave, as well as implementing flexitime so that employees could spend more time with their families.



Children of employees take part in a company activity happily in their little engineer costumes.

In addition, the CLP Power has also organised seminars on health, parenting, retirement, etc. and has provided medical care and counselling services for employees. From time to time, the CLP Power organises voluntary activities for staff and their families to join. Other activities include the "Hiking for Health", the CLP Safety, Health and Environment Day, nature tours, the CLP's mobile theatre called the "Green Studio", etc. Mr CHAN believed, "When families of employees have more chances to get involved and know more about the company, employees will develop a stronger sense of belonging towards the company, thus enhancing work efficiency."



The CLP Power organises a health-check activity for its staff.



The annual "Hiking for Health" activity held of the CLP Power is well received by employees and their families.

CLP Power Hong Kong Ltd - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- Five-day work week

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Employee counseling services
- Breast-feeding facilities
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Scholarships/bursaries/tuition reimbursements for employees' children
- Insurance covering employees' family members
- Discounts on the company's goods or services

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- End-of-year trip
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All



According to Ms Ada WONG (right), the Director of Human Resources of Conrad Hong Kong, family-friendly measures help attract talent to join. Mr Ken CHOI, Laundry Supervisor, feels that the Hotel has been taking good care of employees.

Conrad Hong Kong

Employees Show More Dedication when Achieving a Balance between Family and Work

The hotel industry is highly competitive and attracting talent to join is a way to get an edge. Apart from salary, a comprehensive staff benefits system is another important factor to recruit people of high calibre. The favourable staff benefits package and family-friendly measures in place have earned Conrad Hong Kong recognitions among employees, their families and friends, making it an ideal choice for job seekers.

Sharing Joy with the Family

Conrad Hong Kong provides staff with vacation leave better than the statutory requirement and the common practice within the industry, including birthday leave, marriage leave, compassionate leave, paternity leave, etc. Ms Ada WONG, the Director of Human Resources of Conrad Hong Kong, said, "When an immediate family member of an employee passed away, local and foreign employees will have three days and six days of leave respectively. If necessary, the Hotel can provide post-funeral meals. Also, the Hotel offers medical insurance and life insurance to provide protection for employees and their families." Moreover, staff activities such as fishing, temple visits, cooking classes for parents and kids, etc are regularly organised by the Hotel that employees' families are welcome to join. Ms WONG continues, "Every year, the Hotel collaborates with charitable organisations to hold a Christmas party for kids. Employees' families and kids from low-income families are invited to take part together and it has been very well received."



Employees and their families join the flag-day activity for fundraising and promote the message of caring for the animals among their children.

Saving Expenses from Discounts Offered by the Hotel

The staff benefits package provided by Conrad Hong Kong is different from the general practice in the industry. Not only can employees enjoy a special discount of 25% to 50% off on food and beverages and wedding banquet services, they can also rent a hotel room with breakfast included under the Hotel Group at US\$25 for the lowest price. Ms WONG said, "Together with leave and special hotel discount, employees can take short trips frequently. Even when the staff member is not available to go, their families can still enjoy the offer."

Mr Ken CHOI, Laundry Supervisor, said, "As there are discounts for renting hotel rooms, many colleagues take a two-day leave for a trip to Macau or Zhongshan. I have once travelled to Japan with my girlfriend and a night in the hotel with breakfast included was just some HK\$200. That's pretty cheap. Very often, the Hotel provides dining coupons as lucky draw gifts or as incentives for staff. Employees can save the coupons and share them with their family."



Many employees and their families are attracted to take part in the Easter cookies baking class held by the Hotel.

An Inevitable Trend for Corporations to be Attentive to Employees' Families

Mr Ken CHOI, receiving training from the Hotel, has been given the opportunity to study an online course and participate in overseas exchange events held by the Hotel Group. He said, "The management provides all-rounded care for the new recruits. The General Manager becomes my mentor and shares with me with his life experience that he reminds me to spend more time with the family. When I was in school, I was taught how to run a hotel smoothly and how to treat staff well. In this Hotel, I can actually feel how words are put into actions."



Employees and their children are enjoying parenting time at the Hotel.

A comprehensive staff benefits package attracts the family members or friends of employees to join the industry. When employees share their work and life with others on online social networking platforms, it is also helpful for the Hotel to attract talent. There was a student who worked in the Hotel as an intern took the initiative to apply for a job at the Hotel after graduation. In case when employees wish to immigrate or to go on a working holiday, the Hotel would consider granting them no paid leaves. Ms Ada WONG said, "It has become an inevitable trend for corporations to be attentive to employees' families. Rigid and conservative staff benefits have become obsolete."



The Hotel organises various social activities that are suitable for participants of all ages.

The Hotel co-organises a party for the kids with a charitable organisation, enabling employees' children to spend a memorable festive day.



Conrad Hong Kong - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working arrangement
- Flexi-rostering
- Compressed work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Festival leave
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams

Family-Friendly Win-Win for All

DBS Bank (Hong Kong) Limited has all along cared about the family needs of its staff and won awards for this repeatedly. (From right) Ms Sharon CHENG, Managing Director cum Head of Human Resources, and Ms Daisy CHAN, Vice President of DBS's Institutional Banking Group.



DBS Bank (Hong Kong) Limited Flexible Arrangements to Meet Staff's Needs

The banking industry is always attractive for its numerous holidays. Apart from offering many holidays, the DBS Bank (Hong Kong) Limited (DBS) cares about the personal health of its staff and tries to help them strike a balance between work and life. In 2010, the DBS launched the DBS Cares Programme, with commitments to providing more benefits to its staff, caring about the recognition of their performance and commending them for their work achievements. The DBS has been the awardee of Distinguished Family-Friendly Employers for two consecutive years.

Staff and their families are invited to spend a relaxing day together on the Family Fun Day.



Reducing Staff Turnover

The DBS has a headcount of over 4 400 employees, among which more than a half are females. Ms Sharon CHENG, Managing Director and Head of Human Resources, said, "It is a pity that quite a number of women in Hong Kong struggle to give up their career in order to spare themselves to take care of their families, resulting in a waste of human resources." Ms CHENG joined the DBS in 2011 and was assigned to achieve the target of reducing staff turnover. Having implemented a series of family-friendly employment practices, the situation has been apparently improved.

Additional Holidays and Flexible Working Arrangements

Under the DBS Cares Programme, staff are entitled to extra home-caring leave and birthday leave, plus various flexible working arrangements. Staff can apply for half-day work or working at home according to their needs, or even following the practice of "work-earlier-and-leave-earlier" so as to spare time to handle family matters. The DBS has also put in place the "5@5" happy Friday policy, under which staff are allowed to leave work earlier at 5 pm every Friday and meetings are avoided to be held after five as far as possible on Friday. Ms Sharon CHENG said, "The family-friendly employment practices help enhance staff's sense of belonging to the company, while the extra holidays allow them more time to rest, which, in turn, enhance their work efficiency and eventually bring about a win-win situation between the employer and its employees." Moreover, in order to encourage its staff to pay attention to their health, the DBS has specially introduced a health welfare initiative, "iFlex Programme", under which staff are provided with a subsidy of up to HK\$3,200, payable on a reimbursement basis, for medical checkups, dental care and expenses of prescribing glasses, going to the gym, etc.



Activities are organised for staff and their children.



Employees are making egg tarts.

Facilitating Female Employees to Continue Breastfeeding

Being a mother of three children, Ms Sharon CHENG understood how difficult it was for working women to continue breastfeeding. She pointed out, "There are already two breastfeeding rooms at the support services headquarters in the Hong Kong East Centre but they are still insufficient to meet staff's needs. Upon staff's suggestion, the company quickly set up a few more breastfeeding rooms to make four in the end within two weeks' time." According to Ms Daisy CHAN, Vice President of DBS's Institutional Banking Group,



Entertainment programmes are arranged for children of employees.

during her pregnancy, she was exempted from working in the Mainland so as to prevent her from travelling a lot. After giving birth, she insisted on breastfeeding. A conference room in the branch office was thus arranged to be vacated for her to express milk twice, one in the morning and the other in the afternoon, so that she could have her ample time and privacy for milk expressing. She said, "The Bank cared about my needs and provided me with a breastfeeding room and enough time to rest. As a result, I could look after both my work and my family." She has once requested to work a half day for three weeks in order to take care of her daughter. She shared frankly, "Although the three weeks' time was a bit short, it was already sufficient for me to overcome the hurdle smoothly and made me feel how caring the Bank was by taking a people-orientated approach."



Taking part in a dragon boat race.

DBS Bank (Hong Kong) Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- Job sharing
- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Employee counseling services
- Breast-feeding facilities
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support
- Special loans
- Internship for employees' children during holiday

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All



(From left to right) Ms Mander HO of the Customer Service Division, Mr Wallace TONG of the Information Technology Division, and Ms Donna KONG, Vice President of the Human Resources Division, of DHL Express (Hong Kong) Limited all take the view that the team spirit among staff is very important to the company.

DHL Express (Hong Kong) Limited More Caring and More Understanding

Employers and employees are working partners. When staff are happy at work, their morale will naturally be boosted. DHL Express (Hong Kong) Limited (the DHL) has introduced a number of caring measures to cater to the needs of employees. Some of these even benefit staff's families. Ms Mander HO of the Customer Service Division has benefited a lot from the measures.

Caring Support to Help Reduce Stress

Ms Mander HO, a single mother raising her son on her own, had to work for an income and thus she was under great pressure. She said, "Sometimes, I am in a mood when I worry about my son's academic studies, which eventually affects my work performance. Luckily, I have a considerate supervisor who not only cares about me often, but also takes the initiative to understand my problems and offer help." Besides, the company has launched the UPstairs scholarship programme for children of its staff. Apart from awarding scholarships, the programme provided those children with one-on-one free tutorial services and internship opportunities at the DHL. Ms HO praised highly the caring measures of the Upstairs scholarship programme, "When my son was preparing for the DSE examination, the tutor kept cheering him on and arranged discussions with him from time to time to provide counselling service. When the examination results have been released and my son had to select subjects under the JUPAS, the tutor again offered him advice. Later, when my son was admitted to the university, the tutor shared personal experiences with him so that my son could adapt to the new learning mode and the university life." Miss HO's son was so lucky that he received a scholarship under the



Ms Mander HO (second right) appreciates the care given to her and her family by the company and is very pleased to see her son (second left) being awarded the UPstairs scholarship.

UPstairs programme in the first year of its launch and was admitted to the company as an intern the next year. Miss HO felt very grateful to the company for its care given to her and her family.

Employees Being Partners of Employers

Ms Donna KONG, Vice President of the Human Resources Division, pointed out, "Employers and employees are not necessarily antagonistic. Actually, they can be working partners. When staff are happy at work, their morale will naturally be boosted." She strongly believed that when a company cared about its staff and catered to their needs in various aspects, staff would feel that they were valued by the company. Naturally, they would become more committed to serving the company, and their efficiency and quality of work would thus be enhanced. She said that the DHL has taken good care of its staff's needs and implemented from time to time various flexible initiatives, such as five-day paternity leave, extending the retirement age, arranging staff as far as possible to leave work earlier on major festive days, etc.

According to Ms Donna KONG, the company endeavours to introduce flexible staff management measures that indirectly help enhance their work efficiency.



Enjoying the Benefit of Paternity Leave Twice

Mr Wallace TONG of the Information Technology Division was deeply impressed by the good care that the company gave its staff and their families as well as the importance that it attached to the overall well-being of staff. He said, "The company has set up a basketball team and specially hired a coach from the Hong Kong Team to provide us with training. The Company also holds the Appreciation Week which comprises a range of activities (including buffet lunch, movie day, afternoon tea gathering, etc.) organised by the management to express gratitude towards the staff for their contribution to the company. Some of the activities welcome the participation of staff's families. It is really wonderful to have the company put in so many resources to organise various activities for its staff as a token of appreciation." He also shared with us that he has enjoyed the staff benefit of paternity leave twice, which enabled him to accompany his wife during her delivery and help take care of the new-born.



Through organising the Appreciation Week, the company expresses its gratitude to all of its staff.

He continued, "The company has all along shown understanding to the family needs of its staff. The five-day paternity leave was very important to me because it gave me more time to take care of my wife and the new-born baby. When I stood by my wife and offered help, she would have a stronger sense of security."

Fostering the Team Spirit

Ms Donna KONG added that the company organised the Appreciation Week to express its gratitude to staff and to share with them the fruits enjoyed by the company, hoping to let colleagues from different departments experience the true spirit of "As One". This will not only help raise the staff's morale, but also help enhance their sense of belonging towards the company, thus conducive to the long-term development of the company and achieving a win-win outcome.

Mr Wallace TONG enjoyed the benefit of paternity leave twice, which enabled him to accompany her wife during her delivery and help take care of the new-born.



DHL Express (Hong Kong) Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Festival leave
- Employee counseling services
- Breast-feeding facilities
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Scholarships/bursaries/tuition reimbursements for employees' children
- Insurance covering employees' family members
- Discounts on the company's goods or services
- Special loans

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All

Ernst & Young

Giving Staff an Unforgettable Experience



Ms Agnes CHAN, Managing Partner (Hong Kong and Macau) of the EY, hopes that staff's enthusiasm about work can be raised through family-friendly practices. Mr WONG Kin-keung, a staff member, felt grateful for the support from his colleagues.

Every person may have different career life and therefore their pace of development will vary. Being well aware of this point, the Ernst & Young (EY) has therefore developed a number of family-friendly practices to meet the needs of its staff. EY has put in place a Seasonal Work Schedule Programme, allowing its staff to take leave for one or two months during off-peak periods to handle personal matters such as keeping their family company. Staff may even be entitled to a break up to two years and a guarantee of further employment. Ms Agnes CHAN, Managing Partner (Hong Kong and Macau) of the EY, said, "Our personnel management objective is that 'no matter when you joined the EY and for how long you have been serving in the company, being a member of the EY can be a lifelong unforgettable experience'. Therefore, our staff are free to develop on their own pace."

Establishing a Platform for Sharing Family Experiences

In order to relieve the worries of its staff over family matters, the EY has set up the Working Parents' Network, setting targets every year and encouraging staff to share their experiences on children's education and parenting activities. We have also set up the Cross Generation Network to facilitate inclusion and communication. In addition, we organises an Open Day, inviting colleagues' families to join the event in the office."

Well Accepted by Staff and the General Public

As early as in 2008, the EY has introduced the five-day paternity leave and arranged to release its staff earlier on festive days, thus encouraging them to spend more time with their families. After listening to staff's opinions, the management set up a breastfeeding room right away for female staff who breastfeed their children. Besides, the company had organised a most touching photograph competition on Father's Day with winners selected from submissions of its staff in the Beijing, Shanghai and Hong Kong



A platform is established for colleagues to share their views and insights on various topics.

branches so as to share the touching moments.

Ms Agnes CHAN said, "We have been implementing various family-friendly practices all along. According to the findings of the Global People Survey 2014, the number of employees willing to stay with the EY has increased by 9% as compared with the survey results of 2011. Also, the sense of belonging among employees scored 10% higher than the figures in 2009. It is found that the departments with relatively stronger sense of belonging have better work performance obviously. Furthermore, the EY has been ranked first for two years in a row in the category of Professional Service Firm under the "Hong Kong Most Attractive Employers" organised by Universum, which proves that the EY has been well received by university students."

Staff participate in volunteer work with their families to clean up the beach.





Company's Constant Care about A Colleague with Pneumonia

Mr WONG Kin-keung has been working for the EY for more than 20 years. He once suffered from pneumonia more than a year ago and was required to stay in hospital for treatment. During his hospitalisation, he was too stupefied to take food. As a result, his weight dropped to 60 pounds or so. Mr WONG said, "At that time, colleagues from my department and those who were close to me came visiting me. The Personnel Department even took the initiative to contact my family to transfer my salary to the bank account of my family members, so that my family could continue to have

Staff participate with their families in the Charity Run Sports Fun Day organised by the Agency for Volunteer Service.



A Visit.

my financial support. I never imagined that the company would still pay me during my sick leave. This made me so happy and comforting as I needed not to worry about the financial issues of my family." After the incident, Mr WONG developed a stronger sense of belonging to the company and felt grateful to every colleague who cared about him. Mr WONG said frankly that he all along had a very good impression about the company as the company often organised activities for colleagues and gave red packets to him and his family before the Chinese New Year.



Bringing warmth to the elderly.

Ernst & Young - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working arrangement
- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Breast-feeding facilities

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Emergency financial support

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups

Family-Friendly Win-Win for All



Ms Eliza NG, Director of Human Resources, Ms Mercury LEE and Ms Cathy LI, both Sales Consultants of Fuji Xerox (Hong Kong) Limited, all feel that the company is like their second home.

Fuji Xerox Building the Second Home

"Apart from working, I can enjoy family life by taking part in activities held by the company with my family on holidays," Ms Mercury LEE and Ms Cathy LI have worked in Fuji Xerox (Hong Kong) Limited (Fuji Xerox) as Sales Consultants for almost two years. According to Mercury, taking part in the activities not only allows her to contribute to charity, but also helps her build a close family bonding.

Building a Closer Family Relationship

In addition to basic allowances for medical treatment, transportation, etc. provided by the company, Mercury did not expect that she could enjoy other benefits, "I visited the Ocean Park with my family with discounted admission tickets through the company. Moreover, we can spend a good time with our families by joining the activities held by the company. Another benevolent practice of the company is to encourage us to leave work early on Friday to spend more time with family and friends. The company also sponsors us for movies or booking venues for exercise." Mercury stated that through these activities, a closer relationship is built among her family members. "I had never been to hiking with my family until we joined a fundraising event of the company which gave us the opportunity to hike together for the first time. It served both purposes of charity and cultivating a closer family bonding."

Caring about Staff and Their Families

Ms Eliza NG, Director of Human Resources, said, "Staff cannot focus on work when they worry about health problems of

The Heart-to-Heart Charity Walk organised by the Children's Heart Foundation



Ms Mercury LEE and Ms Cathy LI highly praise the activities held by the company for their diversity.

their family members. Therefore, we pay much attention to staff's needs in this regard. Hoping that staff can consider it their second home, the company emphasises a 'work-life balance' and therefore organises a wide range of activities for them to join. Among these activities, the 'Mum (Dad) & Babe's World' is especially organised for the staff who have become parents to help them release stress through experience sharing among colleagues. The company also organises workshops inviting working school principals or teachers to teach colleagues how to complete school application forms, thus helping colleagues

find the right school for their children, as well as teaching them how to get along with their children and build a close bonding." To encourage staff to strike a balance between work and family, the company also cares about their parents and children. She continued, "On the grand birthday of staff's parents, the company will give them a gold peach ornament signifying longevity as a gesture of care. When children of staff graduate from school, the staff will be entitled to children-graduation leave so that they can celebrate with children this important stage of life."

A Wide Variety of Activities

Mercury considered that the company was very determined to build a happy workplace for staff. What impressed her most was that, at a meeting on the first day she joined the company, Eliza told her there would be interest classes or activities, such as cooking class, yoga class, massage class, basketball or



Cooking class

football games, dragon boat races, after work. "We can enjoy our free time after work just like we joined fun extra-curricular activities in our schooldays." Cathy echoed, "After joining the company's dragon boat team, I have found that it not only trains our body, but also builds a strong team spirit. Through activities, we can achieve a 'work-life balance'. Also, I have taken this valuable opportunity to enhance communication with team members from different departments."



Dragon boat racing



The Fuji Xerox soccer team

Ms Eliza NG states that staff can work without anxiety when their family members are healthy.

Fuji Xerox (Hong Kong) Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- Job sharing
- Five-day work week
- Compressed work week

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Employee counseling services
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support
- Special loans

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- End-of-year trip
- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams

Family-Friendly Win-Win for All

Goldman Sachs (Asia) L.L.C. Family Forum Fostering a Sense of Belonging among Staff

For many years, Goldman Sachs (Asia) L.L.C. (Goldman Sachs) has cared about staff's family needs. Having served the company for 11 years, Ms Renee SO, Executive Director of the Human Capital Management Division, expressed that thanks to various family-friendly employment practices implemented by the company, she could handle her work with flexibility while having ample time to take care of her children. When she goes travelling, the company will also send her warm travel tips. All these have enhanced her sense of belonging to the company.



Goldman Sachs cares about staff's family needs and has implemented various family-friendly employment practices. Ms Renee SO, Executive Director of the Human Capital Management Division, has also benefited from these practices.

Staff bring along their children to the Easter activity held by the company.



Company Measures Accommodating the Needs of Staff

Renee pointed out that the company had allocated many resources to implement measures that accommodate the needs of staff. She said, "Staff's family life directly affects their work performance. Therefore, the employer should help staff take care of both their work and family as far as possible." Goldman Sachs has implemented a number of measures to help staff strike a balance between family and work. She continued, "While female staff are entitled to 10-week maternity leave according to labour legislation, our company has extended the leave to four months. Also, seeing the needs of male staff to take care of their wife and children, the company has introduced one-month paternity leave recently." In addition, to promote staff's physical and psychological wellbeing, the company organises from time to time health seminars, seasonal influenza vaccination



Goldman Sachs arranges a wide array of fun activities for staff's children to celebrate Easter together.



programmes, community volunteer work, open day, etc. and staff are encouraged to take part with their families.

Family Forum Facilitating the Creation of a Family-friendly Environment

Goldman Sachs has set up a "Family Forum" in its Hong Kong and other Asia-Pacific offices to take care of staff's family needs and to build a family-friendly working environment. Besides, the company regularly organises activities including the "Family Month" held in May every year covering workshops on health and wellness, overseas boarding, elderly care, dietary tips for children, etc. where staff discuss and exchange views about their family issues.



A dietician provides Goldman Sachs' staff with health information.



Staff's children visit the company to know more about the workplace of their parents, thus becoming more appreciative of their parents' hard work.

Travel Protection for Staff and Their Families

Thanks to various suitable family-friendly employment practices implemented by the company, Renee is able to achieve a balance between work and family. She said, "When I attend the school activities of my children, I can still handle the important work of my company. Also, with the aid of advanced technology nowadays, even when I am not in office, I can send messages and documents through the Internet, which has helped me a lot." Furthermore, the emergency medical assistance service provided by the company once rendered reliable support to Renee and her family. She recalled, "One of my family members fell badly and got injured when skiing in Hokkaido, Japan.

In the hospital, we felt particularly anxious and confused because of language barriers. Luckily, the company doctor gave me timely and valuable advice, and promptly arranged for my family member to return to Hong Kong and have a surgery at hospital right away."

When staff and their families travel abroad, they can still receive appropriate assistance from the company. Renee said, "If colleagues are in an emergency overseas, the company will contact them directly and provide assistance. A colleague once met a tsunami while travelling overseas. The company immediately made enquiries about admission records at local hospitals until the safety of that colleague was ascertained. This shows the genuine care of the company to staff."



Goldman Sachs organised the "Bring Your Kids To Work Day" last year.

The company organises the "Family Month" and arranges Chinese medicine practitioners to answer staff's health questions.

Goldman Sachs (Asia) L.L.C. - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Job sharing
- Five-day work week

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care leave
- Marriage leave
- Parental leave
- Emergency leave on family grounds
- Festival leave
- Child care support
- Elderly care support
- Employee counseling services
- Breast-feeding facilities
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Scholarships/bursaries/tuition reimbursements for employees' children
- Insurance covering employees' family members
- Discounts on the company's goods or services

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All

Hang Lung Properties Limited Emphasis on Family Values



Ms Janet POON (right), Head of Human Resources of Hang Lung Properties Limited, cares about the family life of Ms CHAU Wai-kam (left) and her daughter, Ms Candy HUI.

"I was once in hospital for surgical treatment. The Human Resources Department of my company sent a fruit basket to hospital to cheer me up. I was really touched," said Ms CHAU Wai-kam, Senior Car Park Assistant in the Leasing and Management Department of Hang Lung Property Limited (Hang Lung), who retired in 2013. Having served Hang Lung for 19 years, she felt deeply that the company was like a big family where colleagues and supervisors cared about her in all possible ways. Ms CHAU was very grateful that even her daughter, Ms Candy HUI, had also been well taken care of by the company during her growth.

Motivating Staff to Perform at Their Best

Upholding the management philosophy of "We Do It Right", Hang Lung has actively implemented family-friendly employment practices and measures to develop a family-friendly corporate culture. Ms Janet POON, Head of Human Resources of the company, said, "The quality of colleagues' family life has a direct influence on their work efficiency and performance. Therefore, the company has launched a series of measures to help its staff take care of their families. As a result, our colleagues can focus on work and perform at their best." She continued, "These measures can help enhance their sense of belonging to the company, boost their morale and help attract and retain talent, all of which are highly beneficial to the long term development of the company."

To help staff strike a balance between work and life, Hang Lung not only offers them benefits and support such as leave arrangements and medical insurance to suit their family needs, but also organises annual outings, recreational activities, voluntary work, etc. for them and their families as well as friends.

Provision of Chan Tseng-hsi Foundation to Help Staff's Children Fulfil Their Dream of Receiving Tertiary Education

When Candy, daughter of Ms CHAU Wai-kam, went to university in 2010, Ms CHAU applied for a loan under the Chan Tseng-hsi Foundation, hoping to reduce the financial burden of her family. The Foundation was established under the name of the late founder of Hang Lung Group Limited. With the help of the loan for five consecutive years, Candy has completed her Bachelor of Medicine and Bachelor of Surgery programme at the University of Hong Kong and is now working as a houseman in a hospital. Candy said, "At first, I thought Hang Lung would only offer loans to those outstanding students, but in the end they accepted my application. I am particularly grateful that the company continued to grant me the loan although my mother has retired two years ago, allowing me to finish the remaining two years of studies. I really appreciate it."



The team "Hang Lung As One Volunteers" encourages employees to participate in voluntary work with their families and friends to serve those in need from different sectors of the community.

The Employee Wellness Programme is organised by the company to provide staff with services such as Chinese medicine consultation and health checks at the office.



Both Ms CHAU Wai-kam and her daughter, Ms Candy HUI, are grateful for Hang Lung's continued care and support in every possible way.

Medical Benefits for Staff and Their Children

The medical protection for staff provided by Hang Lung is also extended to staff's families. Ms CHAU Wai-kam said, "I have been hospitalised twice. For the first one, I was treated in hospital because of a cyst found in my vocal cord. If I had queued up in a public hospital for treatment, I would definitely have had to wait for quite a long time. The medical benefits provided by the company allowed me to receive treatment in a private clinic, and I could claim the expenses back upon submission of receipts to the insurance company. For the second time, I was admitted to hospital for an operation. I once queued up for an appointment in a public hospital which required me to wait for a whole year. During the wait, my health conditions became worse at one time. Therefore, I immediately went



to consult a private doctor under the company's insurance plan and got well afterwards."

Candy, dependent of a Hang Lung employee, was also entitled to the company's medical benefits. She recalled, "When I was studying in the United Kingdom, I once had a fall and hurt my foot. I had to consult an orthopaedist but it cost me much to get specialised medical treatment. Luckily, the company provided comprehensive medical protection to employees' children. I only needed to pay minimal fees for orthopaedic treatment and physiotherapy. The medical benefits offered by the company helped me a lot."



Staff and their family members join the company's annual outing to spend a good time together.

Hang Lung Properties Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working arrangement
- Flexi-rostering
- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Employee counseling services
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Scholarships/bursaries/tuition reimbursements for employees' children
- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- End-of-year trip
- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All



Mr Matthew TING (left), Assistant Officer of Hang Yick Properties Management Limited, and Ms Florence MAN, Assistant Manager, share some amusing anecdotes about their families.

Hang Yick Properties Management Limited Supporting Staff to Build a Happy Family

"I have experienced two most important life events here in the company. I feel as if the company has helped me form my family," said Mr Matthew TING, Assistant Officer of Hang Yick Properties Management Limited (Hang Yick), who is grateful to the company for providing him a stable working environment and fully caring his needs at various stages of life. He can then fulfil his plans of getting married and having children without worries behind. As a result, he can lead a better life.

Satisfaction from Both Work and Family

In 2009, Matthew was very anxious when he was laid off because of the financial crisis. Later, he joined Hang Yick and was settled at work gradually. In the company, he was given ample development opportunities and good promotion prospects. Therefore, he started to think about his future. Matthew said, "I got married in early 2012 and my child was born the next year. When I arranged my wedding, the company gave me marriage leave and a congratulatory gift. When my baby was born, the paternity leave offered was just adjusted from four days to five, which enabled me to have more time to take care of my wife and the baby. All of these have made me feel truly grateful." He complimented on the good benefits provided by the company and continued, "Apart from free lunch and discount shopping at department stores, the company provides other benefits including a monthly birthday party held for colleagues who have birthday in the month. All members of the management will also sign the birthday card. All these give us a strong impression that the company places high value on and cares about its staff. Besides, the company will present birthday cake cash coupons and



Ms Florence MAN said that staff would have different needs at various stages of life and the company would strive to offer them benefits that suited their needs as a way to show support.

offer birthday leave to the birthday staff so that its staff can celebrate with their families."

Meeting Various Needs of Staff

Ms Florence MAN, Assistant Manager of Hang Yick, stated that staff would have different needs at various stages of life and the company would strive to offer them benefits that suited their needs as a way to show support. She said, "In some unfortunate cases where a colleague has to arrange funeral, the colleague is allowed to take compassionate leave on full pay. And of course, different kinds of leave such as marriage leave, paternity leave and birthday leave are also available for joyful events. Whenever an employee has a new-born baby, the company will give a red packet as a gesture of care. In regard to staff's personal development, the company offers its staff subsidies for continuous education and organises job-related training courses to empower staff with relevant knowledge and skills. In fact, the company has won the Grand Prize Award under the Manpower Developer Award Scheme of the Employees Retraining Board three times in a row,



In the company, Matthew was given opportunities for development and promotion, thus facilitating the realisation of his important life plans.



By taking part in the "Charity Hike 2015" organised by Green Sense, colleagues are hiking in the High Junk Peak, Clearwater Bay for fund-raising.

which illustrates the outstanding performance the company has achieved in staff training."

Caring About Occupational Safety and Health

The company attaches great importance to the "occupational safety and health" of its staff. In addition to relevant posters put up in the office to remind colleagues about safety and health, free healthy afternoon tea, free lunch and food steamers are provided. Furthermore, seminars on healthy diets and physical fitness and different kinds of sports activities are organised to facilitate the well-being of staff. Ms Florence MAN said, "Since a few years ago, the company



Hang Yick Properties Management Limited was awarded the champion of the Highest Service Hour Award in the 2014 Hong Kong Volunteer Award Presentation Ceremony.

has joined the 'Health@work.hk Pilot Project' organised by the Department of Health and has started arranging fruits as snacks for afternoon tea from Monday to Friday. When our colleagues stay healthy, their families have nothing to worry about."

Fulfilling the Dream of the Elderly to Receive Education

In recent years, Hang Yick has sponsored the Elderly Mini-U Programme run by the Hong Kong Polytechnic University to provide valuable opportunities for its mature staff and the old family members of its colleagues to realise their dreams of lifelong learning and experiencing university life. Ms Florence MAN said, "Many old family members of our colleagues might have missed the chance to go to university when they were young. Now, the Programme can help them realise their dreams of studying at a university. Upon completion of the Programme, participants may have more topics to share with their younger generations, thus fostering a closer relationship among them."



The Elderly Mini-U Programme.

Hang Yick Properties Management Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working arrangement
- Flexi-rostering

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Festival leave
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- End-of-year trip
- Social gatherings
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All



Mr David FONG Man-hung (right), Managing Director of Hip Shing Hong (Holdings) Company Limited, cares about the family life of his staff.

Hip Shing Hong (Holdings) Company Limited Care from the Heart to Retain Talent

“On my son’s birthday, I left the office two hours earlier to collect him from school, which surprised him much!” said Mr Joe FOK, Site Inspector of the Property Development Department of Hip Shing Hong (Holdings) Company Limited (Hip Shing Hong). He highly appreciated the company’s creativity of introducing children’s birthday leave that allowed staff’s children to experience the love and care of their parents and to create memorable moments together.



The company has specially set up a volunteer team to encourage staff to actively take part in voluntary work.

Helping Staff Relieve Psychological Stress

Mr Joe FOK, Site Inspector of the Property Development Department, joined Hip Shing Hong four years ago. Since then, he has been quite often enjoying company’s benefits which promote the well-being of staff’s families, such as paternity leave, children’s birthday leave and caring leave. Mr FOK highly commended the children’s birthday leave for being innovative as it enabled him to get off work two hours earlier on his son’s birthday to collect him from school. His son was not only delighted by such a surprise, but also felt the love and care of his father. Moreover, Mr FOK considered the caring leave the most useful.

Mr Joe FOK, Site Inspector of the Property Development Department, feels deeply how considerate and caring the company has been to the staff.



Staff join a tour to Sha Tau Kok with their families to enjoy a Poon Choi Feast there.

He said, “While children fall ill quite often, it is not easy for me to leave my work in a short notice. However, with the two-hour caring leave offered by the company, I can take my child to see the doctor. Thanks to it, I feel relieved and can pick up my work again right after I go back to the office.” He expressed that his nerves were sometimes on edge when he tried his best to ensure the satisfactory progress of the site project and to provide quality services to clients. His pressure will be even greater if he is troubled by family matters. Luckily, there is sufficient manpower in the company, and colleagues in different departments get along well with each other. They maintain good communication that once a colleague has to apply for urgent leave, other staff members will offer a helping hand, thus reducing the psychological burden of the colleague on leave.

Mutual Influence between Work and Family

According to Mr David FONG Man-hung, Managing Director, when staff are happy at work, they will go home with a happy mood. When they have a pleasant family life, they will also bring positive energy to the workplace. Therefore, work and family can complement each other. In order to help staff take care of the various needs of both work and family, the company has implemented a number of measures, such as caring leave, requirement of leaving work on time, children's birthday leave, scholarships for staff's children and paternity leave. It has also regularly organised activities for the overall well-being of its staff. All these aim to help them excel at work and have a good family life.



According to Mr David FONG Man-hung, despite the rules and regulations for staff to observe at work in the company, the management will, in practice, make flexible arrangements depending on the circumstances.

Putting Yourself in Others' Shoes

Mr David FONG Man-hung considered a company the epitome of society. In a community, he thought, the most important of all was "to do as you would be done by". Although there are rules and regulations for staff to observe in the company, the management will, in practice, make flexible arrangements depending on the circumstances. Mr FONG said, "The company will not be too calculating. Instead, it will try to provide staff with as many family benefits as possible. If you put yourself in others' shoes, you will be treated by others in the way you treat others. If staff take it easy a bit while at work, they can then have their stress reduced. When they are happy, they will naturally be more motivated at work and be more ready to serve the company."

Mr David FONG Man-hung (fourth left) mingles happily with colleagues at the company's Christmas party.



Staff bring along their children to join the charity sale of red packets organised by the United Nations Children's Fund.



Hip Shing Hong (Holdings) Company Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working arrangement
- Flexi-rostering
- Job sharing
- Compressed work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care leave
- Marriage leave
- Festival leave
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Scholarships/bursaries/tuition reimbursements for employees' children
- Insurance covering employees' family members
- Discounts on the company's goods or services
- Internship for employees' children during holiday

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- End-of-year trip
- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All



Both Ms Kit FAN (right), Head of Corporate Human Resources of the Hong Kong and China Gas Company Limited, and Ms Katherine LEUNG, Purchasing and Logistics Manager, are glad to see the company value each and every employee and display great human touch.

Hong Kong and China Gas Company Limited

Emphasis on the Saying of "Trying to be an Uprighting Person and Disciplined in Caring for Your Family Before Aspiring to Govern a State and Promote Peace and Order in the World"

"It is essential for employees to ensure health and well-being themselves before leading a harmonious family life. After that, they can work without worries and develop their potential to contribute to the company and also the community," said Ms Kit FAN, Head of Corporate Human Resources of the Hong Kong and China Gas Company Limited (Towngas). Her management concept fully exemplifies the Chinese traditional idea of "trying to be an upstanding person and disciplined in caring for your family before aspiring to govern a state and promote peace and order in the world". Ms FAN believes that the happier and more stable family life her staff experience, the better they will perform at work. Therefore, the company has implemented diversified family-friendly practices to meet both the physical and mental needs of its staff and their families. When the staff know that the company cares about and values them, they will, in return, serve the company with professionalism and commitment.

Provision of the Mother Care Room Under a People-orientated Approach

"The relationship among colleagues can be as close as family members'. The company values and cares much about its staff and their families," said Ms Katherine LEUNG, who has joined the company for 14 years and now works in the Purchasing and Logistics Department. She appreciated deeply the human touch of and the people-orientated approach adopted by the company. As a working mother, it is not easy for Ms LEUNG to express and store her breast milk in office. Fortunately, the company has established the Mother Care Room the year before last to accommodate the needs of breastfeeding staff. Ms LEUNG complimented on the thoughtful arrangements of the company and said, "The Mother Care Room set up by the company is well-equipped, making it possible for me to prepare breast milk even at work for my baby girl so that she can be fed healthily and grow up happily. Thanks to the proper arrangements of the company, I can manage to work while taking care of my family." In addition, the company offers holidays for parents and medical insurance scheme for dependents to benefit the families of its staff.



Ms Katherine LEUNG is grateful to the company for the provision of the Mother Care Room.



At the Halloween barbecue dinner party.

Daughters of Towngas staff have come together to form the 150th Island Pack of The Hong Kong Girl Guides Association.

Satisfying the Needs of Employees in All Aspects

Everyone has different needs and aspirations in different stages of life. In this connection, Towngas has introduced multiple staff welfare initiatives, with a view to providing comprehensive care to its staff and their families. Such initiatives cover a wide range of areas, including a welfare system with benefits (such as medical care and scholarship schemes) extending to employees and their families, leave for festive celebrations, half-time or part-time work mode, diversified facilities (e.g. the provision of a clinic, a mother care room, facilities for storing expressed milk, gym equipment, shower facilities, etc in the office) and the organisation of various recreational activities.



Ms Kit FAN said that the implementation of family-friendly measures could help retain talent.

Come Up with a Win-win Solution for Both the Employer and Employees

Ms Kit FAN stated that the measures mentioned above could not only help retain talent, but also benefit employees and their families directly. When employees suffer less from family stress, they must be able to work with greater concentration and higher efficiency. With the outstanding performance of its staff, Towngas has been in the past honoured numerous awards in corporate management, environmental protection and social services. The awards not only help Towngas create a positive corporate image, but also enable sustained growth of its business.



The tour "Dream Zone Experience at Towngas" is organised for employees' family members to visit staff's workplace so that the employees can have more topics to chat with their families, thus leading to better communication and deeper understanding.

Young little runners are gearing up for the race.



The Hong Kong and China Gas Company Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working arrangement
- Flexi-rostering
- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Employee counseling services
- Breast-feeding facilities

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Scholarships/bursaries/tuition reimbursements for employees' children
- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support
- Special loans

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All

Hong Kong Broadband Network United As One Under the Talent-oriented Policy

Make Our
HONG KONG
Better Place



Ms Ivy LAU (left), Director of the Talent Engagement & Corporate Social Investment, Mr Alan LI (right), Assistant Manager of the Digital Operations, and Tiffany, Senior Sale Representative working at the retail store of the Hong Kong Broadband Network (HKBN) highly appreciate the new measures frequently implemented by the company to benefit staff.

“We, who work in the telecommunication service industry, seldom have 17 general holidays a year.” Tiffany has been working at the retail shop for 11 years. She feels grateful to the company whenever she talks about the company’s benefits. According to Tiffany, she had been taking care of several families after her marriage, and that she was lucky to have anniversary leave every year in the month of her join date, family care leave and ten days of regular leave each month, which enables her to have ample time to take care of her three cats at home, accompany her retired father and take her parents-in-law to a trip. As more time is spent with her families, she cherishes her relationship with them even more. The Hong Kong Broadband Network Limited (HKBN) cater to the needs of staff as well as their families, which makes them treasure their jobs more and do their best in their work.

Improving Staff's Quality of Life

The HKBN not only attaches great importance to business performance, but also undertakes the mission of improving the quality of life of Hong Kong people. All staff of the company work towards the common goal: ‘Make Our Hong Kong a Better Place to Live.’ Ms Ivy LAU, Director of the Talent Engagement & Corporate Social Investment, said, “In our view, the order of priority in one’s life should be health first, family second and work third. Therefore, the human resources management strategy of the company is to create a desirable working environment which all colleagues will be happy to work in and have the freedom and development opportunities, while their family life will not be affected by



According to Ms Ivy LAU, the motto of the company is “Bold in planning, careful in implementation”.

their work. ‘Bold in planning, careful in implementation’ has become our motto, and the company will continue to roll out new plans to provide our staff with more benefits.” She pointed out that the management policies of the company had been bold and innovative. To cite an example, during the FIFA World Cup held every four years, the company implemented the flexitime arrangement for staff. All staff, including those working at retail stores, are entitled to five-day work week and 17 general holidays (bank holidays, not labour holidays) a year. Besides, male staff enjoys five-day paternity leave, family care leave, and staff working at Hong Kong and Guangzhou offices can take anniversary leave and birthday leave.



Members of the senior management are handing out ice-cream to staff to show their appreciation of staff’s contributions to the company.



Mr Alan LI states that the five-day paternity leave offered by the company has enabled him to accompany his wife before and after her delivery.

with his family, "The company will listen to our suggestions and views, and often rolls out new measures, for example, 'day for leave work early', 'nine to five plan', the flexitime measure, etc. All these measures enable me to be more flexible in arranging my time which facilitates me to maintain a close family relationship and take care of my little kids." He has never thought of resigning from the company. Whenever he talks about the company benefits with his friends, they all show much envy and admiration.

The HKBN implements talent engagement policies and wishes that all staff will enjoy their work and develop a sense of belonging towards the company, thereby creating a win-win situation.

Continue to Optimise Policies on Human Resources Management

Mr Alan LI, Assistant Manager of the Digital Operations, who has joined the HKBN for 15 years, said that although his work was stressful, the company provided many holidays and he could leave work early so that he could have more time for his family. On festive days, he could go home early to celebrate



A Christmas party



Staff of the HKBN are actively participating in the Dragon Boat Race 2015.

Hong Kong Broadband Network Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- Job sharing
- Five-day work week
- Compressed work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Employee counseling services
- Breast-feeding facilities
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support
- Internship for employees' children during holiday

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Festive meals
- Community events
- Interest groups
- Voluntary service teams

Family-Friendly Win-Win for All



Ms Yvonne MURAYAMA, Chief Operating Officer of King & Wood Mallesons, says that the mode of "work-life balance" has a direct influence on staff's well-being, their work performance and the interests of a corporate.

King & Wood Mallesons Managing Staff with Understanding to Retain Talent

"I now return to a comfortable state of mind and will not lose patience with my kids anymore when I get home," said Judy who has joined King & Wood Mallesons for over ten years. She is grateful to the company that it has allowed her to change working hours from full-time to part-time when she was facing considerable pressure. Such an arrangement has greatly lightened both her physical and mental stress and loosened her up.



Ms Judy LAU, a secretary, expressed gratitude to the company that it has allowed her to work part-time instead, so that she could take care of her family and have her stress greatly reduced.



"Bring Your Children to Work Day".

Changing into Part-time Mode to Take Care of Kids

About two or three years ago, Judy, serving as a secretary, found it difficult to take care of the family while working, with which she had been under a lot of strain and suffered from burnout. In retrospect, she said, "When my son was in Primary 5, I had to help him prepare for the examination for the purpose of Secondary School Places Allocation. At the same time, I had to help my daughter with primary school selection. In addition to my already heavy workload, I had to cope with many unexpected things every day after I got home from work. All these really drained me!" Fortunately, the company allowed her to work part-time instead, i.e. working only for half a day and this had significantly relieved her stress. "I used to lose my temper and get angry easily when I was with my kids. But now when I come back from work, I am no longer nervous about my children's homework and can handle various matters light-heartedly." She also commended the company on its adoption of a people-orientated approach. She appreciated the people-orientated approach of the company, "When I was pregnant with my son, it coincided with the outbreak of the SARS epidemic. For the sake of my safety and health as well as my baby's, the company allowed me to return to the office only after



Christmas Party.



Christmas Party.

Ms Yvonne MURAYAMA points out that the company provides a free hotline with psychological counselling services from psychologists to help staff solve problems.



Positive Way of Thinking

Ms Yvonne MURAYAMA, Chief Operating Officer, stated that from the perspective of human resources management, the key to good management has already laid in "work-life balance". This mode of management has a direct influence on staff's well-being, their work performance and the interests of a corporate. She shared frankly that some staff, under the influence of the community's mindset of "not to wash one's dirty linen in public", would not seek help from others when they are in distress. Therefore, it is necessary for us to help them get rid of such negative thinking and developing proper values. "We have great corporate culture and a pleasant workplace here. Our supervisors also show care to their colleagues in many ways. Under such a working environment, our colleagues will have

less psychological stress relatively. Moreover, both the management and the staff will feel good." We also have a free hotline with psychological counselling services from psychologists to help staff solve their problems in life.

Furthermore, the company implements other family-friendly practices, including flexitime, flexible work locations, five-day week, paid sick leave, five-day paternity leave, a 16-week maternity leave and no-pay leave, trying to meet the various needs of its staff as far as possible.

King & Wood Mallesons - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- Job sharing
- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Employee counseling services
- Breast-feeding facilities
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Internship for employees' children during holiday

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Festive meals
- Community events
- Interest groups
- Voluntary service teams

Family-Friendly Win-Win for All

Cordis, Hong Kong at Langham Place Responsive to the Needs of Employees' Families

The arrival of a newborn baby surely brings joy to a family. However, to most working women, such joy is a bittersweet one as they have to face all kinds of hurdles, such as being physically weakened and whether they can insist on breastfeeding, before and after the delivery. Ms Rosa TAM is a new mother and a frontline staff working in the Food and Beverages Section of Cordis, Hong Kong at Langham Place (Cordis) (formerly Langham Hotel, Mong Kok). She is grateful to the Hotel for being understanding that she can take care of her work as well as her child without worries.



Cordis' open attitude in staff management has earned trust and support from its staff.

Stress Reduced by Timely Posting Transfer After Delivery

Rosa has been a hostess in a restaurant of the Hotel. During her pregnancy, she was transferred to another post by the Hotel to help her relieve the work pressure. She said, "Most employees in the catering industry have long working hours and are required to stand and walk frequently, which is very demanding for pregnant women. As a way to help me avoid exerting myself, the Hotel has transferred me from the front line to the call centre as an operator. They also took the initiative to ask me if I would breastfeed my baby and then assigned a room for me whenever I needed it." According to Rosa, she had to pump milk regularly after giving birth. Thanks to the special arrangements made by the Hotel, she could continue breastfeeding. Cordis places strong emphasis on keeping close communication with its employees and cares about their feelings. Corresponding arrangements will be made once the Hotel has come to know staff's needs. Also, staff are often encouraged to share their personal feelings and give views so that the management can provide support and make improvements in response to their needs.



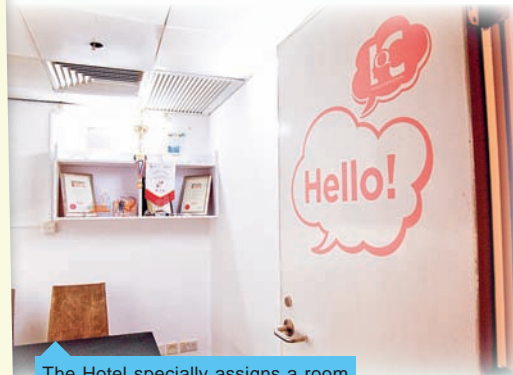
Rosa's family of three and her dear puppy.



Every year, the Hotel organises a Christmas party which welcomes its staff, together with their families and friends, to join. The Hotel also organises other activities like buffets, lucky draws and engaging clowns for balloon twisting so that staff's families and friends can get to know more about their workplace.



Ms Janet YEUNG, Director of Human Resources of Cordis, noted that quite a number of young parents understood the many benefits of breastfeeding and it had gradually become a social trend. Given that staff of the Hotel are mostly young and the Hotel sees the increasing demand for breastfeeding support, departmental heads will make appropriate arrangements when formulating policies. Rosa's case has illustrated that departmental heads will try their best to make corresponding arrangements provided that such arrangements do not affect much



The Hotel specially assigns a room with privacy for breastfeeding staff.



Various announcements about personnel measures and staff benefits are put on a noticeboard so that they can be clearly seen by staff. The well-decorated noticeboard also reflects the creativity of the staff.

Ms Janet YEUNG,
Director of Human
Resource of Cordis.

the frontline workflow. Janet added that it was encouraging for the Hotel to receive the award of Distinguished Family-friendly Employers. She said, "The Hotel manages its staff with an open attitude and has established a number of communication channels, such as questionnaire surveys, to listen to staff's views. We have also set up the Idea Wall outside the staff canteen for colleagues to speak their mind while the Reply Wall is right next to it for the management to answer and follow up various requests. The 'Shall We Talk' session, a tea gathering held every month, is newly added to let the senior management and over ten front-line staff interact and communicate with each other in a relaxing environment. The objectives of the Hotel in human resources management are to listen carefully to the opinions of its staff, and to follow up and make improvements on all problems, be it big or small. I am sure that our colleagues are able to feel the care given by the Hotel."

Cordis Hong Kong at Langham Place - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working arrangement
- Flexi-rostering
- Job sharing
- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Breast-feeding facilities

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All



Latham & Watkins has branches in many cities and countries, leading to a diversified and international corporate culture. Most of its employees are from different parts of the world with local staff mostly growing up overseas. Mr Simon POWELL (third left) is the Managing Partner of the Hong Kong office and the Chair of the Litigation and Trial Department in Asia.

Latham & Watkins

Family-friendly Measures to Relieve Worries of Employees

Latham & Watkins is a multinational corporation, in which quite a number of its employees come from all over the world. Very often, they have to face various issues such as transfers, housing problems and adaptation to a new environment. In this connection, Latham & Watkins often offers help to those employees who are required to be posted to a new workplace. It is hoped that the employees can set their mind at ease and work without worries as well as starting a new life smoothly with their families.

Growing up in the United States, Carol joined her Hong Kong-born husband to return to Hong Kong a few years ago for career development. Soon after she came here, Carol was distressed by the fact that she had to readjust to everything. Fortunately, with prompt support offered by her company, both her work and housing problems were resolved. She said, "It's my husband's decision to return to Hong Kong. When I told my then supervisors the decision, they immediately made every effort to help me look for job opportunities in Hong Kong. Eventually, I was so lucky that I was offered a post in the Hong Kong office. Without the help from my then supervisors, in addition to cultural differences and the language problem, it might not be easy for me to get a job in a new environment. Besides, the company provided us with temporary housing for a month, which allowed us ample time to look for a place to live and settle down. Such arrangements have facilitated us to adapt to the new environment quickly and made the process smooth."



Carol, Accounting Manager now, smiled that it was really a big challenge for her to start a new life in such a densely populated cosmopolitan as she came from a scarcely populated area.

Diversified Activities Available for Employees and Their Families to Enhance Communication

Ms Eliza LAM, Office Administrator, said, "Our company provides various benefits for its employees and their families as well, aiming to reassure its employees at work. Examples similar to Carol's case can be commonly found in our company. Apart from the provision of a one-



"Bring Your Child to Work Day" facilitates the close relationship between parents and kids, which gives children the chances to take part in a video conference with staff from around the world and to interview corporate partners, gaining a better understanding of their parents' work. The lawyers bring joy to the kids with twisted balloons, showing their skills rivalling professional magicians.



way flight ticket and one-month temporary housing, we may help them arrange overseas shipping of their articles to Hong Kong if necessary." According to Eliza, the company cares much about both the physical and psychological well-being of its staff and upholds the "Work-Life Balance" principle. It therefore often organises various activities for them, including the "Spring Challenge" for all employees in its branch offices around the world by encouraging them to go outdoor and exercise more. On the last Friday of each month, "Jeans Day", a casual wear day, is organised to encourage donations among colleagues. Voluntary work days are also organised regularly to enable foreign colleagues and their families to visit the elderly in the community, facilitating cultural exchange on the one hand and providing chances for them to understand the life of different sectors in society on the other. "Bring Your Child to Work Day" is another activity



Carol (left) feels that the working environment is quite stressful and the company has picked the right time to promote "Work-Life Balance" that suits exactly the needs of its employees. She hopes that more corporations will follow suit. Eliza (right) also said that, from the experience shared by other practitioners in the industry, she found quite a number of companies were organising similar activities and implementing policies to take care of employees' needs.



Voluntary visits enable foreign employees and their families to go into the community and understand the life of the grassroots. Eliza shared that an old lady felt excited to meet a blonde foreign lady face to face once in a visit.

organised to enable children of colleagues to have some knowledge of their parents' workplace. The children can join a video conference with our colleagues in London or Asia, getting a glimpse of how their moms and dads work. In between, game time and refreshments are arranged. Eliza added, "The new generation are now placing greater emphasis on the balance between work and life. They show great appreciation to all the challenging activities, sports days and charity events organised by the company and have actively involved themselves in the same. Therefore, it is never our concern that we could not enlist enough volunteers. Also, they contribute new ideas now and again, helping the company to implement more family-friendly policies for staff. In future, we will allocate more resources in this aspect."

Latham & Watkins - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- Job sharing
- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care leave
- Emergency leave on family grounds
- Festival leave
- Employee counseling services
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Scholarships/bursaries/tuition reimbursements for employees' children
- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams

Family-Friendly Win-Win for All



(From left) Ms Winnie YEUNG, Director of the Legal and Corporate Affairs, and Ms Herina LAI, Senior Human Resources Manager

Microsoft Hong Kong Limited Helping Staff Build Happy Families With Flexibility and Creativity

Fulfilling both family and work responsibilities has been a challenge faced by most working people, especially working mothers who have to juggle families and careers, and it is difficult to have the best of both worlds. The management of the Microsoft Hong Kong Limited (the Microsoft) fully understands this dilemma and has been advocating flexible work arrangements to assist staff in better allocating their time to meet their work and family needs.



The Microsoft organises the Family Day in its office for its staff and their families. The company provides the children with games and activities, and arranges them to attend a mock meeting in the conference room so that they can better understand the environment in which their parents or relatives work.

Ms Winnie YEUNG, Director of the Legal and Corporate Affairs, said that the company had all along been supporting flexible work arrangements as this helped staff a lot, "We understand that we have to take appropriate measures in response to individual circumstances. For example, when it is not appropriate for staff to go out due to an adverse weather condition, the company will arrange them to work at home. Furthermore, when a colleague who has just taken paternity leave wants to stay home longer for a few days to take care of the family, the company will try its best to accommodate his/her needs. We place great trust in our staff. As long as the arrangements do not affect their work, we will accede to their requests of handling company

work by using telephone or video conference which helps get their jobs done."

Enjoying Both the Work and the Family Life

Ms Herina LAI, Senior Human Resources Manager, greatly supports this policy, "My son is six years old. To work and to take care of my son at the same time, I truly need the flexibility in work and the trust that my company has given to me. Luckily, my company has advanced IT facilities, and we can work anywhere with our mobile phones and portable computers. For example, my kid is going to start his primary school studies this year and we have to attend many interviews. It is lucky for me to gain the trust of my supervisor. I can bring my kid to the interviews and fulfil my duties with IT facilities. While the company gives us the flexibility in dealing with our work, it does not compromise its requirement for staff to attain a high standard of work. Thanks to the support given by the company, I can fulfil both my work and family responsibilities and enjoy great satisfaction from my work."

Herina says that the company has given thoughtful and quick considerations for the needs of staff. For example, early before the government's legislation for the implementation of paternity leave, the company has already provided its staff with three-day paternity leave. Furthermore, staff are given replacement day off and volunteering day leave.





The company encourages staff to contribute to society and actively participate in volunteer activities. The departments often link their team building activities with volunteer work. Winnie recalls an occasion that a management team of 12 people cooked a meal for 70 grassroots people. Furthermore, the company often sends representatives to schools to share experience and knowledge in the IT field, which aims to cultivate an interest in the industry among the young generation.



The company displays in its office some photos of staff participating in various activities.



Sincere Care for Staff and Building Mutual Trust

Winnie also said, "Mutual trust is of paramount importance. Just take Herina's case as an example. She needs to take care of her family during the office hours. If the company refuses to let her do so, she will grow uneasy and cannot focus on her work. On the contrary, if the company allows her to deal with her family matters first, she will return to work with higher efficiency and greater output. This arrangement not only makes staff feel that the company cares about their needs in daily life, but also enhances their sense of belonging towards the company and makes them become more dedicated to serving the company. This helps build a good working relationship between staff and the company." Winnie stated that each company would have its own business operating environment and its requirements for its staff. Yet, the most important is the attitude of the management towards their staff. We must, with all our heart, implement staff caring policies and map out measures that cater to the development needs of the company while meeting the needs of staff. This is the only way to achieve a win-win situation.

Winnie says that the company also works with other organisations to provide advisory service to staff. If staff have encountered daily life problems, psychological problems or family problems, they can use the service and all information provided will be kept strictly confidential.

Microsoft Hong Kong Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Five-day work week

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Festival leave
- Employee counseling services
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams

Family-Friendly Win-Win for All

New World Development Company Limited Building a Friendly Workplace for Staff to Enjoy Family Life



Taking care of children is a demanding task. Working mothers, who are required to work at the same time, will naturally feel even more stressful. In light of this, the New World Development Company Limited (the Company) assists its staff to work at ease while enjoying family life through flexible management practices along with various caring measures.

Ms Jenny CHIU (left), General Manager of Human Resources, and Ms Carmen HO, Secretary of Sales & Marketing



Family Open Day

The Stress of Taking Care of Children

Ms Carmen HO, Secretary of Sales and Marketing, is a mother of two little kids. Already very busy with them every day, she has to face the burden of work, all these putting her endurance and perseverance to the test. "Kids like to throw a tantrum. Sometimes, I even have to coax my daughter to brush her teeth. However, I am always in a rush in the morning. When I have to take my elder daughter to kindergarten and avoid my being late for work, I feel really stressful. Luckily, the Company implements flexitime that allows me ample time to take care of my kids and avoid being in a bad mood because of the need to rush to the office." Carmen



Carmen says that although she has employed a domestic helper, she will not rely too much on her to take care of her two kids.

also mentioned that, during her pregnancy, she was always required to apply for leave for prenatal examinations. She was fortunate that the Company understood her situation and approved her leave applications as far as possible. Ms Jenny CHIU, General Manager of Human Resources, said, "Previously, we had quite a number of colleagues who had to apply for leave due to pregnancy. The Company understands that the physical condition of each individual is different and the health condition of each pregnant woman also varies. Therefore, the departmental supervisors will, taking such circumstances into consideration, arrange those colleagues in need to work at home until their condition turns better, or to return to work after the maternity leave."



A family photo of Carmen

Initiating Care for Staff's Family Needs in Various Aspects

The Company initiates care for its staff in three major aspects. Firstly, it is the provision of staff benefits. Apart from implementing flexitime, the Company offers family care leave for staff to accompany their family members to medical consultations without deducting the day-off from their annual leave. There are also medical allowances for staff's family members and an education sponsorship scheme designed for staff's children. Secondly, the Company organises a wide range of activities, including the New World Group Fun Day, the Family Open Day, interest classes, outings, volunteer activities, etc., and encourages staff to join the activities with their families. During festive occasions, the Company offers gifts (such as mooncakes during the Mid-Autumn Festival) to its staff so that they can share them with their families. Thirdly, the Company is concerned about the physical and



According to Jenny, the Company has set up an internal social platform for staff to give their opinions and speak their mind, thus facilitating the communication between staff and the Company.

psychological health of its staff. On top of giving out fruits to staff every week, the Company will work with other organisations to provide health seminars. A support hot-line has also been set up with which all information collected will be kept strictly confidential. Jenny said, "The management is committed to creating a worry-free working environment for its staff. To boost the sense of belonging towards the Company among its staff, a friendly and caring attitude is considered necessary. The Company has all along placed strong emphasis on human resources and considered that only a stable and reliable workforce can bring the Company sustainable progress."

Staff are welcome to bring their families to the Company's Outing.



The inflatable games at the New World Group Fun Day

Participants of the Family Open Day join the balloon twisting activity.

New World Development Company Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working arrangement
- Five-day work week

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care leave
- Marriage leave
- Festival leave
- Employee counseling services
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- End-of-year trip
- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All

NWS Holdings Limited

Relentless Effort in Implementing Family-friendly Practices



Elina Lam, Human Resources General Manager of the NWS.

The NWS Holdings Limited (NWS), the infrastructure and service flagship of the New World Development Company Limited, embraces businesses in Hong Kong, the Mainland China and Macau. The Corporation cares about the staff very much and its human resources strategy aims at promoting and carrying out family-friendly practices, which are flexible with the staff's needs taken into account, and their families are also benefited.



The winners of the NWS Scholarships for Employees' Children 2014.

To Nurture the Next Generation Through Awarding Scholarships

The NWS has launched the NWS Scholarships for Employees' Children Scheme (the Scholarship) as recognition and encouragement to the staff's children who have outstanding performance in academic or non-academic areas. The Scheme also support them with means to further education. Mavis, the daughter of Jonathan Wong, a staff member of the NWS, is one of the Scholarship winners in 2012. Mavis said excitedly, "The Scholarship helps me fulfil my dream of going abroad



Mavis and her family participated in "NWS Adventure Day", having fun and a relaxing time.



新創建 新創建集團有限公司
NWS NWS HOLDINGS LIMITED

員工子女獎學金頒獎典禮
Scholarships Presentation Ceremony



Mavis (right) and her father (left) were awarded the Scholarship at the presentation ceremony of the "NWS Scholarships for Employees' Children".

for exchange study which has broadened my horizons." Jonathan added, "The company not only cares about the staff but also our families. I am very glad to be a member of the NWS." Apart from the Scholarship, the NWS offers an opportunity for summer internship to Mavis. She majors in Journalism and Mass Communication in the university and the Corporation therefore arranged her to work at the corporate communication department at the headquarters, allowing her to gain experience in relation to her field of study. Mavis said, "The internship has given me a precious opportunity to acquire working experience. In addition to learning from work and putting what I have learnt from school into practice, I get to know more about the company that my father works for, and we have more topics to share at home."

Parenting Activities Foster a Closer Relationship Between Parents and Children

The NWS believes that work and family life are not mutually exclusive but complementary with each other. Every year, the Corporation has organised a variety of family activities for employees to participate, for example, "NWS Adventure Day", "NWS Family Movie Day" and "NWS Family Visit Day", so as to encourage the staff's families to get to know more about the Corporation and to show that the Corporation cares about the staff's families. Besides, the Corporation has organised interesting parenting activities with enriched content regularly, such as hiking, parent-children macaroons baking and dim-sum making classes etc. Through which, staff can relieve their stress and also have cozy time spending with their families. There will be a monthly birthday party with lucky draw for a free trip to Palm Island Resort. Every time a lucky staff member



The team building training course 2014 held at the Auberge of Discovery Bay with the theme of "Soar to a New Height".

will be drawn out and this winner can enjoy free hotel accommodation of 4 persons for two nights with transportation provided. Staff can therefore go abroad with their families to have good time. This in fact will encourage them to strike a balance between work and life.

The Corporation has made every endeavour to carry out staff welfare policies, through which the staff's sense of belonging has been enhanced progressively. The NWS has indicated that they will continue to deploy more resources to implement family-friendly practices, so as to share the business achievements with staff members and make them feel proud of being a part of the company.



The Corporation has organised interesting parenting activities with enriched content regularly, so as to enable staff to have a closer family relationship.

NWS Holdings Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working arrangement
- Five-day work week

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Festival leave
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Scholarships/bursaries/tuition reimbursements for employees' children
- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support
- Special loans
- Internship for employees' children during holiday

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All

Saint Honore Cake Shop Limited Show Understanding to Colleagues and Care for Their Families



Mr Jackie LAW, Regional Master Baker of Saint Honore Cake Shop Limited (Saint Honore), is grateful to the company which has given him many opportunities and offered him an internship training in Taiwan to achieve self-enhancement. During the internship, the company provided him with support in various aspects, allowing him to fulfill both his work and family duties. Jackie said, "I have benefited a lot through working here. I have a good rapport with my colleagues who have become my good friends."



Mr Jackie LAW (left), Regional Master Baker of Saint Honore, and Mr Wilson CHAN, Sales & Operations Manager of Saint Honore

Receiving Air Tickets for Family Reunion

When Jackie, representing the company, went to Taiwan for a four-month internship training, there were moments of joy and worries. "When I knew that I had the chance to go to Taiwan for an internship training, I felt really happy. However, I also worried about the living of my wife with two daughters while I was away from Hong Kong," he said. To help Jackie focus on the internship training, the company made corresponding arrangements. He continued, "For the internship programme, the company made caring arrangements and offered 3 sets of return tickets between Hong Kong and Taiwan. My wife



Jackie is given an overseas internship opportunity, which greatly benefits him and the company.



came to Taiwan to visit me and I also returned Hong Kong for a week to stay with my family by using the air tickets provided by the company." Mr Wilson CHAN, Sales & Operations Manager of Saint Honore, added, "The company arranged accommodation for Jackie well in advance and offered him 4-month living allowance so that he could focus on training without worries. Besides, our team kept in close touch with Jackie and his family to find out what they needed."



The Caring Day

An interest class on flower arrangement



Building the HEARTS Team

Wilson said, "Upholding the "people-oriented" principle, the company is committed to developing a family-friendly culture and working environment, and assisting colleagues to strike a balance between work and family life. In 2012, the company rolled out the HEARTS employee engagement programme and conducted various HEARTS activities based on six themes: happy, energised, achievement, respect, training and success. We have also set up the Activity Organising Board to organise activities and invite participation of colleagues as well as their families and friends. These activities include film show, visit to Saint Honore's factory in Kwai Chung, environmental and volunteer activities, "The Little Saint Honore" work experience programme for children of employees, etc."

Employee Assistance Programme for Supporting Employees and Families

Regarding the Employee Assistance Programme launched by the company, Wilson



Wilson states that the company upholds the "people-orientated" principle and is committed to developing a family-friendly culture and working environment.

said, "When our colleagues, their spouses or children aged under 18 need any support in work or in personal matters, they can seek assistance from a professional team operating outside the company through calling a hotline. The content of all conversation will be kept strictly confidential." Regarding the flexible family-friendly employment policies implemented by the company, he commented, "Colleagues working in the office can choose to work flexitime. Besides, with prior approval to application from the respective department heads, colleagues are allowed to leave office two hours earlier for home once a month in the 'Home Early' scheme. As for the colleagues working at retail shops, there are measures such as short shift and compensation hours to cater to their different needs."



Participants of "The Little Saint Honore" programme

Saint Honore Cake Shop Ltd - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compassionate leave
- Paternity leave
- Marriage leave
- Festival leave
- Employee counseling services
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Discounts on the company's goods or services

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams

Family-Friendly Win-Win for All



United as one, staff of Sanfield Building Contractors Limited (Sanfield) all work towards the common goals.

Sanfield Building Contractors Limited United As One to Build a Family-friendly Working Environment

A city cannot be built in a day or two and the outcome hinges on a variety of factors and conditions. Among such factors and conditions, construction personnel play an important role. Thanks to their perseverance and arduous work, towers of skyscrapers were built in Hong Kong. Sanfield Building Constructors Limited (Sunfield) understands that staff's work is very labourious and appreciates the endeavours they made. In return, the company has been committed to providing them with a good working environment and an attractive remuneration package, as well as caring about staff and their families so that they will feel warm just like at home.

Providing Support and Encouragement for Overcoming Difficulties

Mr TANG Wai-keung (Keung Ko), Assistant Foreman of Sanfield, has always been dedicated to his job in the construction industry for years. A few years ago, he was diagnosed with cancer. It was a serious blow to him and he became very depressed. "All of a sudden, my whole world turned grey. I kept complaining and felt very down. Luckily, my supervisor and colleagues cared about me very much. They often visited and comforted me, were concerned about my family situation and offered me help when and as necessary. With their encouragement, I overcame the psychological barrier, fought against cancer with hope and finally won the battle. After recovery, my company arranged for me to resume work. Unfortunately, the cancer recurred later. On that occasion, I prepared for the worst and decided to give up in the fight for life. However, the company kept encouraging me and supporting



Ms Carmen LEE, Chief Officer of Human Resources, says that the company provides staff with lunch meals, fruit and soup.

Mr John CHENG, Senior Officer of Human Resources, says that the company encourages staff to join the activities with their families for a closer family relationship.



me to receive chemotherapy. With their support, I managed to come out of the doldrums. I am still alive today."

According to Keung Ko, the senior managers of the company never gives themselves airs and are very friendly to staff. They are always concerned about the work and family life of colleagues. Their sincerity made him become determined to be fully committed to serving the company. Ms Carmen LEE, Chief Officer of Human Resources, considered that to render mental support to those staff unfortunately fallen ill would encourage them to face difficulties positively and move forward. This is far more important than material reward.



Mr Pele LAI (left), Human Resources Director of the Sanfield, is sending his good wishes to Assistant Foreman Keung Ko.



The meals provided by the company are healthy food without any flavour essence.



Company trips help staff build a harmonious family relationship and develop a better understanding among colleagues.



The company activities are not only for adult participation but have also thoroughly taken into account the needs of kids.



A photo taken at the Evergreen Club in 2015

Doing exercise is beneficial to both body and mind.



Happy Family Helping Build A Career

Being a subsidiary company under Sun Hung Kei Properties Limited, the Sanfield has been upholding "Building Homes with Heart" and "People-oriented" principles. Carman pointed out, "The company values all staff, considering that human resources are precious assets of the company. The company sincerely hopes that staff can feel warm in the workplace just like at home. Therefore, when it draws up policies and measures, it will take into account staff's families. When staff have a happy family, they will focus on work without worries, which will help boost their work efficiency." According to Mr John CHENG, Senior Officer of Human Resources, the company hopes that staff can lead a healthy life and develop proper family values. He said, "Every year, the company organises various activities (e.g. outings, meal gatherings etc.) and encourages colleagues to bring their families so that they can spend more time with their families. Furthermore, colleagues can know the family members of each other through engaging in the activities and enhance interaction for a better rapport."

Sanfield Building Contractors Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working arrangement
- Flexi-rostering
- Job sharing
- Compressed work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care leave
- Marriage leave
- Festival leave
- Employee counseling services
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Scholarships/bursaries/tuition reimbursements for employees' children
- Insurance covering employees' family members
- Discounts on the company's goods or services
- Emergency financial support
- Special loans
- Internship for employees' children during holiday

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- End-of-year trip
- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All



Mr CH TANG, Head of Internal Affairs of the SHKP



Mr Raymond KWOK (second on the left), Chairman and Managing Director of the SHKP, points out that the SHKP Group Undergraduate Scholarship Scheme has sponsored 47 children of its staff to take a four-year full-time undergraduate programme.

Sun Hung Kai Properties Limited Building Homes With Heart

Staff will be dedicated to their work only if they are free from worries. Sun Hung Kai Properties (SHKP) Group understands that human resources are the most valuable assets of the company. Therefore, it has been actively implementing family-friendly employment policies to cater to the needs of staff.

Comprehensive Support to Relieve Staff's Hardships

The SHKP Group fully addresses the needs of staff and their families. Ms Carmen KWOK, Project Monitoring Officer of the SHKP, has the most deep feelings about this. Four years ago, Carmen's mother had a stroke and was hospitalised. After knowing the situation, her supervisor took the initiative to make special work arrangements so that Carmen could visit her mother during lunch time. Later, when her mother returned home for recuperation, Carmen arranged in-home acupuncture treatment and employed a domestic helper to take care of her mother, leading to the monthly expenditures doubled. Upon knowing that Carmen was going to apply for a private loan from a bank, her supervisor immediately referred Carmen to apply for the SHKP staff loan at an interest rate lower than that in the market, thus helping her solve financial problems and reduce economic stress.



新地工程監察主任郭嘉敏。

Various stressful events made Carmen develop depression. Luckily, she sought medical consultation and counselling service from the company's clinical psychologist at an early stage so that her condition improved to a large extent. Colleagues also showed their care through action, including taking turns to buy her breakfast and accompanying her to visit her mother in hospital. Carmen was greatly moved by the support rendered by her colleagues. She said, "The SHKP is like a typhoon shelter which I can rely on. I am really lucky to have the assistance of the company and care from my colleagues which have eased much of my concerns and worries, thereby enabling me to take good care of my family while focusing on my work."



集團不時於午膳期間舉辦興趣班和康樂活動，讓員工放鬆心情，舒展身心，注入新能量以應付日常的工作。



新地為鼓勵員工平衡工作與生活，不時舉辦有益身心的康樂活動。員工帶同家人和子女參加義工服務，清潔沙灘之餘又可親近大自然。

Fully Taking Care of Staff's Needs to Create a Triple-win Effect in the Employer-Employee Relationship

Mr CH TANG, Head of Internal Affairs of the SHKP Group, said that apart from basic employee welfare such as medical benefits, holidays, paternity leave, compassionate leave, retirement benefits, etc., the Group had been offering one special benefit to its staff for years and it was free lunch. Besides, the Group has also set up the SHKP Group Undergraduate Scholarship Scheme and the SHKP – AFS Scholarships & Grants Scheme to sponsor children of its grassroots staff to pursue university education and to go overseas for cultural exchanges respectively.

According to Mr TANG, the Group is committed to providing staff with training and development opportunities. For example, it set up the SHKP Quality Academy in 2013, inviting specialists to teach in diversified training courses of which a majority are recognised under the Qualifications Framework of the Government. Furthermore, to encourage staff to



The SHKP Quality Academy provides staff with diversified training programmes. Last year, over 4 000 courses, seminars and workshops were organised. Most of the courses were recognised under the Qualifications Framework of the Government and over 45 000 attendances were recorded.

maintain a work-life balance, the Group regularly organises activities such as hobby classes, film appreciation sessions, volunteer activities, etc. and often holds charitable activities related to sports (e.g. the territory-wide SHKP Vertical Run for Charity – Race to Hong Kong ICC). Staff and their families are invited to take part in these activities together.

Mr TANG stressed that the SHKP had been actively taking forward family-friendly employment policies which aimed at assisting staff in fulfilling both work and family duties so that they could focus more on their job, thus boosting team morale and the sense of belonging to the Group. While staff provide their families with a stable life, the company offers staff a family-friendly working environment, which is in line with the SHKP philosophy "Building Homes with Heart" to create a triple-win situation for the employer, employees and their families.



The "SHKP Vertical Run for Charity – Race to Hong Kong ICC" is an event which combines sports with charity, allowing the public to experience the fun of marathon in the vertical run and to raise funds for children and youth services.

The SHKP often organises charitable sports activities and encourages the participation of staff and their families. Mr Raymond KWOK (first on the right), Chairman and Managing Director of the SHKP, supports a charitable activity through participation.



Sun Hung Kai Properties Ltd - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working arrangement
- Flexi-rostering
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Festival leave
- Employee counseling services
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Scholarships/bursaries/tuition reimbursements for employees' children
- Insurance covering employees' family members
- Discounts on the company's goods or services
- Special loans

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All



Ms Carmen CHENG (from left), Administration Officer, and Mr Andy WONG, Head of Human Resources.

Zurich Insurance (Hong Kong) Company Ltd Caring about Families – Motivation of Work

For a corporation to create a working environment in which staff feel safe and happy, there are two indispensable factors: supervisors who know how to care about their subordinates and the availability of a flexible system. In the insurance industry, competition is keen and working hours are long. Staff are inevitably under great pressure when they have to take care of their families and work at the same time. According to Zurich Insurance (Hong Kong) Company Ltd (Zurich), when the company treats its staff well and cares about their families, they will be able to work without worries, thus enhancing work efficiency and benefiting the company's development.

A Stable Life Allowing Staff to Work Without Worries

When staff encounter family problems and need help, the management of Zurich will handle the situation with flexibility. Having assumed clerical duties for eight years, Ms Carmen CHENG, currently an Administration Officer, considered a stable family life would help release stress. She recalled an incident enabling her to experience the company's care to its staff, "I once received an unexpected call from my daughter's school informing me that she had a fever and requiring me to collect her from school right away. On the one hand I was very worried about her condition



Global Community Week 2015 aims at making contributions to various communities around the world.



Andy introduces staff benefits, including an assistance hotline, breastfeeding rooms, fruit for staff, etc. There are also interest classes and voluntary work held for staff and their families to take part in.



Carmen says that when supervisors care about their subordinates, staff can work without always worrying their families.

at that time, but on the other hand I was at a loss as I felt inconsiderate to ask for early leave from work all of a sudden. Luckily, when my supervisor knew about it, he understood that I was in an emergency and allowed me to take leave immediately to collect my daughter." Mr Andy WONG, Head of Human Resources, shared another case, "A colleague once had to stay at home to take care of the family temporarily because of some problems with his domestic helper. The company allowed him to work from home by logging onto the company's computer system remotely, hoping to minimise the impacts on both his work and family."



The company's annual dinner in 2015 allows staff to feel the care of the company.



Attaching Importance to the Pledge to Care about Staff's Families

Most people long to enjoy family life after work, but the "overtime culture" has been common practice in Hong Kong. For many working parents, even collecting their children from school or other basic ways of showing their care has become a luxury. Family is an important part of life and staff can work without worries only when they have a stable family life. Therefore, Zurich has implemented a number of family-friendly employment practices, such as providing five-day paternity leave well before the legislative enactment. Staff are also free to choose one day in each month to get off from work earlier at 4 pm. Besides, the company regularly conducts questionnaire surveys to collect staff's opinions for improvement. Andy explained that such practices were formulated in line with the corporate culture, "The company attaches great importance to its pledges with customers, staff and

the community, hoping to show genuine care to staff and their families. Supervisors of all departments also make flexible arrangements to accommodate the needs of colleagues and help them perform at their best. Moreover, the company strongly supports staff to contribute to the society and encourages them to take part in various corporate social responsibility activities to make contributions."

Zurich Insurance (Hong Kong) Company Ltd - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- Job sharing
- Five-day work week
- Part-time working pattern

Employee and family care arrangements that take into consideration the family situation of the employees and have a positive impact on their family life :

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Festival leave
- Employee counseling services
- Breast-feeding facilities
- Occupational safety and health measures

Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- Discounts on the company's goods or services

Outside-the-workplace family-friendly employment policies and practices that promote work-life balance and family core values :

- Social gatherings
- Special family engagement events
- Festive meals
- Community events
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All

Family Council Synopsis

Family Council (the Council), an advisory body to the Government of the Hong Kong Special Administrative Region (HKSAR), was established in December 2007, serving as a cross-sector and cross-bureau platform for examining family-related policies and promoting a culture of loving families in the community. The Home Affairs Bureau provides secretariat support for the Council. To advocate the importance of family concept, the Family Council is committed to promoting family core values of "love and care", "respect and responsibility" and "communication and harmony". The Council also actively collaborates with various sectors in the community to foster a pro-family environment so as to strengthen the functions of the family.

The Family Council has set up the website "Happy Family Info Hub" (www.familycouncil.gov.hk) which is open to everyone, enabling the public to obtain various types of information related to family through the internet and share it with others.

Family-Friendly Employers Award Scheme Synopsis

家庭友善僱主
FAMILY-FRIENDLY EMPLOYERS

Launched in 2011 by the Family Council and the Home Affairs Bureau (HAB), the biennial "Family-Friendly Employers Award Scheme" aims to recognise the companies and organisations that uphold the family-friendly spirit, and encourage employers to continue to put in place family-friendly practices and measures, so as to raise employers' awareness of the importance of family core values, and foster a pro-family culture and environment.

The previous two Award Schemes have been receiving overwhelming response and support from many companies and organisations. In "2013/14 Family-Friendly Employers Award Scheme", apart from the "Corporations" category (for companies or firms with 100 or more employees in Hong Kong) and "Small and Medium Enterprises" category (for those with fewer than 100 employees in Hong Kong), an additional "Organisations" category (for non-governmental organisations and social enterprises in Hong Kong) has been introduced. A total of 1 814 companies and organisations participated in the 2013/14 Award Scheme, including 222 corporations, 1 814 small and medium enterprises and 142 organisations.

After a rigorous adjudication process, 1 763 companies and organisations were recognised as the "Family-Friendly Employers 2013/14". Among them, 91 awardees with outstanding achievements were also recognised as "Distinguished Family-Friendly Employers 2013/14".



2013/14 Distinguished Family-Friendly Employers Corporations Category

**Family-Friendly
Win-Win for All**

A.S. Watson Retail (HK) Limited
 Allen & Overy (Hong Kong) Limited
 Asia Airfreight Terminal Company Limited
 Bank of China (Hong Kong) Limited
 The Bank of East Asia, Limited
 Calbee Four Seas Company Limited
 Chinese Estates Holdings Limited
 CITIC Securities International Company Limited
 CLP Power Hong Kong Limited
 Conrad Hong Kong
 The Dairy Farm Company, Limited
 DBS Bank (Hong Kong) Limited
 DHL Express (Hong Kong) Limited
 Ernst & Young
 Fuji Xerox (Hong Kong) Limited
 Goldman Sachs (Asia) L.L.C.
 Hang Lung Properties Limited
 Hang Yick Properties Management Limited
 (A Member of Henderson Land Group)
 Hasbro Far East Limited
 Hip Shing Hong (Holdings) Company Limited
 The Hong Kong and China Gas Company Limited
 Hong Kong Broadband Network Limited
 King & Wood Mallesons
 Cordis, Hong Kong at Langham Place
 Latham & Watkins
 Microsoft Hong Kong Limited
 New World Development Company Limited
 NWS Holdings Limited
 Saint Honore Cake Shop Limited
 Sanfield Building Contractors Limited
 Standard Chartered Bank (Hong Kong) Limited
 Sun Hung Kai Properties Limited
 Watson's The Chemist
 Zurich Insurance (Hong Kong)



家庭友善僱主
FAMILY-FRIENDLY EMPLOYERS



民政事務局
Home Affairs Bureau



家庭議會
Family Council
www.familycouncil.gov.hk

