

Family-Friendly Employers Award Scheme

— Organisations 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

Contents

家庭友善僱主
FAMILY-FRIENDLY EMPLOYERS

Foreword **2**

Distinguished Family-Friendly Employers (Organisations Category) **6**

Christian Family Service Centre	6
Community Business	10
Construction Industry Council	14
Equal Opportunities Commission	18
The Free Methodist Church of Hong Kong Social Service Division	22
Fu Hong Society	26
Heep Hong Society	30
Hong Kong Baptist Hospital	34
The Hong Kong Jockey Club	38
The Hong Kong Society for the Aged	42
Hong Kong East Cluster - Hospital Authority	46

Kowloon City Baptist Church Neighbourhood Elderly Centre	50
MentalCare Connect Company Limited	54
Queen Elizabeth Hospital	58
St. James' Settlement	62
Tung Wah Group of Hospitals	66
Union Hospital	70
United Christian Hospital	74

Synopsis of Family Council and Family-Friendly Employers Award Scheme **78**

List of Distinguished Family-Friendly Employers (Organisations Category) **80**

Family-Friendly
Win-Win for All



(From left) Ms Rosa LAM Chun-fa, Mr LO Kai-fong and Ms Gloria CHAN Yuk-ying appreciate much the caring culture of the Centre.

Christian Family Service Centre More Time for Staff to Handle Family Matters

Getting ill is an inevitable process in one's life. It is a wish of an employee that his/her employer will understand and make relevant arrangements when he/she needs to take leave for recovery from an illness or to take care of his/her family member suffering from a disease. The Christian Family Service Centre (CFSC) offers its staff an annual leave package far better than what the law requires, an additional festival leave rarely provided by social welfare organisations and flexitime arrangements so that its staff can deal with work and family matters flexibly or even take leave temporarily where necessary.



An activity held during the Work-Life Balance Week

New Service Ideas from Staff

One of the service objectives of the CFSC is to promote the development of "a better life and a better family". Hence, the Centre cares much about the family needs of its staff. Ms Gloria CHAN Yuk-ying, Human Resources Director, said, "The CFSC will accommodate staff's request flexibly and aim to find a win-win solution. For example, we will allow the employee who needs to look after his/her family to change the job nature from full-time to part-time and employ a part-time person to take up the outstanding job duties."



The "Make a Wish" event, an activity held during the Customer Service Month.

The CFSC conducted a staff satisfaction survey and found that the Centre enjoyed a good image among its staff. Ms CHAN said with a smile, "Many new recruits indicated that they chose to work here because of the benefits we provide. I am glad that our staff appreciate the caring culture that the Centre has been upholding. In fact, many new service ideas come from our staff."

Post Transfer Due to Sickness

Ms Rosa LAM Chun-fa, Administrative Assistant suffering from a chronic illness, was employed by the CFSC in 1996. She left her job in 2003 due to a relapse and was re-employed by the Centre in 2006. Based on the development of her health conditions, she has been arranged to take up different posts in five service units of the Centre, including the posts of Social Worker, Welfare Worker and the current Administrative Assistant. Ms Lam said, "My family were concerned about my physical health and urged me to resign, but I really love this organisation. Therefore, I requested a post transfer so that my family would be reassured and let me continue to work in the Centre. Luckily, my supervisors have been very understanding and supported my decisions."



Activities of the "Lunchtime Information Station"



A macaroon-cooking class

Besides, Ms LAM has once used the meal delivery service provided by the Centre to arrange meals for her elderly family members. She did also leave work early on Christmas Day to prepare a feast for her family. What the CFSC has done for her has won praises from her family. She also notices that the Centre has been implementing more and more caring and considerate measures for its staff. She thus smiled, "I think I have made the right choice."

A Short Break from Work to Take Care of a Sick Family Member

Mr LO Kai-fong, Manager of the Centre, decided to resign as his sick mother was admitted to hospital and he wanted to keep her company in her final days. He recalls, "The Centre showed great empathy to my situation and allowed me to take no-pay leave. I was more than happy to learn that my mother, in the company of her family members, has her condition improved and better than what doctors had predicted. My mother advised me at that moment, "Don't change your job. This is a good organisation.""

At that time, Mr LO was an occupational therapist in a unit under the Centre. During his leave, his post was left vacant and supported by an occupational therapist from another unit. He said, "It is really precious that staff members in different units render support to each other and it can be attributed to the organisation culture. When my mother's condition had turned stable, I resumed my post but meanwhile had to take leave from time to time to take care of her. Thanks to the understanding of the Centre and my colleagues, I could therefore go through the most difficult time."



The Centre deals with staff's requests with flexibility, thus helping the latter build a stronger sense of belonging.

Christian Family Service Centre - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- 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) | • Flexible maternity leave |
| • Accumulative annual leave | • Paternity leave |
| • Paid sick leave (over and above statutory requirements) | • Marriage leave |
| • Compensation leave for overtime work | • Festival leave |
| • Compassionate 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 :

- 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

Family-Friendly Win-Win for All

Community Business To Be a Role Model to Fulfil Corporate Social Responsibility

Community Business is a non-profit-making organisation serving mainly corporations in Asia, including India and Hong Kong, to promote the fulfilment of social responsibilities by corporations. It also provides them with suitable proposals to implement and manage policies, show care to employees and enhance working environment, as well as advocating the importance of work-life balance. While promoting the concept of social responsibilities among corporations, Community Business always bear in mind to act as a role model through understanding staff's difficulties and rendering support to them so that the staff can continue their work and take care of their families without worries.

Fern says that, according to statistics, employees nowadays value the balance between work and life most. Hence the company has developed some initiatives accordingly, such as "No Meeting on Tuesdays", staff leaving work on time on Fridays, and day-off for voluntary work. Besides, one additional holiday, the "Celebration Day", is granted every year to employees who may decide themselves with whom and for what purpose to celebrate the day.

Flexible Working Arrangements

Some employees of Community Business come from other countries. For example, Ms Aparna BANERJI, Diversity and Inclusion Manager, is from India. Aparna encountered many problems during the early stages of her pregnancy and shortly after her baby girl was born. Fortunately, her supervisor understood her situation and worked a way out with her by developing a work pattern that suited her most. Aparna had problems in employing a domestic helper and so she had to take care of her daughter herself. After discussing with Mrs Fern NGAI, Chief Executive Officer, Aparna decided to work part-time with flexi-hours. Aparna's main duties were to liaise with clients in India. As India was two and a half hours behind Hong Kong, Aparna could continue her work after putting her daughter to bed at nine.

Fern believes that a flexible work pattern can benefit employees most and help the employer to retain experienced staff, a way to address the problem of talent wastage and beneficial to the long-term development of the company.



The staff, their families and friends join the hiking activity organised by Community Business.

Lead, inspire
and support
business

to improve their position
in people and community

Aparna, Diversity and Inclusion Manager, needs to take care of her new-born girl by herself as her husband has to go on business trips four to five days a week and all her relatives are in India. Fortunately, with the flexible working arrangements made by her supervisor, Aparna can spend more time with her daughter.



Happy Family and Happy Employees

Fern takes her colleagues' families as members of the company. She believes that the happiness of employees hinges on whether they have a happy family. When colleagues are happy, they will work with higher efficiency. For a corporation, the key to success is to treat talent well. Therefore, employers should adopt family-friendly practices to attract talented people on the one hand, and retain experienced staff to keep serving the company on the other. According to Fern, some corporations are worried that implementation of family-friendly practices might cause an increase in operating cost. On the contrary, Fern took Aparna's case as an example to illustrate her point. If Aparna resigned, the company had to find a replacement and spend considerable time and resources to recruit and train the new employee. Even worse, the loss of important networks and experiences relating to the industry might cause a greater damage to the company.

Celebrating the 10th anniversary of Community Business.

Mrs Fern NGAI, Chief Executive Officer of Community Business, said that the company would consult its staff when formulating family-friendly measures. A section "Big Improvements for Small Things" has also been added to the annual performance appraisal report to encourage staff to proactively put forward proposals to the company that can help them strike a balance between work and life.



The Christmas Party of Community Business.

Community Business - 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
- 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
- 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
- Festive meals
- Community events
- Voluntary service teams

Family-Friendly Win-Win for All



Mr Christopher TO (left), Executive Director, and Ms Cheryl IP, Assistant Director (Human Resources, Facilities Management and Administration), both point out that through communication and assisting staff in solving problems, the CIC has developed a good employment relationship with its staff.

Construction Industry Council Establishing Mutual Trust for a Longer Journey Ahead



The CIC supports the Walk for Nature @ Mai Po 2014 by encouraging its staff to do charity work as well as appreciating nature.



The Staff Education Fund for Children Scholarship Presentation Ceremony.

Rome was not built in a day. Similarly, staff's trust in a company cannot be established within a second but instead can be accumulated bit by bit as time goes by. With good communication and concrete measures, the Construction Industry Council (CIC) has established mutual trust with its staff. It has also developed a better rapport with its staff by organising social activities.

Close Communication to Dispel Doubts

During its initial establishment, the CIC had to undergo several mergers, causing doubts among its staff. Mr Christopher TO, Executive Director of the CIC, said, "After the mergers, some staff were worried that there might be a cut on their benefits. However, the Council has finally retained a number of previous benefits, including the Staff Education Fund for Children, an allowance developed by the former Construction Workers Registration Authority for workers to cater to their family needs, etc. Eventually, the benefits did not go less but instead more. Since then, the CIC has been maintaining a very good relationship with its staff."

Bringing Families Along to Join Activities

Apart from offering a five-day week and spearheading the implementation of paternity leave, the CIC provides its employees with the Lo Pan's Birthday Holiday that is related

The CIC volunteer team helps the elderly to renovate their homes.

to the construction industry, a three-day study and examination leave and one extra day-off before or after the Chinese New Year. Moreover, the CIC organises various activities for its staff and their families, including visits to theme parks, eco-tours, movie nights, etc.

In order to enhance staff participation, the CIC will first propose the activities to be organised and leave the decision to be agreed by staff. Ms Cheryl IP, Assistant Director (Human Resources, Facilities Management and Administration), said, "Initially, the activities we organised attracted only some 100 participants. However, in the Movie Night this year, there were about 800 participants including employees and their family members. Besides, the CIC often organises voluntary services such as helping renovate the homes of the elderly people. Such services provide an opportunity for our staff and also their families to contribute to the community."



The management and the staff join the Lunar New Year Gathering.

Making Appropriate Arrangements for Sick Staff

At present, there are 700 full-time staff and around 300 part-time teachers and administration staff working for the CIC. Ms Cheryl IP said, "There was a colleague suffering from mobility problem induced by a chronic disease. The CIC therefore arranged him to work at the centre near his home and made appropriate arrangements according to his capability. As this colleague's long-term treatment incurred high medical costs, the CIC even offered financial assistance to him." Furthermore, another colleague had to accompany his wife to North America earlier on for a few months to receive medical treatment. The CIC therefore offered him a special no-pay leave with his post retained so that he could take care of his sick wife.

The CIC attaches great importance to communicating with its staff, and therefore arranges to meet with them from time to time through different channels such as staff associations, tea gatherings or visits to different centres, allowing colleagues to express their feelings about work and share their family problems. The CIC has also engaged outside companies to provide counselling services for staff. Mr Christopher TO said, "In addition to implementing family-friendly practices, the CIC has kept carrying out the principle of sustainable development, fulfilling its social responsibilities and improving the working environment. Therefore, since the inception of the CIC, the working attitude of its employees has become more positive than ever and they always work with strong team

The Movie Night activity has been well received by the staff.

The CIC arranges a visit for its staff and their families to tour around a theme park.



Construction Industry Council - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- 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
- 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
- Emergency financial support

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

- Social gatherings
- Festive meals
- Community events

Family-Friendly Win-Win for All



Mr Michael CHAN (left), Director of the Corporate Planning and Services Division, considers that family-friendly employment practices benefit both the organisation and its employees. As a new father, Mr Danny LO (right) of the Complaint Services Division is deeply grateful for EOC's understanding and care.

Equal Opportunities Commission The Company's Care Extended to Employees' Families

Mr Danny LO, having been working in the Complaint Services Division of the Equal Opportunities Commission (EOC) for almost eight years, said that the EOC has implemented a number of staff welfare measures that have benefited him much. Most important of all, his family has also been taken care of. He said, "When my wife gave birth to our child in hospital, the EOC sent us a fruit basket with a congratulation card attached, giving me great mental support."



The staff add more fun to the Christmas event through music and songs.

Grateful for EOC's Support to Him as a New Father

Danny considered that the EOC offered more benefits to employees as compared with other companies. What impressed him most was the five-day paternity leave provided by the EOC, allowing him to dedicate himself to taking care of his newborn baby and his wife after delivery. He said, "My baby was just born this February. As a new father, I was in a muddle because of his premature birth. Luckily, the management understood my situation and let me take leave earlier so that I could focus my attention on my wife and the baby. I must thank the management for approving



EOC's staff raise funds for the Haven of Hope Christian Service at the "Qile" Charity Cakes Sale.

my leave application on compassionate grounds at the most important moment of my life." In addition, Danny and his family are entitled to EOC's medical protection. He continued, "The medical insurance offered by the EOC has footed part of my wife's high medical expenses for hospital confinement. When my baby was born, the EOC has also issued the baby a medical insurance card which helps us cope with the contingency needs." Danny and his family often actively take part in activities such as picnics and outings organised by the EOC to foster a tight family bonding.



The staff dress in various national costumes to promote equal opportunities for and inclusiveness among different races.

Attaching Importance to Staff's Family Time

Mr Michael CHAN, Director of the Corporate Planning and Services Division, said, "Good family life helps enhance colleagues' performance. By implementing family-friendly employment practices, the EOC hopes that employees can strike a balance between work and family life, thus achieving a win-win situation."

To help employees achieve a balance between work and family duties, apart from implementing the five-day week, the EOC offers benefits such as flexitime, three-day marriage leave and three-day compassionate leave. Comprehensive medical protection is also extended to staff's immediate family members. Moreover, the EOC organises annual activities such as outings and scenic tours that welcome staff's families and friends to join. He continued, "Depending on our work situation, we arrange colleagues to leave work earlier on some special days such as Christmas Eve, the Winter Solstice, Lunar New Year's Eve and the Mid-Autumn Festival every year so that they can enjoy gathering and celebrate the festive occasions with their family."



The staff celebrate a festive day together in a gathering.

Helping Staff Release Personal and Family Pressure

The EOC has provided emotional counselling and 24-hour telephone enquiry service under the "Employee Assistance Programme". Michael said, "Our staff may call the hotline for help regarding their personal, family or work issues. Through this service, their anxiety and pressure can be relieved. We will arrange social workers, psychologists and doctors to follow up their cases if needed." The EOC has co-organised with other organisations seminars on management of emotions and pressure so as to help staff stay healthy both mentally and physically.

The staff, together with their young and elderly family members, take part in an outdoor activity organised by the EOC.



Equal Opportunities Commission - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- 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)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate 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

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

- Social gatherings
- Festive meals
- Interest groups
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All



Sharing the joy of having a newborn



Ms MA Lai-wah (right) is empathetic to the needs of her staff and Ms Carman CHAN expresses her gratitude for the provision of flexitime.

The Free Methodist Church of Hong Kong Social Service Division One Life Influencing Another

Over the years, the social welfare sector has placed strong emphasis on "one life influencing another". Ms MA Lai-wah, General Secretary of the Social Service Division of the Free Methodist Church of Hong Kong (FMCHK), said, "To fulfil the mission, one has to lead a full and positive life." Therefore, she attaches great importance to the mood of her staff at work. She considers, "If they don't have a happy family life, they won't work happily."

Flexible Work Arrangements to Relieve Stress

Ms Carman CHAN, having served the FMCHK for 11 years, obtained an approval from the organisation six years ago to work part-time instead of full-time in order to give birth to her child and take good care of him. Carman said, "My supervisor has allowed me to arrange my office hours myself and work 22 hours a week. I can flexibly adjust my working hours according to the family and school schedules and make up for the outstanding working hours in the following week. It enables me to cater to both my career and family needs."

Sometimes, Carman is fully occupied with her accounting work. If she is too busy to leave her work, she will bring her son to the office and let him stay with her colleagues and join the activities at the centre. She smiled, "I don't have to worry whether my supervisor or colleagues would mind my doing this as there is no such concern at all. Whenever I have a family problem, I am free to discuss it with my colleagues and we will try to work out a solution together." Counsellors working at the FMCHK's headquarters can also provide in-depth counselling service to the staff in need.

Carman appreciates the care and love shown by the organisation to its staff, which enables her to have a stronger sense of belonging to the organisation.

Feeling for Others and Giving Employees Support

Many years ago, Ms MA worked for an organisation which was not sympathetic to staff's difficulties in their family life. She once brought her kid to the workplace to meet her colleagues. The next day, she read a notice from her employer that no children were allowed in the office. She continued, "I was very upset at that time. Why didn't the organisation give some support to an employee's family?" With this unhappy experience, Ms MA is determined to be a considerate employer who cares about the families of her staff. One of the family-friendly employment (FFE) measures that she has implemented is flexitime with which her staff are allowed to arrange their own duty rosters except for two compulsory night shifts. Furthermore, to cater for the various needs of its staff, the FMCHK provides milk expressing breaks, paternity leave, spiritual service activities, etc.



Staff attend an activity with their children and they take a photo together.

Handling Every Request Fairly and Impartially

A colleague wished to go to Australia to join a working holiday scheme. Ms MA thus granted him no-pay leave for a year. However, the colleague later had to come back to Hong Kong earlier due to some family matters and urgently needed a job and income. At that time, though the FMCHK had already got a replacement for him, Ms MA agreed without hesitation to let him come back to the organisation. She said, "He has



Staff attend an overseas training.

already encountered big problems. I don't want to let him down any more."

Ms MA opined, "FFE measures should not be implemented arbitrarily. We must take into account the factor of fairness and impacts on the organisation. I often speak to my staff that everyone has his own needs and requests. Today you need somebody's help and you may later help other colleagues in need in return." She notices that her staff have changed from a group lack of coordination to a strongly united team since the implementation of FFE measures. She considers that the FFE measures have benefitted both the FMCHK and herself as she is no longer required to bother about their work.



Staff join a visit to the countryside.



Staff, together with their families, are paying a visit to Ms MA at her home during the Chinese New Year.

The Free Methodist Church of Hong Kong Social Service Division - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- 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
- Emergency leave on family grounds
- 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
- 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
- Interest groups

Family-Friendly Win-Win for All



Ms April LAI, Administration and IT Manager of Fu Hong Society, said that Kelvin has become a mature and caring person, but still needs to strive for better financial management and well-being of his family.

Fu Hong Society Providing Holistic and Appropriate Support for Staff Members to be More Devoted to Their Families

"My boss would chat with me from time to time and my colleagues would pay me home visits, just trying to know more about my family life." Kelvin, who has been working as a messenger for Fu Hong Society for 19 years, feels grateful to the management for its care given to his family and his well-being, as well as the appropriate support rendered.



The staff and their families are celebrating Lunar New Year together at the Annual Dinner.

Kelvin attaches much importance to his family and his family always comes first.

Overcoming Financial Difficulties in Family

Kelvin was an orphan ever since he was young. He therefore attaches great importance to his family life. His family always comes first. He said that the greatest pressure comes from household chores. "It's already quite hard for my wife to take care of three children and she may not be able to cope with the housework. Sometimes she has to leave the housework for me to take care of after work. My colleagues are very nice. They would come to visit me from time to time. When they saw that my place was piled with miscellaneous items, they might give me advice or even help me out with the items." Besides, Kelvin is the sole breadwinner in his family of five and sometimes finds it hard to make both ends meet. Fortunately, his organisation has given him tips on savings and financial management, which helps him relieve his financial burden. Kelvin's supervisor and colleagues often care about him and pay attention to his mood. "When I am down, they will take the initiative to understand my situation and comfort me. In case of any emergencies at home that I am unable to go to work, the management would ease my worries by making flexible working arrangements for me."



Supporting His Wife in the Whole Course of Delivery

What makes Kelvin really happy is the paternity leave that the organisation provides and this has allowed him to keep his wife company in the delivery room. "Family is all my emphasis. I was so excited that I was allowed to stay with my wife during her delivery and share the unforgettable moments with her. The delivery process was really hard for my wife. I feel grateful that I could be there for her, holding her hands to make her feel relaxed." Kelvin often participates with his family in activities organised by the management, such as buffets, hiking, bowling, etc, in order to build a closer relationship with his children.



Social activities for colleagues as a team.

Ms LAI says that Fu Hong Society is always happy to provide counselling services for its staff both physically and psychologically, and help them solve problems.



Counselling for the Physical and Psychological Well-being of Staff

Ms April LAI, Administration and IT Manager of Fu Hong Society, said that since Kelvin has got married and become a father, he was no longer self-centred but became mature and caring for others. However, in financial management and attending the physical/psychological development of his family, he still has to strive harder for more progress. She continued, "Once a family is set up, there are naturally more things to take care of. Kelvin especially takes it to heart about the school work of his children and the emotional well-being of his wife. Sometimes, it might have affected his work performance inevitably." The management of Fu Hong Society is

happy to provide physical and psychological counselling for its staff, helping them address their problems. When the management cares about its staff, the latter will become more dedicated to their work. Moreover, this would help build better rapport at work, enhance efficiency and reduce conflicts among colleagues. In addition to paternity leave and flexitime, the management provides staff with compassionate leave, half-day birthday leave and annual outing. Staff are also allowed to get off work three hours earlier on some festive days. Counselling services are provided by clinical psychologists for those with special needs so as to facilitate the healthy development of their well-being both physically and psychologically.



The Staff Consultative Committee organised activities at Kau Sai Chau.

Fu Hong Society - 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
- 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 :

- End-of-year trip
- Social gatherings
- Special family engagement events
- Festive meals
- Community events

Family-Friendly Win-Win for All



Ms Nancy TSANG, Director of the Heep Hong Society, understands that colleagues have to fulfil different family responsibilities at various stages of life.

Heep Hong Society Offering Ways to Reduce Worries

Ms Yanni YANG is a teacher of the Healthy Kids Nursery School (the Nursery School) under the Heep Hong Society (the Society). She was exhausted by, apart from her daily work, the tiring journeys of taking her son to and from school. When Ms Annie LAW, the Principal of the Nursery School, came to know the case, she specially arranged Ms YANG's son to study at the Nursery School as a temporary student despite full enrolment of the school. This saved Ms YANG from the exhausting journeys. Later, a student withdrew from the Nursery School and Ms YANG's son was therefore officially admitted to the lower kindergarten class.

Offering Assistance without Hesitation

When Ms YANG's son was in the upper kindergarten class, he was unfortunately diagnosed with anaphylactoid purpura nephritis. As the treatment he received in Hong Kong was not as effective as expected, Ms YANG's family decided to seek medical treatment in the Mainland. Although Ms YANG had relatives in the Mainland who could help take care of her son, she was worried and felt guilty for being unable to be with him. The management of the Society understood her situation and approved her two-month no-pay leave application without hesitation. Ms YANG could therefore accompany her son to receive treatment in



Ms YANG has her son (middle) admitted, under special arrangements a few years ago, to the Healthy Kids Nursery School where she was teaching, in which case she could easily take care of him. On the right is Ms Annie LAW, the Principal of the Nursery School.

the Mainland. Under the mother's attentive care, the son recovered and returned to Hong Kong finally. Ms YANG was deeply grateful for all the support given by the Society when her son fell ill.



The Heep Hong Society organises the "Fruits Day" every year during the Mid-Autumn Festival, sharing love and care with its staff.



The Heep Hong Society often organises occupational safety and health workshops to encourage staff to exercise more and stay alert to occupational health.



Ms Nancy TSANG points out that treating employees well can help retain talent.

Flexible Arrangements to Suit Employees' Needs

Ms Nancy TSANG, Director of the Society, has been working for the organisation for over 30 years. She understands that employees have to fulfil different family responsibilities at various stages of life, and therefore relevant measures have been introduced to render support. She pointed out, "At present, 94% of our staff are females who have to shoulder more family responsibilities. Therefore, we should give them more support. For example, colleagues may wish to change from working full-time to part-time after having children. Teachers may wish to change to perform other clerical work after physical injuries. Moreover, colleagues may need to deal with unexpected situations in their families. When all these happen, we will endeavour to accommodate their needs by adjusting work arrangements as far as possible."

According to Ms Nancy TSANG, the business is now facing the problem of manpower shortage and treating colleagues well can help retain talent, thus beneficial to the development of the organisation in the long run. She said, "Front line staff, such as teachers and social workers, have to maintain a good relationship with children and their parents. If there is a frequent change of staff in the front line, the quality of service will certainly be affected."

Emphasising the Importance of Family Values

Ms Carrie LAU, Human Resources Manager, stated that the Society, being an institution for pre-primary education, places high emphasis on family values. She said, "The business requires colleagues to care for the kids wholeheartedly with dedication and enthusiasm. If they can display the same capabilities in their family roles, they can also do the job well."

The staff retreat day has the themes of psychological well-being and team spirit building.



Heep Hong Society - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- 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
- Festival leave
- Occupational safety and health measures

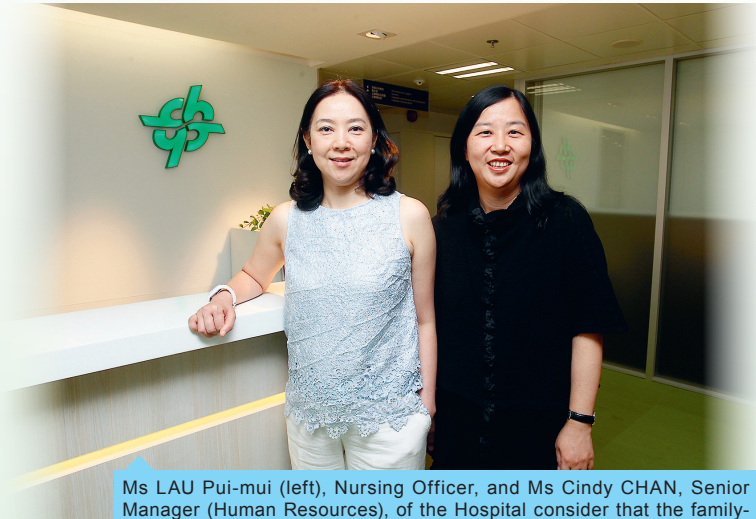
Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- 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

Family-Friendly Win-Win for All



Ms LAU Pui-mui (left), Nursing Officer, and Ms Cindy CHAN, Senior Manager (Human Resources), of the Hospital consider that the family-friendly employment practices implemented by the management can help staff cope with stress from work and family easily.

Hong Kong Baptist Hospital Offering Help to Build Happy Families

“If it costs \$4 million to raise a child, I think the Hospital has saved me a handsome amount of money,” said Ms LAU Pui-mui, Nursing Officer of the Hong Kong Baptist Hospital (the Hospital). She was glad to be an employee of the Hospital, in which case she was entitled to free obstetric services and was able to welcome her newborn baby without putting herself out.

Providing Full and Necessary Support for a Family

Ms LAU joined the Hospital right after she graduated from school and has been working in an operating theatre for nearly 30 years. From being single, getting married to becoming a mother, she has gone through different stages of life. In retrospect, when she gave birth to her son 19 years ago, the Hospital provided her with quite a number of benefits. Today, she is still very grateful for it. “From various prenatal examinations during the early stage of pregnancy to my stay at hospital after the delivery, all obstetric services were free. The Hospital even arranged a two-bedded room for me so that I could rest well. My husband and I were both very thankful to the Hospital for such considerate arrangements.”



Ms LAU says with a smile that she has greatly benefited from the comprehensive medical care offered by the Hospital.

Care for Carers

The management of the Hospital has been putting the concept of “Care for Carers” into practice. Apart from giving support at work, the Hospital helps its staff fulfil family responsibilities and takes care of their various needs, so that its staff will not work with

worries from home or bring home the pressure of work. The management is very concerned about the needs of colleagues’ family members at different stages. The management renders full support to colleagues’ children from their birth to adolescence. For example, a three-week summer volunteer programme is organised by the Hospital every year to relieve colleagues’ burden of arranging summer activities for their children. The programme also gives their children an opportunity to know more about hospital departments they do not normally have access to, and allows them to visit their parents’ workplace personally. Many participants considered that they have gained more knowledge from the programme and found it useful for bridging the generation gap. Ms LAU said, “My son joined the summer volunteer programme two years ago. The programme not only broadened his horizons, but also allowed him to understand more about my working environment and know the operation of different departments in the Hospital. Having joined the programme, my son now becomes more mature and we have more topics to chat away.”



The summer volunteer programme organised by the Hospital.



The management organises a banquet to show appreciation to its staff.

Striking a Balance Between Work and Family Easily

Ms Cindy CHAN, Senior Manager (Human Resources), stated that the work pressure on health care personnel is mounting, and therefore the management has put in place many corresponding measures to help the staff release stress from work and their families. She gave some examples, "The Hospital has launched various measures, such as providing breastfeeding facilities; introducing the 'Employee Assistance Programme' that offers free counselling services to staff and their family members; providing spiritual care to staff through the Pastoral Care Team to help them release pressure from family and work; organising a number of healthy recreational activities every year with some open to staff's families and holding occupational safety and health activities regularly to minimise the occurrence of work accidents. Memorial services are also organised for deceased staff to let their families and friends, as well as other staff, share their memories of the deceased and channel their sadness. In case an immediate family member of a colleague has passed away, the management will send a wreath, and chaplains of the Hospital may attend the funeral to extend their condolence to the colleague."



Ms Cindy CHAN states that the "Employee Assistance Programme" and the Pastoral Care Team provide staff with spiritual care to help them release pressure from family and work.



Day camp at Lei Yue Mun Park and Holiday Village – a recreational activity organised by the management.



Nutritious food party – an activity held by the management to promote health among staff.

Hong Kong Baptist Hospital - 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
- 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 :

- 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 Ming LAU, Assistant People Development Support Manager (Retail), and Ms Christina CHAN, Head of Human Resources Operations.

The Hong Kong Jockey Club

Comprehensive Family-friendly Employment Practices

Benefiting Staff and Their Families

The Hong Kong Jockey Club (HKJC) understands that Hong Kong people are living under great pressure, and family relationship, personal emotions and work efficiency are closely related. Therefore, the HKJC not only cares about staff's physical and mental well-being, but also takes into account the needs of their families by helping them improve family relationship and build a healthy and happy life.

Putting Knowledge to Good Use and Getting Enlightened about the Meaning of Life

The HKJC is committed to promoting charity work and making contributions to the community externally, while internally caring about the physical and mental well-being of its staff and their families in every aspect. The HKJC's management has designed a series of "Body-Mind-Spirit" health and balanced life programmes to help staff develop different interests and raise their awareness about physical and mental health. As a result, the staff can achieve equilibrium in career, body and mind, as well as family. These programmes include outdoor activities and talks in which staff are free to join according to their own needs. Ms Ming LAU, Assistant People Development Support Manager (Retail), said, "I have attended a parenting talk on how parents should get along with their children. Through the talk, I have come to realise that the pace of an adult is much



Ming joined the Community Festival to celebrate the 130th anniversary of the HKJC not long ago. She says, "Apart from the HKJC's staff and their families, the Community Festival was open to the general public in Hong Kong. This activity has fully displayed the HKJC's vision of attaching great importance to family life."

faster than that of a child, and hence we should not impose adults' standards on children. Also, I have attended another talk introducing ways of building a good relationship with the opposite sex, and have learnt the skills to get along and communicate with my husband and even my male colleagues in the office. These talks are very useful. To develop mutual understanding is also a very good way for family members to get along well with each other." Ming added that she greatly benefited from the programme, and most importantly, she has learnt the ways of adjusting her own mindset.



Sharing the joy with each other after winning a medal in a basketball competition.

A Happy Workplace for Employees to Strike a Balance

Ms Christina CHAN, Head of Human Resources Operations, said, "The core value of the HKJC is to provide satisfactory services to its customers. We believe that happy staff will bring their happiness to customers. As for the efforts to recruit talent and to reduce staff wastage, these have never been easy tasks. The HKJC will attend to the details of the needs of its staff on top of salary so as to help enhance their sense of belonging." Christina agreed that only when staff



Doing exercise together for better health.

have struck a balance between work and family could they work happily. "There was a colleague whose work performance was affected by children's education problems. There were also colleagues who requested a change in the mode of work or even resign to resume their family roles because of various family needs. Therefore, we must allow flexibility when formulating modes of work to cater for colleagues' needs as far as possible." Christina considered that manpower was the most important asset in an organisation, "A working team with a strong sense of belonging and sharing the same vision with the organisation will be conducive to the business development of the organisation in the long run. Staff with a strong sense of belonging will also facilitate the building of team cohesion and rapport."



Staff are taking a day cruise with their families.



The Hong Kong Jockey Club - 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
- 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
- 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



Ms Maggie LEUNG, Executive Director of SAGE, considers that family-friendly practices can help retain and recruit talent working for the organisation.

Mr MAK Cho-ho, Wellness Trainer, is able to enjoy a happy and fulfilling retirement life while serving the elderly in need and contributing to the community.

The Hong Kong Society for the Aged Treating Employees Well Leading to a Win-win Solution

“My present job is quite challenging and I am free to develop my potential. I am quite happy and satisfied,” said Mr MAK Cho-ho. He has been working as a part-time Wellness Trainer at the Hong Kong Society for the Aged (SAGE) for more than two years. He is deeply grateful that SAGE provides a job for retirees, which allows him to enjoy a fulfilling and happy life while serving the elderly in need and making contribution to the community.

Flexible Working Arrangements

Mr MAK Cho-ho has once worked at a library and in the television business. After retirement, he saw a job advertisement of “Wellness Trainer”. He found the job title very interesting and therefore applied for the job. With his outgoing personality, he leads the elderly residents in the residential care homes operated by the SAGE to do exercise, play games and helps those who are suffering from dementia to take part in reminiscence and memory training activities. Considering the job full of challenges, he said, “Most of the elderly residents here have dementia. Therefore, it takes much longer time for us to communicate with them than with normal people. In addition, as they have their own personalities different from each other, it is not easy to make them understand your words during communication and feel happy at the same time.” He said that he was pleased with this job as it did not affect his family life because of the short working hours, not many duty sessions and free to choose his working locations.



Mr MAK Cho-ho is showing the elderly how to use a tablet computer.

Supporting Female Employees

Practitioners engaged in the elderly caring industry are mostly female. Ms Maggie LEUNG, Executive Director of SAGE, said, “Female colleagues normally take up a very important role in their families. Therefore, we will try to make appropriate work arrangements for them as far as possible and help them relieve stress and strike a balance between work and family life.”



The SAGE volunteer team participate in the “Food Waste Has Value Carnival” under the “Green Delight in Estates” programme.

Multiple Initiatives to Attract Talent

The population of Hong Kong is ageing and the major working population starts decreasing, leading to a diminishing labour force. Ms Maggie LEUNG considered that the implementation of family-friendly practices could help retain and recruit talent. "We have implemented a number of initiatives to meet the needs of our staff, including flexitime to allow our staff to choose their own working time and employment of retirees to fill part-time posts in order to keep them in the labour force and pass their experiences on. Depending on individual family situations, full-time employees can apply for a resident space in our elderly home for their parents or grandparents. We hope that with all these initiatives, our staff



The Staff Fun Day of SAGE.

can strike a balance between work and family life, as a way to attract and retain talented people." Other family-friendly practices implemented in SAGE include leave for weddings or funerals, a three-day paternity leave and various recreational and volunteer activities for staff and their families to join.



The Annual Dinner of SAGE.

The Hong Kong Society for the Aged - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Job sharing
- 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
- 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

Family-Friendly Win-Win for All



Mr NGAI Kee-hung (left), Advanced Practice Nurse, and Mr KWOK Chi-on, Cluster General Manager (Human Resources), both of the HKEC under the Hospital Authority, reckon that colleagues are getting along well with each other like a family.

Hong Kong East Cluster Hospital Authority

Getting Along Well with Other Colleagues Like a Big Family

Mr NGAI Kee-hung, an advanced practice nurse, has joined the Hong Kong East Cluster (HKEC) under the Hospital Authority for 16 years. Over the years, his colleagues have been nice and friendly, and they have been getting along well with each other like a family. During leisure time, Mr NGAI often joins the recreational activities organised by the HKEC with his family. He thinks that the activities not only help foster a tight bonding between him and his children, but also allow him to interact with his colleagues, and even make friends with their families. These fun-filled activities are simply like big family gatherings.



According to Mr NGAI Kee-hung, his children are all determined to join the health care profession after attending the Open Day of the HKEC.



Colleagues participate in the New Year Run in funny and creative costumes.

Parent-child Activities Help Nurture the Next Generation

Mr NGAI continued, "Two years ago, I took my children to the Open Day of the hospital. After visiting wards and operating theatres, they knew more about various kinds of jobs in the hospital and understood that working in the hospital could help different patients, which was very meaningful. The most unexpected thing was that they were then determined to join the health care profession."



Staff of the Hospital are competing in the HKEC Soccer Sevens

Appropriate Work Arrangements Enabling Employees to Enjoy Quality Life

Mr KWOK Chi-on, Cluster General Manager (Human Resources) of the HKEC, said, "When the staff worry about family matters, they cannot focus on their work. Therefore, to meet the special needs of individual staff, we try our best to make appropriate work arrangements so that they can fulfil both their work and family commitments." He gave an example, "The HKEC will, having regard to the circumstances, exempt female staff pregnant for 32 weeks or more from taking long night shifts as far as possible in order to relieve their physical and psychological burdens. Other family-friendly employment practices include flexitime, five-day work week, no-pay leave, working on a part-time basis, etc. All these practices can help staff balance their work and family needs, thereby enhancing the quality of their life."



Mr KWOK Chi-on mentions that the HKEC has provided a staff club for colleagues and their families as well as their friends.



Colleagues join the Fun Day organised by the HKEC with their families and friends.

Social and Recreational Activities Helping Enhance the Sense of Belonging among Staff

Mr KWOK said, "The HKEC has a staff club providing various kinds of facilities for colleagues and their families as well as their friends. Facilities of the club include a fitness room, squash courts, table tennis rooms, billiard rooms, karaoke facilities, etc. Furthermore, the HKEC organises parent-child outings and a wide range of hobby classes every year for colleagues, their families and friends so as to enhance their sense of belonging towards the HKEC and the Hospital Authority."



Group photo of staff and their families taken on the Family Fun Day.

Hong Kong East Cluster - Hospital Authority - 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)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Emergency leave on family grounds
- 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 :

- 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
- Parenting seminars

Family-Friendly Win-Win for All

Kowloon City Baptist Church Neighbourhood Elderly Centre Spreading Love Through Showing Empathy to Staff

The Kowloon City Baptist Church Neighbourhood Elderly Centre (the Centre) cares about the needs of the district. It not only provides a wide range of social services for the elderly as well as the general public within the district, but also cares much about its staff and takes them as family members. There are only 19 full-time employees in the Centre who are required to serve nearly 2 000 elderly members. The pressure on the staff from the large number of members to be served, together with multifarious activities organised by the Centre, can be imagined. However, with the loving and caring spirit under Christianity, the Centre cares about both its staff and the community alike. The Centre considers that when employees are happy at work, both the employer and the employees will benefit.

According to Mr CHENG Seung-pah, the Deacon of the Kowloon City Baptist Church Neighbourhood Elderly Centre (the Centre), the Centre has been established for 20 years and been adhering to the mission of "Knowing and spreading the love of Christ, caring about others and serving the community."



Influenced by his mentors during his early days, Mr CHENG is determined to follow the example of Jesus to care about others, uphold the principles, and be a role model himself to treat his staff well and serve the community.

Showing Empathy to Employees

Although the Centre is busy with a heavy workload, the staff there do not hesitate to share their love and care. Ms YIU Fung, Supervisor of the Centre, has had cancer twice. When receiving medical treatment, she was specially granted no-pay leave for a year. During her leave, a substitute was additionally hired to take over her duties in the Centre. This helped ease the burden of the Centre on the one hand, and enabled Ms YIU to have a good rest for recovery on the other. Another example is that Mr LAU Ka-yip, Programme Worker who has been working in the Centre for 10 years, also benefited from the attentive arrangement of the Centre. It has been a tradition of the Centre to hold celebrations at its workplace for those staff who are about to get married. Last year when Mr LAU was going to get married, the Centre held a celebration for him and his bride. All the staff and members of the Centre joined the event and sent their best wishes to the new couple. Mr LAU said, "The Centre cares much about its staff. When my wife was pregnant, I was happy to have a considerate supervisor who understood my needs and allowed me to take leave to accompany my wife for prenatal examinations. On the day when my wife was in labour, my supervisor approved my leave application right away. Later, my wife told me that it was great support to have me kept her company during her delivery. The Centre took us as family members and I was really touched." Besides, soon after his marriage, Mr LAU has his post once deleted due to changes to the establishment. Luckily, the management of the Centre redeployed its resources that Mr LAU could remain employed in the Centre and avoid becoming jobless.



The senior management of the Centre visits Ms YIU after her surgery.



Ms YIU says, "Thanks to the efforts made by the management in redeploying resources to help the front-line staff, the staff can thus focus on their work and deliver quality services."



The Centre arranges home visits in order to have a better understanding of staff's family needs.



Whenever an employee has a new-born baby or a grandchild, Mr LAI, a senior staff member of the Centre, will present him/her a pot of ginger in vinegar to send his best wishes.

Treating Employees as Family Members

The Centre provides comprehensive care for its staff. The policies it implements can clearly bear this out. Ms YIU said, "Since 2009, the Centre has been giving an extra half-month salary to its staff every Christmas, and such expenses are absorbed by the Centre's own resources. Moreover, the Centre has already offered paternity leave to male employees before the Government effected the requirement through legislation. The Centre has also made special arrangements that in case an employee has to take immediate leave to deal with urgent family matters, the supervisors in the management may, according to the manpower and resources available, approve the leave application, provided that the arrangement will not affect the quality of work. As the Centre is often attentive to the various needs of its staff and their families, the staff all appreciate it and feel grateful to the Centre."

According to Mr CHENG Seung-pah, the First vice-chairman and the Deacon of Kowloon City Baptist Church, "staff" are important assets of an organisation, and therefore they deserve to be well treated. He said, "We take employees as our children or close relatives. If we are considerate and put ourselves in their shoes, they would work harder in return. In the end, it will be our clients who benefit from our services. The management understands that the staff in the Centre are working very hard. Therefore, it does its best to provide them with manpower, resource and financial support. Our aim is to provide good community service and to put into practice the church's principle of loving others as yourself. We hope to pass this people-oriented management culture on."

It is the tradition of the Centre to organise celebrations for its staff who are about to get married. The elderly in the Centre will give their blessings to those staff and share their happiness.



Kowloon City Baptist Church Neighbourhood Elderly Centre - 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)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care leave
- Marriage leave
- Emergency leave on family grounds
- Elderly care support
- Employee counseling services

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

- 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

Family-Friendly Win-Win for All



Mr CHUNG Wai-shing (right) endeavours to make suitable arrangements for his staff in need. Ms Printemps LEE (left) appreciates the attentiveness of the Company.

MentalCare Connect Company Limited Providing Stable Jobs and Helping Employees with Disabilities Improve Family Relationship



Ex-mentally ill persons generally find it difficult to get a suitable job, which may lead to their low status at home and poor relationship with their family members. If a company understands the needs of these persons and offers them appropriate care and opportunities of having a stable job, they can perform well at work and their status at home can also be enhanced.

MentalCare Connect Company Limited (MentalCare) is a subsidiary of The Mental Health Association of Hong Kong, with its business mainly on operating "Cheers Gallery" convenience stores and rehab shops. Currently, MentalCare has a workforce of about 160, of which around 110, either full-time or part-time, are ex-mentally ill persons. Mr CHUNG Wai-shing, Managing Director of MentalCare, said, "The Company cares very much about staff's mental health, job satisfaction and contentment. We hope that they can handle their family problems properly and overcome the difficulties encountered so that they can work at ease."

Striving to Meet the Various Needs of Rehabilitated Staff

The Company has implemented a number of measures to enhance the sense of belonging among its staff and offered incentives for them to continue serving the Company. Mr CHUNG Wai-shing said, "We assign work to employees with disabilities according to their abilities and the actual situation. For example, we will endeavour to accommodate their medical needs, e.g. their



Staff of the "Cheers Gallery" are united with strong team spirit.

medical appointments and medication schedules, to ensure the stability of their mental health conditions. In case an employee suffers from emotional problems, we will contact the relevant social worker for follow-up. We arrange shop managers who are also rehabilitated patients to act as trainers to train new recruits at various stores or shops and help them adapt to the working environment."

Families of ex-mentally ill persons are concerned about the working environment of those persons and feel gratitude towards the Company for its patience. Mr CHUNG Wai-shing said, "When an employee has a stable job and income to contribute to the family, his/her status at home will be enhanced and a more harmonious family relationship can be established. Besides, if the family of our rehabilitated staff member finds that the member has emotional problems at home, the family will keep us informed of the situation so as to monitor the member's rehabilitation progress." He hoped that the measures implemented by the Company could allow employees to spend more time with their families, and the stable income they earned from work would help them improve their family relationship.



The staff are encouraged to join the activity "Family Love and Spirit".



Everyone in the company maintains a harmonious relationship with each other.

Worry-free to Take Leave to Handle Family Matters

Apart from adopting an accommodating and caring attitude towards its employees with disabilities, the Company shows great understanding of the needs of the general staff. Ms Printemps LEE, a secretary of MentalCare, said, "I often have to take leave when my child falls ill. My child once had a fever at the nursery centre and I had to take leave immediately to take care of my child. I did also take leave on some other occasions like school activities, class observation for parents or helping my child prepare examinations. For all those occasions, I was so glad that my employer showed his understanding of my situation and did not say anything. Even back then during my pregnancy, the Company allowed me to take leave for prenatal examinations and the delivery without any worries."



Employees, together with their families, take part in a flag day for fundraising.

Every year when the Company organised staff activities, e.g. barbecue and Christmas party, Ms Printemps LEE would join in with her children. She said, "Thanks to the Company, I have never neglected my family duties because of work. Sometimes when meetings of the Board of Directors were held at night and I was supposed to attend for note taking, Mr CHUNG would instead volunteer to take up the job and let me go home early." She believes that it should not be easy to find a similar company that cares about its employees as much as MentalCare does.

MentalCare Connect Company 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 :

- 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
- Festive meals
- Community events
- Voluntary service teams

Family-Friendly Win-Win for All



(From left) Ms Blanche LEE, Dr Clara WONG and Ms Christine LAM all think that the Hospital operates with a human touch.

Queen Elizabeth Hospital Love and Care Extending to the Families of Employees

A hospital is a place to treat diseases and save lives. When a life is saved, his/her family will feel relieved. Similarly, when a hospital treats its staff well, their families will benefit from it too. In Queen Elizabeth Hospital (the Hospital), various kinds of family-friendly employment practices are in place to meet staff's family needs.

Comprehensive Prenatal and Postnatal Care

Anaesthetist Clara WONG was deeply impressed by the meticulous care that the Hospital provided for its staff during her pregnancy earlier on. She said, "During my pregnancy, the Hospital did not require me to take up duties posing a danger to my unborn baby, such as X-ray examination, and arranged my duty shifts according to my needs. For example, I was exempted from night shifts after 32 weeks of pregnancy. The Hospital also made arrangements to meet my needs wherever possible by allowing me to take a half-day off for prenatal examination at the maternal and child health centre." Being a working mother who opted for breastfeeding, Dr WONG's biggest concern was the arrangements for milk expressing. If she was unable to express her milk, not only would she feel uncomfortable, it might also cause blockage of milk ducts of her breasts. She continued, "Luckily, the Hospital has provided sufficient support facilities by setting up lactation rooms at the Operating Theatre Block, which helped solve our problems in this aspect." There are four lactation rooms in Queen Elizabeth Hospital for breastfeeding employees.



The Hospital provides several lactation rooms to support breastfeeding staff.

Leave Approval for Staff to Deal with Family Matters According to Individual Needs

In order to give staff more time to take care of their families, the Hospital implements the five-day week progressively and has standardised the weekly working hours to 44 starting from 2013. Ms Blanche LEE, Senior Human Resources Manager of the Kowloon Central Cluster under the Hospital Authority, said, "In case of any contingencies, the Hospital will as quickly as possible approve leave applications according to individual needs for employees to deal with their family matters provided that the operation of the department is not affected." Besides, staff and their families often take part in activities organised by the Hospital, such as theme park visits, hiking, sports day, charity walk, etc. Ms LEE continued, "Many colleagues and their families will provide volunteer service at the Hospital after receiving basic training. Quite a number of kids of our staff are happy to be one of the volunteers, especially during the summer vacation. While they provide meaningful voluntary service, they can also have a chance to know more about the Hospital and their parents' workplace."



Staff, together with their children, take part in a sports competition to pursue a healthy life style.



The "Breastfeeding Fun Day" is organised to encourage colleagues to take good care of their babies at home.



Activities are organised to encourage breastfeeding.

Attentive to the Overall Well-being of Staff as well as Their Families

Ms Christine LAM, Nurse Consultant (Breast Feeding) of the Department of Obstetrics & Gynaecology, said, "Apart from the needs of its staff, the Hospital also cares about the health of their children. Therefore, sufficient and necessary facilities are available and flexible work arrangements in place for employees to express and store breast milk for their babies while on duty."

As there are different demands in the community, coupled with the prevalent complaint culture, staff of the Hospital often work under great pressure which may affect their family life. Ms Christine LAM said, "In this regard, the Hospital has drawn up corresponding measures

to help staff release their work stress. These measures include assisting and coaching them to handle patients' complaints. Various activities like yoga classes, seasonal soup making classes, parenting courses, etc are also organised regularly. Furthermore, we have the Critical Incident Support Team (CIST) formed by enthusiastic staff rich in counselling experience to provide assistance and mental support to their sick colleagues and help them in unexpected family matters."



The Hospital organises various kinds of healthy outdoor activities.

Queen Elizabeth Hospital - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- 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
- 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

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



Ms Tracy PUN (left), Human Resources Manager of St. James, considered that the implementation of "Refreshment Year" has enabled the staff to be more energetic when they returned to their positions after long leave. Ms Suki CHAU, a social worker of St. James, felt grateful to the organisation for granting the long leave, allowing her to stay with her baby girl during the growth period.

St. James' Settlement The Real "Annual" Leave

When you have been working in an organisation for a long time, you may inevitably feel bored and stale. Since 2003, St. James' Settlement (St. James) has introduced an initiative named "Refreshment Year", under which staff members who have served the organisation for seven years or more are entitled to one year's leave at most. Now, those who have served for just five years are also eligible for the benefit. The introduction of "Refreshment Year" not only helps colleagues carry out their family responsibilities, but also allows them to take a long break and become more dynamic when they return to work.

Taking Long Leave to Take Care of the New-born Daughter

Ms Suki CHAU, a social worker of St. James, has been benefitted from this family-friendly employment practice. She took long leave to assume the role of a "full-time" mother, spending more time with her baby daughter. She said that most of her friends hired domestic helpers to take care of their children, and as a result the children stayed more closer to the helpers than to the parents. As she did not want to be such a parent, she decided to take the long leave. She thanked St. James for offering the "Refreshment Year" to the staff. "My baby girl did not sleep well at night and loved to seek attention all the time. Blessed with this long leave, I could take care of her without worries. If I were to return to work right after the maternity leave, I would have had a nervous breakdown under the pressures of work and my family. Besides, my supervisor and my colleagues were so understanding that they never made a complaint about my decision, which had put my mind at ease during my long leave."



Staff members learnt to bake pastries and shared the products with their families.

Ms Tracy PUN, Human Resources Manager of St. James, pointed out, "Colleagues have different reasons to take long leave, such as taking care of a sick elder brother, looking after three young children, or even wishing to broaden the horizons or realise a dream by changing his/her living environment temporarily. There was a colleague who went to New Zealand to work as a sailor. When he came back to resume his position here after the rewarding experience, he became more energetic than ever and brought in many new ideas to his work."



Colleagues shared the joy of victory with their families after winning a basketball competition.

St. James has introduced the Work Life Balance Week to encourage its staff to do more exercise.





Going hiking enables colleagues to put the burden of work aside, allowing the beauties of nature to wash away their stress.



Through the Happy Farm Project, colleagues can enjoy the fun of farming.

Employee Children Summer Job Programme

St. James offers a wide range of activities for its staff and their families. For example, the Employee Children Summer Job Programme was introduced to encourage their children to make good use of their summer holidays by helping organise summer activities. Ms Tracy PUN said, "This programme not only provides an opportunity for our staff's children to learn more about the organisation with which their parents are working, but also prevents them from falling into summer job traps. In addition, we plan to provide a career planning programme for our staff's children this year, helping them understand their aspirations and interests through games and explore the suitable direction for career development themselves."

Ms Tracy PUN considered that family-friendly employment practices could help strengthen the sense of belonging among staff and reduce staff wastage. Ms Suki CHAU added, "My organisation cares about my family and my personal needs, which makes me feel so warm."



Colleagues are sharing the harvest.

St. James' Settlement - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- 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
- Child care support
- Elderly care support
- 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
- Festive meals
- Community events
- Interest groups
- Parenting seminars

Family-Friendly Win-Win for All

Mr Vinci WONG, the 3rd Vice-Chairman cum Chairman of the Human Resources Committee of the TWGHs says that the management will, in formulating personnel management policies, endeavour to take into account both the work and family needs of the staff.



Tung Wah Group of Hospitals All in Action to Show Care and Love

"Employees are the most precious assets of an organisation. Therefore, we should create a happy working environment for them and disseminate in the workplace the message of showing love and care to their families." According to Mr Vinci WONG, the 3rd Vice-Chairman cum Chairman of the Human Resources Committee of the Tung Wah Group of Hospitals (TWGHs), happy employees would be more dedicated to their work. With "Tung Wah +" as its philosophy for corporate governance, the TWGHs proactively aims to make the organisation the second home for its staff and fulfil its corporate social responsibility. The TWGHs also takes care of the staff's basic needs through a number of measures. It hopes that employees will appreciate what the TWGHs has done for them and be proud of being a member of the group.

In Pursuit of Excellence

Mr Vinci WONG considered that a happy and healthy family was a source of motivation for staff to devote themselves to work. "The quality of a family life is closely linked to staff's performance. If the family life of an employee is unpleasant or he/she encounters problems, he/she may be in a mood, listless or dispirited, thus leading to his/her work performance less effective. Last year, the TWGHs conducted a staff opinion survey on a family-friendly working environment. The findings showed that over 90% of employees considered a workplace catering to staff's family needs very important."

Over the years, the TWGHs has implemented various measures to help employees lead a happy family life. These include five-day week, time-off in lieu, paternity leave, urgent casual leave for family matters, medical benefits, discount offers for Chinese medicine services, etc. A consultant



Members of the Volunteer Team take action to bring care and love to the grassroots.

company has also been commissioned to provide employees with personal advisory and counselling services as well as guidance on how to achieve work-life balance. As for the benefits and support offered, the TWGHs also provides a comprehensive package in relation to birth, aging, illness, death, education and child upbringing (e.g. rent concessions, retirement benefits, priority for admission to residential centres or residential care homes, staff assistance loan fund, health care and medical services and insurance services on financial management). Furthermore, the TWGHs organises a wide range of recreational and cultural activities, along with the "Staff Voluntary Service Incentive Scheme" for its staff and their families.



The Football Team has been set up to enhance communication and co-operation, and build mutual trust among staff.

Staff are taking part in the Staff Bowling Tournament.





An activity on the Mother's Day.

Recognising and Rewarding Outstanding Employees

The TWGHs has specially introduced the "Long Service Travel Panel Award Scheme" to recognise and reward its staff for their long (20 years or more) and meritorious service. Mr Vinci WONG said, "To encourage an awardee to share the joy with his/her family, apart from granting a travel allowance to the awardee for an overseas trip, another amount of allowance has been given since last year to one family member of the awardee to join the trip together. We have also expanded the scope of the target beneficiaries from spouses only to parents, parents-in-law, children, siblings of the awardee. Moreover, special consideration will be given to the situation of their families by extending the period for receiving the allowance so that they can plan their trips in a more flexible way."

A Win-win Situation for the Employer and Employees

According to Mr Vinci WONG, the measures mentioned above helped enhance staff morale and their sense of belonging to the TWGHs, and reduce staff turnover. In addition, employees could

have more time to fulfil their family responsibilities and thus develop a harmonious family life. The various after-work activities and award schemes provided are also useful for staff to relieve their work stress, improve the quality of their family life, boost work efficiency and help increase the competitiveness of the organisation. As a result, both the employer and its employees are benefited.



Mr Vinci WONG believes that happy staff will be more dedicated to their work.

Tung Wah Group of Hospitals - 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 :

- 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
- 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



Dr Anthony K.Y. LEE (centre), Chief Hospital Manager of Union Hospital, and his colleagues.

Union Hospital Caring About the Family Needs of Employees and Allowing High Flexibility at Work

Adopting a people-oriented management approach, the Union Hospital (the Hospital) often cares about the needs of its employees and endeavours to provide them with support. Working in a friendly environment, employees are inspired to perform their duties more vigorously and generate a sense of belonging to the Hospital. Dr Anthony K. Y. LEE, Chief Hospital Manager and Medical Director, has been serving the Hospital for nearly 20 years. His impartial attitude and his sincere and generous personality have earned him high respect from over 1 600 staff in the Hospital.

Ms Michelle KAM, Human Resources Manager, shared with us her story. Shortly after joining the Hospital, Michelle suddenly received the bad news that her mother living overseas was diagnosed with terminal cancer. She planned to quit her job to attend her mother's sickbed. The management of the Hospital, however, kindly allowed her to take no-pay leave to deal with her personal matters before resumption of her duties.

Handling Staff's Request with Flexibility

When an employee has to apply for immediate leave in case of an unexpected incident, most companies would require relevant supporting documents. However, it is not easy for one to provide a proof on most incidents. In this regard, the Hospital provides



According to Michelle, Dr LEE not only understands fully the needs and difficulties of employees, but also provided them with support according to their individual situation. Dr LEE is often personally involved in work. For example, he approved and signed all annual performance appraisals of employees himself every year.

great flexibility. Michelle expressed, "If a staff member wishes to apply for leave or to come to office late or leave earlier because of something urgent, most of the time only a call or a text message is enough for the Hospital to grant an immediate approval. An inquisition into the details is rarely made. If the person is a hardworking and dedicated employee, we shall accede to his/her applications leniently." Earlier on, our clerk Joanne asked for a three-week leave because of her domestic helper. The management allowed her to take annual leave in advance despite her employment with the Hospital was less than one year at that time. As we can see, a sound relationship between the employer and employees is built on mutual trust and understanding.



The Union Hospital



Susanna, Senior Registered Nurse, shows a strong commitment to her job and hopes to work in the Union Hospital till retirement.

Understanding the Need of Staff to Get a Win-win Solution

Striking a balance between career and family is in fact a tough call for working women, especially nurses who work long hours on shift duties. The situation will be even more difficult when they have to take care of young children. Susanna, Senior Registered Nurse, was pregnant again a few years ago at her advanced maternal age. She intended to apply for accommodation in the staff quarters in order to avoid commuting and save time for her kids. Under normal circumstances, the staff quarters at concessionary rent are provided only for doctors, nursing officers or senior management staff. However, considering Susanna's situation, the Hospital granted an exceptional approval to her application. Michelle said that the Hospital had come into such a decision all because of Susanna's outstanding performance. As one can see, as long as the employee is dedicated to his/her work with good performance, a caring employer would like to accommodate their needs in a merit-based manner.



Staff of the Union Hospital care for the elderly during a Winter Solstice Festival party.



The management of the Union Hospital often organises various kinds of leisure activities, including barbecue gatherings, festive feast celebrations, film appreciation by reserving the entire cinema, discounted entry tickets to theme parks, autumn outings, interest classes for parents and children etc., so that employers, employees and their families can take part and share the fun together.



Sharing love and warmth at the Winter Solstice Festival.

Union Hospital - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- 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
- 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 :

- 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 Echo Cheng (Human Resources Manager) and Ms Connie Tso (Enrolled Nurse) from the UCH, and Ms Beatrice Sin (General Manager (Human Resources)) and Ms Phyllis Wong (Senior Human Resources Officer) from the KEC.

United Christian Hospital Care and Mutual Help Arousing Staff's Commitment and Dedication

"I have been working here in the United Christian Hospital (UCH) for 33 years, all because of its human touch. The management of the Hospital often thinks from our perspective, which makes me feel warm," said Ms Connie Tso, Enrolled Nurse in the Specialist Out-patient Department of the UCH. She witnessed how caring the Hospital has been to its staff in helping them solve their family problems throughout the years, displaying the spirit of mutual care between the employer and its employees.



According to Ms Beatrice Sin (second left), it is very important to have happy staff in the Hospital.

Special Measures for Staff

Ms Beatrix Sin, General Manager (Human Resources) of the Kowloon East Cluster (KEC), said, "Any family problems of a staff member can have direct influence on his/her work performance and service quality. Therefore, I think it is very important to have happy staff in our hospital." The Hospital provides necessary facilities for its employees. Ms Sin continued, "Most of the staff here are working women aged from 30 to 50, and their family burdens are relatively heavier. Therefore, two dedicated facilities, i.e. the United Christian Medical Service Nursery School and the Staff Baby Friendly Room, are provided here for them."

The staff are having a great time on the day cruise.



Nursery School Working around Employees' Work Schedules

Nurses have to work on shifts, and such volatile work schedules might inevitably be a hindrance to the care they give their children. It will ease their mind if working parents know what happens to their children at school. Ms Connie Tso said, "In case my child has suddenly got a fever at the Nursery School attached to the Hospital, I can show up to take care of my kid in five minutes after the teacher has informed me." Ms Phyllis Wong, Senior Human Resources Officer of the KEC, expressed that the Nursery School attached to the Hospital could work around employees' work schedules, making it convenient for them to take care of their children. She said, "I can send my child to school before work every day. My child is also arranged to stay at school after class till 6 pm so that I can collect him after work. Besides, school activities are arranged at Christmas and in the New Year for parents and children to foster their relationship." Ms Echo Cheng, Human Resources Manager of the UCH, mentioned that she would also send her child to the Nursery School. She continued, "There are only 60 students in the school. Therefore, teachers can understand each student better and maintain close contact with parents. These can make me feel secure if I entrust my child to them and I can devote myself to work."



Breastfeeding Room with Privacy

Employees always worry if they can continue breastfeeding when they return to work after delivery. The UCH has provided the Staff Baby Friendly Room for staff to continue breastfeeding when they resume work. Ms Echo Cheng said, "The Hospital is now putting in place a breastfeeding-friendly policy by providing a room with privacy for breastfeeding staff. The room is well-equipped with milk pumps and fridges for use. Breastfeeding staff can keep the pumped milk in the fridge and take it home for their babies after work."

Separate curtains are installed to ensure privacy for breastfeeding employees and facilities like electrical milk pumps and fridges are provided in the Staff Baby Friendly Room.

Care for the Various Needs of Employees

Furthermore, the Hospital organises from time to time family activities such as a day cruise, an annual outing, etc. for its staff. It also helps any staff injured at work to recover and resume their duties. Ms Beatrice Sin, General Manager (Human Resources) of the KEC, said, "If our colleagues injured at work join our rehabilitation programme, we will arrange tailor-made work suitable for them so as to help them regain health and return to work."



A Christmas party is held in the United Christian Medical Service Nursery School.

The Family Fun Day forges a closer bond between parents and their children.



United Christian Hospital - 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 :

- 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
- Emergency leave on family grounds
- Festival leave
- Child 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 :

- 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
- 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 Organisations Category

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

Christian Family Service Centre
Community Business
Construction Industry Council
Equal Opportunities Commission
The Free Methodist Church of Hong Kong Social Service Division
Fu Hong Society
Heep Hong Society
Hong Kong Baptist Hospital
Hong Kong Housing Society
The Hong Kong Jockey Club
The Hong Kong Society for the Aged
Hong Kong East Cluster - Hospital Authority
Kowloon City Baptist Church Neighbourhood Elderly Centre
MentalCare Connect Company Limited
Queen Elizabeth Hospital
St. James' Settlement
Tung Wah Group of Hospitals
Union Hospital
United Christian Hospital
YMCA of 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

