

Family-Friendly Employers Award Scheme

— Small and Medium Enterprises 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

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Family-Friendly
Win-Win for All



Anita expressed heartfelt appreciation to her supervisors for being so considerate in taking care the staff's family needs comprehensively.

Having a newborn baby is important for every family. Naturally, parents want to spend more time to take care of their newborn baby. Ms Anita LEE, Administration Manager of 4M Industrial Development Limited (4M), was pregnant in 2011. She felt grateful for the 12-week maternity leave offered by the company. She said, "After delivery, I need to take more rest and focus on taking care of the newborn. The extra two weeks of maternity leave is actually a wonderful gift for a new mother like me."

4M

Industrial Development Limited

Recognising the Family-friendly Concept of Foster a Harmonious Life for Colleagues



If children learn more about their parents' workplace, they will show more support to their parents' work.

Caring for the Needs of Employees and Extending the Maternity and Paternity Leaves

The management of 4M is very nice, they treat colleagues as family members by introducing various family-friendly employment practices thoughtfully and comprehensively. Anita said, "There was a pregnant colleague who often felt unwell and needed to apply for leave. Her health had not improved much even in her six or seven months of pregnancy. Her supervisor therefore suggested that she should work at home and could return to office after maternity leave. Her boss even extended her maternity leave to 12 weeks, enabling her to take more rest." In addition, the company has prolonged the paternity leave from two days to two weeks since 2011, allowing male colleagues to stay at home and take care of their wives after delivery.

Activities organised by the company often attract employees of to participate with their families.

Colleagues and Their Families Participate in Activities Organised by the Company

The company has implemented flexitime, such that colleagues can strike a balance between work and family. Anita said, "To implement family-friendly practices will neither give burden to the company nor affect daily operation. In fact, as long as colleagues can solve their family problems, they will work without anxiety and their efficiency and quality of work will be enhanced naturally." No wonder many colleagues in 4M have served for more than 15 years, and their wastage rate is relatively low.

At present, 4M has a few dozens of employees who have a close relationship. Every time when there is activity organised by the company, such as outing, hiking or volunteer work, colleagues will join and bring their families along. In addition, the company often organise various kinds of creative activities, such as birthday celebration for colleagues, providing them with allowance and a day off so that they can go shopping with their families on birthday; or tea gatherings with food prepared by colleagues in turn. Anita said with a smile, "Colleagues will prepare food together with their families and put much effort in the garnish of dishes."





The company specially provides spacious dining area for colleagues to cook and enjoy food together.

Bringing families to trips organised by the company would develop a closer relationship among colleagues.

Treating Employees Well Paying Less for More

Anita could not agree more with the saying "to implement family-friendly practices is an investment with relatively high return rather than an expenditure". She considered that family-friendly practices can enhance cohesion and sense of belonging among colleagues. When the company treats colleagues well, they will be more committed in return. Perhaps the effectiveness may not be obvious at first, but it will be reflected in face of difficulties. For example, during financial turmoil and the SARS epidemic when the market situation is poor, the company still recorded business growth at double-digit rate.



There are lots of decorations at the workplace that would make people feel warm.

4M Industrial Development Ltd - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care 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
- Emergency financial support
- Special loans

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

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

Family-Friendly Win-Win for All



A corridor inside the company is plastered with photos of activities, filling the office with warmth. Mr Kaming LEE (second right), Chief Operating Officer of Asia Credit Monitors, and Ms Silvia YIM (first left), Ms Cindy FUNG (second left) and Ms Elva WONG (first right) of the Human Resources Department.

Asia Credit Monitors (Holdings) Limited Touching the Hearts of Staff with Tender Care

Small clues tell how much a company cares about its staff. When staff encounter family difficulties, Asia Credit Monitors (Holdings) Limited (Asia Credit Monitors) will offer them a helping hand and consolation. On festive days, the company will also give gifts to the staff. All these have let them feel the genuine care and love of the company.

Showing Company's Care When Staff's Families Face Sudden Changes

Ms Elva WONG, Assistant Manager of the Human Resources Department, had to spare more time to take care of her father who was seriously ill some years earlier. She said, "The company not only provided me with support and financial assistance, but also asked colleagues to understand my situation so that I did not have to worry too much. During that period of time, when I came to work late or left work earlier, I was not required to compensate the missing working hours. The company also sent us fruit baskets when my father was receiving treatment and during his recovery. Even after my father has got well now, the boss and colleagues still care about his health condition. My father has felt very grateful to the company for its care given to the family of an employee."

Ms Silvia YIM of the Human Resources Department once had to take urgent leave to Guangzhou with her family to make funeral arrangements for her grandmother who passed away there. She recalled, "I only applied for a few days off, but the situation at that time was so urgent that I had to take leave as soon as possible. Luckily, the company and colleagues all showed full understanding and told me to deal with family matters first and not to worry about work. It is really hard to find such a company full of human touch now."

Giving Gifts on Festive Days as a Gesture of Care

Every New Year's Eve, the company organises the Open Day inviting families and friends of staff to the office for a gathering. Ms Elva WONG said, "The Open Day held by the company enables staff's families to know more about the company and their family members' work. On the Open Day, food and activities are provided by the company for free. Dried seafood is also given as festive gifts. On other festive days such as Father's Day, Mother's Day and Dragon Boat Festival, the company gives staff gift coupons for them to share the care of the company with their families."



Asia Credit Monitors cares about staff and their families, fully displaying the human touch of the company.

Various outdoor activities are suitable for staff and their families to join.



Whenever the company organises volunteer work, it attracts a large number of enthusiastic staff and their families to join. The number of volunteers may even be comparable to that of people being served. Ms Silvia YIM said, "My boss will join the activities with his wife and daughter, which shows the close relationship between the employer and employees." Moreover, the company offers various kinds of leave and implements the HK\$10 meal plan and five-day work week to cater for different needs of staff.



The Open Day is held every year inviting families of staff to the office for a gathering.

Trying the Best to Accommodate the Needs of Staff

The living burden of staff can be reduced when the company takes good care of their needs. Once there was an employee who had to take about two months of leave to recover after a traffic accident. The company not only continued to pay full salary, but also sent a fruit basket and paid a visit to show concern. When staff give birth to babies, the boss and colleagues will bring along fruit baskets to visit them in the hospital. During the first month when staff return to work after maternity leave, the company will even arrange flexitime for them to accommodate their needs as far as possible.

Founded in 2000, Asia Credit Monitors has always placed strong emphasis on staff relations and social responsibilities. Since the implementation of family-friendly employment practices 10 years ago, the company has not only received a number of staff care awards, its staff turnover rate has also dropped significantly. Ms Elva WONG said, "When the company cares about the families of staff and provides support in all aspects, the staff will worry less about family matters and focus more on work, thus enhancing productivity. With a low staff turnover rate, clients will have more confidence in the company."



Staff and their families take part in voluntary work together.

Asia Credit Monitors (Holdings) Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working arrangement
- Flexi-rostering
- Compressed work week

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

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

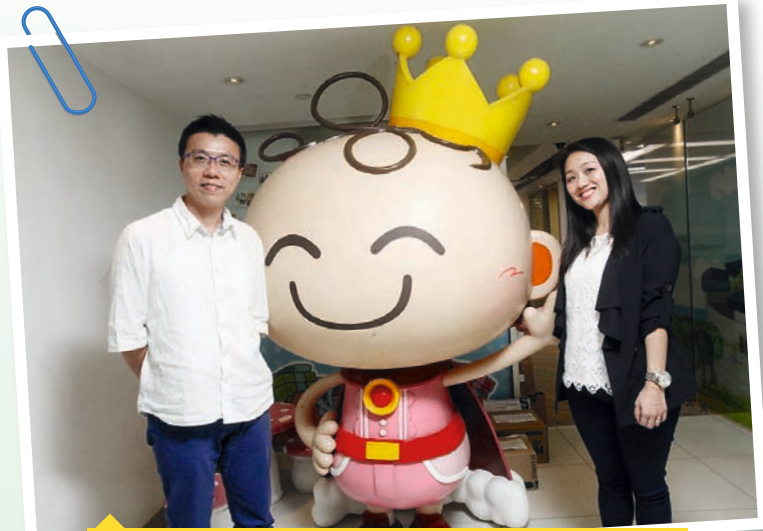
Employee and family care benefits and support offered to employees and / or their family members that have a positive impact on their family life :

- Insurance covering employees' family members
- 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



Rainer breaks through the constraints of the industry and prevents his colleagues from burning the midnight oil. Christy has received care from the company when encountering unexpected incidents.

Baby-Kingdom.com Limited Benefits Extend to the Young and the Elderly of Employees' Families

Baby-Kingdom.com is among the most popular online forums in Hong Kong. At the early stage after its establishment, only a home office was set up. It was then moved to an office of 300 square feet. There were only some 10 employees at the beginning, however, as the business kept expanding, the number of employees gradually increased. Rainer, Founder and Chief Operating Officer of Baby-Kingdom.com, saw the needs to provide a more comprehensive staff benefits package, and therefore has started to implement various family-friendly measures.

Get off Work On-time to Take Care of Family Needs

In order to meet clients' demands, staff members working in the advertising department often have to work overtime, which may be difficult for them to take care of their family needs. However, Baby-Kingdom.com insists on the principle of "let staff members start and leave work on time." Rainer said, "It is not our hope for colleagues to work overtime and affect their family lives. Colleagues are happy when they can start and leave work on time, thus the turnover rate is relatively lower." When staff members encounter unexpected incidents in their families, the company will show understanding and allow them to take leave and deal with their family affairs. Rainer said, "Staff performance is not measured based on the number of day-offs taken. When colleagues know that the company values talent and treats its staff well, they will be more committed and dedicated at work. The company was going through a difficult time back then, however, our colleagues didn't just leave. Instead, they were willing to offer a helping hand and rode out the storm together."



The staff formed a volunteer team to contribute to the community by taking action.

Leave Work Earlier on Alternative Days to Collect Her Son from School

Christy's son hurt himself as he fell down accidentally at school while Christy was working. She then had to apply for leave immediately to collect her son from school for medical consultation. Furthermore, Christy's domestic helper was sentenced to jail for some reason, so she had to collect her son from school by herself after work. She recalled the situation at that time, "It often takes time to employ another domestic helper but my son needs to be taken care of. The company therefore allowed me to get off work earlier on alternative days so that my husband and I could take turns to collect my son from school. The whole process had lasted for a month, in which I had experienced how caring the company was. Neither did my supervisor blame me or get a negative impression of me because of this."

The company also offers a "Good-conduct Leave" that employees are entitled to take a day off if their children obtain "B+" or above in their conduct mark. Christy laughed and said to his son, "As you are a good boy, my company gives me a day off to take you out for fun. If you continue to behave well next year, mom can take you to many other places for fun." Her son jumped for joy after knowing about this.



Voluntary work activities for both parents and kids foster a closer relationship among the staff and their children.



Staff's families are welcome to join the Christmas Party.



The staff bring their children to work on the "Little-Beans Day".

Innovative Measures to Take Care the Young and the Old

A "Respect-Parents Subsidy" has been especially set up in Baby-Kingdom.com that if the staff member has not left earlier, arrived late or taken sick leave in the month, he/she will receive a bonus of \$300 to show respect to his/her parents. The company has also introduced the "Little-Beans Day" for employees' children, aged from three to over ten years old, to come to work with their parents. The children will first join the morning meeting to discuss work issues together, followed by a lunch in the industrial area where their parents work. Then, they will take up duties such as stapling price tags, counting the number of people, tidying up the warehouse, and lastly, get off work together with their parents. Rainer hopes that the children will know more about the work of their parents and treasure the time spending with their families.

Baby-Kingdom.com Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

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

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

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

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

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

Family-Friendly Win-Win for All



According to Mr Jacky KWAN (right), Chairman of Bamboos Health Care Holdings Limited, the company operates with minimal red tape, allowing casual communications between the staff and the management. Mr Kennis YIP feels that the company has showed great care to its staff and their families.

Bamboos Health Care Holdings Limited

Taking Care of Staff's Needs Flexibly by Avoiding Red Tape

Striving hard for their career, young staff members may not have time to take care of their families. Both Bamboos Education - School for Talents (Bamboos Education) and Bamboos Professional Nursing Services Limited (Bamboos) provide their staff with flexitime arrangements, enabling them to take care of the needs of their work and families at the same time.

Bringing Big Improvements from Small Changes

According to Mr Jacky KWAN, Chairman of Bamboos Health Care Holdings Limited, the company has already been implementing family-friendly measures for years. Although the relevant measures are not very special in particular, they witnessed big improvements bringing from small changes. Staff members who benefit from these measures work happily and maintain a good relationship with their families, hence generate a stronger sense of belonging to the company.

It has only taken seven years for Bamboos to become a public listed company since its establishment and 99 days from listing application to becoming available for trade in the stock market. Mr Jacky KWAN said, "As the company is growing in such a rapid pace, it is not hard to imagine how busy we are at work. Therefore, it is very important to strike a balance between work and family. For example, after implementing a five-day week, no matter how busy we are, we will not disturb colleagues who are on leave. The company hopes to give its staff personal time so that they are able to take care of their family responsibilities while developing their career."



Staff members and their families are welcome to join the voluntary work activity organised by Bamboos during the Mid-Autumn Festival.

Understanding the Staff

Mr Jacky KWAN stressed that the company operated with minimal red tape and would make flexible arrangements in many aspects. He said, "Once there was a colleague who wanted to rearrange her duties in order to earn more income after her baby was born. After assessing her work performance, the company, considering her family needs, not only promoted her but also exempted her from shift duty so that she could take care of her new-born baby." When the staff are trusted and promoted by the company, staff morale will eventually increase. As long as the company maintains a close partnership with its staff and at the same time, creates a harmonious working environment, staff's work efficiency will surely be enhanced.

Bamboos places high values on its staff and adopts an internal promotion strategy in their human resources management, trying to avoid hiring outsiders to take up senior posts in the company. Mr Jacky KWAN said, "When there are more chances for promotion, colleagues will get along better with each other."



The mud crab feast is held every year.

The company provides snacks to its staff every month.

Accommodating Staff's Family Needs

Mr Kennis YIP, foreseeing a good prospect for the health care industry, has joined Bamboos Education as Training Manager three years ago. He said, "The company shows great flexibility when handling both nature of work or human resources management policies, in order to take care of the various family needs of the staff. Flexitime is considered the most helpful measure to the staff as it allows them to get off work earlier if they have family matters to deal with; or to exchange their duty with other colleagues when necessary. My kitchen was once flooded because of a burst in the water pipe of the washing machine. However, I just needed to inform my supervisor about my situation by a phone call and my leave application was approved."



As the company cares about the needs of its staff, Mr Kennis YIP performs his duties more vigorously. He said, "There is a lunch gathering in the company every week. Refreshments, snacks and herbal tea are also provided. Besides, parties will be held on festival occasions and the company will offer us festive food as gifts, which illustrate fully that the company is operating with a human touch."



The company provides free lunch for its staff every Thursday.

Bamboos Health Care Holdings Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Child care support
- Elderly care support
- 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
- 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 :

- Festive meals
- Community events
- Voluntary service teams
- Parenting seminars

Family-Friendly Win-Win for All

BannerSHOP Hong Kong Limited Showing Empathy with Emphasis on Communication

BannerSHOP Hong Kong Limited (BannerSHOP) was initially a small company with only a few staff members. Over the years, the company has been working shoulder to shoulder with its staff, which made the company evolve into the present scale. The company has been adopting a "brotherhood" management culture to maintain a good rapport with its staff. Mr Anthony CHOI, Chairman and CEO of BannerSHOP said, "After I form my own family, I start to realise that it is necessary to strike a balance between work and family. I hope my colleagues can achieve a balance between these two aspects. Therefore, sometimes I would try to see things from the perspectives of my colleagues' families, and hopefully to become a supervisor who cares about the staff."



Mr Anthony CHOI, Chairman and CEO of BannerSHOP Hong Kong Limited, hopes the staff will feel the care of the company.

To create a more harmonious and fun atmosphere in the workplace by posting photos of Christmas celebrations in the office.



The "Here comes the Fortune God" activity is arranged by the company during Chinese New Year to create a joyful festive mood for its staff.

Caring about Staff's Family Needs

As there were a few staff members during the early establishment of the company, Mr Anthony CHOI often had lunch with them and organised various social activities. However, after the company has expanded, he said, "I am no longer able to have lunch with all colleagues as I did before, but I will still deploy resources to organise staff activities to foster communication with them."

Whenever its staff members encounter family problems, the company will strive to meet their needs. Sometimes, despite requests from the staff may exceed what the company offers, Mr Anthony CHOI and his business partners would make an exception and treat them leniently. He said, "Once there was a colleague who wanted to take a few more days off because his family member passed away. However, the number of days exceeded the company compassionate leave. Taking his special needs into consideration, the company approved his request leniently. I also took the initiative to raise condolences money and encouraged other colleagues to express care for their co-worker."

Promoting Team Spirit

Mr Anthony CHOI presents gifts to staff members on every festive occasion. He even presents Christmas chocolates to staff working overnight shift in person. He said, "Giving chocolate to the staff is just a minor matter yet with profound meaning. Such a move allows staff members to know that their boss acknowledges their efforts and treasures them." He is planning to organise staff activities instead of sending gifts, which staff members and their families can join. He continued, "When colleagues are able to join company activities with their families, they will hence develop a stronger sense of belonging to the company."

After the implementation of family-friendly measures, Mr Anthony CHOI has noticed a stronger team spirit among the staff. He said, "The staff are used to work according to instructions only. But now, they are offering suggestions and strategies to the company, which has made me feel their strong team spirit. I will delegate more work to them without worries."



The employer and employees are celebrating the New Year together.



A drinking competition is held during the annual dinner of the company.

Initiatives to Make Employees Happy

BannerSHOP provides its staff with a variety of vacation leaves, including birthday leave, full paid paternity leave, leave for festive celebrations etc. Staff members are also allowed to get off work earlier on festive days to celebrate with their families. This year, workshop staff are offered the same benefits package as office staff that they can also enjoy bank holidays. Moreover, the company will invite its staff and their families to take part in voluntary work in addition to the organisation of family fun days and outings. Staff members can also post photos of their new-born babies on the company notice board to share the joy with their colleagues.



According to Onica, Manager of Human Resources and Administration of BannerSHOP, the company is now taking into consideration the implementation of various family-friendly measures such as family day, children education subsidy, elderly subsidy, emergency assistance funds, etc.

Onica, Manager of Human Resources and Administration of BannerSHOP, said, "When colleagues are happy working here, they will be inspired to perform their duties more vigorously. Hence, both productivity and efficiency of the company will be enhanced. In the long turn, it helps the company build a positive image as a good employer and attract people of high calibre to join."

At the Christmas party held by the company.



BannerSHOP Hong Kong Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
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- Part-time working pattern

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- Compensation leave for overtime work
- Compassionate leave
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- 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
- Emergency financial support
- Internship for employees' children during holiday

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

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

Family-Friendly Win-Win for All

Baxter Healthcare Limited

Giving Love and Care to Staff to Achieve a Win-win Situation for the Employer and Employees



Ms Joanna YAO (right), General Manager of Baxter (Taiwan/Hong Kong), Mr Gary WONG, Business Director, and other colleagues co-operate happily at work.

Baxter

Children of staff are invited to visit the office to get a better understanding of the company.



Life is busy for working people, and it is not easy to take good care of both work and family duties. Understanding staff's needs, Baxter Healthcare Limited (Baxter) tries its best to provide staff with various kinds of support.

A large-scale dinner gathering is held by the company that employees enjoy a great deal.



Scoring the Highest in a Survey on the Sense of Belonging

Baxter regularly collects views from staff in various branch offices around the world. According to the latest survey results, the whole staff team in the Hong Kong branch office has scored an average of 82 out of 100 in the sense of belonging towards the company, accounting for the highest score among all Baxter branch offices globally.

A Number of Family-friendly Practices to Cater for Different Needs

Ms Joanna YAO, General Manager of Baxter (Taiwan/Hong Kong), said, "Colleagues from all levels of the company strive to make a united effort at work and we share a close bonding like a family. They will take the initiative to tell me about their recent family conditions,

Some activities such as boat cruises welcome families of staff to join.



Staff take part in an interest class together to foster a close bonding.



The hiking activity held by the company is good for health.



and I will share with them my hobbies in leisure time." Ms YAO is very willing to listen to the views of staff on company policies and hopes to help them sort out family problems through different family-friendly employment practices. These practices include flexitime, working from home, five-day work week, a medical insurance scheme for the families of staff, accumulation of annual leave, etc. The company also organises parent-child interest activities, hiking, recreation and sports events, and set up an assistance hotline for staff's emotional health, benefiting the families of staff at the same time.

Arrangements for Staff in Need to Work outside Office

Mr Gary WONG, Business Director, recalled that he once had to work outside office due to a sudden incident. He said, "My three-year-old second son was admitted to hospital because of a high fever, but my wife had to stay at home to take care of the elder son. Therefore,



Staff and their children participate in voluntary work.

I took the responsibility to stay in the hospital to take care of the second son. Luckily, the company understood my situation and allowed me to keep in touch with colleagues and work outside office while taking care of my son." Whenever he recalls this, Mr WONG still feels grateful for the compassionate arrangements made by the company and the assistance provided by his colleagues. It shows that Baxter not only treats its staff well, but also takes care of their family needs.

When an organisation adopts flexible measures on human resources management so that staff can take care of both work and family needs, it will definitely win high praise from its staff. Just like Baxter, it has always placed the provision of a happy workplace for staff as its top priority and has taken into account their needs in various aspects. Therefore, the company deserves to receive the award of "Distinguished Family-friendly Employers".

The company sponsors the Community and Family Support Service under the Hong Kong Student Aid Society to organise the "Baxter Parent-child Adventure".



Baxter Healthcare Ltd. - 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
- Marriage leave
- Parental leave
- Festival leave
- 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 :

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

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

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

Family-Friendly Win-Win for All



Chuan Chiong Continuing Employment of Elderly Staff and Inheriting the Caring Tradition

WONG Chor-hang Stanley understands Uncle Tsung's feelings and let him continue to go to work.

Despite unwillingness, many employees have to leave the companies which they have served for years upon coming to their retirement age. Mr HUANG Nai-tsung (Uncle Tsung), an employee in his 70s who has been working for Chuan Chiong Company Limited (Chuan Chiong) for more than 35 years, is in such a situation. Luckily, after Mr WONG Cho-hang Stanley (Uncle Tsung watched him grow up) has become the fourth-generation successor and taken the helm of Chuan Chiong, he carries on the company's caring tradition and allows Uncle Tsung to stay on the job to enjoy a half-retired life in the company.

Taking Care of Staff's Families To Boost Work Efficiency

For generations, the management of Chuan Chiong have shown great care for their staff. Uncle Tsung recalled that in those days when he lived in the squatter area, his residence was completely destroyed by a fire. His employer gave him three thousand dollars right away to meet urgent needs. At present, Stanley, having finished his studies in Economics in Canada, has returned with good knowledge of modern management principles and has adopted traditional business values from his father and the older generations. Stanley said, "I believe that if my dad knew the situation of Uncle Tsung, he would have asked him to come back to work. The principles adopted by my father in running a business is different from what I have learnt overseas. We, the Chinese, attach great importance to the care for staff."



Uncle Tsung, in his 70s, is in fine fettle and responsible for doing daily chores in the company.

Uncle Tsung is pleased that he no longer needs to retire.



Stanley places a high value on a caring approach in personnel management.



A sense of human touch is a valued element in the management of Chuan Chiong. Stanley cares about his staff and is very concerned about the needs of their families. He believes that when staff have to worry about their family problems, it will hamper their work efficiency. If staff are allowed to settle their family matters first, they will work with added vigour upon resuming duty. For several generations, the owners of Chuan Chiong have been caring and considerate employers for their employees. It is no wonder that Chuan Chiong has been given the 'Distinguished Family-Friendly Employer' award for two consecutive years in the Small and Medium Enterprises Category.



The company let its staff to take a break from work and serves them good food.



The employers and employees of Chuan Chiong go on an outing together to strengthen their sense of camaraderie.

Staff are having dinner together like a big family at the company.

Chuan Chiong Company Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working arrangement
- Part-time working pattern

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

- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Festival leave
- 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 :

- Scholarships/bursaries/tuition reimbursements for employees' children
- 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
- Festive meals
- Voluntary service teams

Family-Friendly Win-Win for All

港基物業管理有限公司
CITYBASE PROPERTY MANAGEMENT LIMITED



Ms Celine TAM, General Manager, and Ms Josephine LI, Public Relations Manager, of the Citybase uphold the management philosophy of the Group to care about its staff and give priority to their needs.

Citybase Property Management Limited Thoughtful Care for Staff

Citybase Property Management Limited (the Citybase) provides diversified management services to residential properties, industrial and commercial buildings, shopping malls, and Grade A offices. Ms Celine TAM, General Manager, said, "Staff are the most valuable assets in the property management industry. Furthermore, there is a shortage of human resources in the industry, which makes us value staff's sense of belonging to the company more."

Disseminating Information on Family-friendly Measures

On this occasion, the award goes to the Concordia Plaza, the Guardforce Centre and the Harbour Centre Tower 2. They are all managed by a property manager of the Citybase, who has successfully implemented family-friendly employment measures for the staff working in the three properties. Apart from disseminating information on family-friendly activities and measures through emails and notices, the manager also communicates with staff through the property notice boards and daily work briefing sessions. In addition, the Citybase organises staff birthday parties and social activities, and gives them little gifts (such as cookies on the Lunar New Year) so that they can share them with their families. All these measures make staff feel the care of the company and foster a stronger sense of belonging to the company.

The Guardforce Centre is awarded the Caring Company Logo to recognise its outstanding performance in implementing family-friendly employment measures.



In the Concordia Plaza managed by the Citybase, the company promotes work-life balance and encourage staff to fulfill both work and family responsibilities.

Nurturing A Caring Culture For Staff's Physical and Mental Health

The Citybase supports the "Work-Life Balance Week" and encourages staff to leave work for home on time to enjoy their family life. It also arranges for staff to do healthy exercises and encourages them to keep fit. Ms Celine TAM explained, "The company cares much about staff on the issue of occupational safety. If an employee is injured, his/her family will become very anxious. Therefore, the company has set up the Occupational Safety and Health Committee to guide staff on work safety in the hope that staff can 'go to work happily and return home safely'."

The work of property management often involves the handling of clients' complaints. To prevent staff from bringing negative emotions home, the Citybase provides them with training, seminars and a counselling hotline, and promotes a culture of happy workplace. Ms Celine TAM said, "The staff turnover rate of this industry is high. However, after implementing the measures concerned, staff feel the care of the company. It helps strengthen their sense of belonging to the company and make them work even harder. When staff have a good physical and mental health, it will in turn boost their work efficiency."

Provision of a Variety of Staff Activities and Discount Offers

Every year, when the Staff Recreation Committee of the Citybase draws up the estimated expenditure for activities, they will invite staff and their families to participate in the work. Ms Josephine Li, Public Relations Manager, said, "The company organises many activities and encourages staff to join them with their families. These activities include parent-child classes, cake making classes, barbecues, autumn outings, open days, etc., which aim to strengthen family relationship."

The Citybase, from time to time, offers staff and their families the Group's promotional discount packages, including telecommunications and travel services discounts, and supermarket coupons as well as group purchases with special discounts. Besides, the company often places emphasis on



A parent-child activity (such as a baking class) organised by the Citybase

fulfilling social responsibilities and encourages staff to take part in social services to contribute to the community. Ms Josephine Li added, "Our company encourages staff to participate in volunteer services with their families. It not only helps foster a close family relationship, but also lives up to the spirit of helping others help themselves. In this connection, the company will make corresponding duty roster arrangements to accommodate this. Among the volunteer services, in the fund-raising activities organised by the Fu Hong Society, the Citybase has been the winner of 'The Largest Team' award for some years in a row."



Diversified training activities can boost team spirit and help strengthen staff's sense of belonging to the company.

The Citybase has booked a cinema for staff and their families to enjoy a wonderful time together watching a film.



Citybase Property Management Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- 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 :

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

Family-Friendly Win-Win for All

Faro Recruitment

Allowing Staff to Take Leave Immediately to Handle Urgent Matters



Joyce (left) and Padi both feel the care and concern of the company.

We all come across unexpected events in our daily life. Yet, not all companies will allow their staff to take leave immediately to handle their urgent matters. Faro Recruitment (Hong Kong) Company Limited has a special administrative system in place which allows staff to take leave to deal with urgent matters first. Ms Padi KING, an outsourcing service manager, has a son and a daughter. She admitted, "I sometimes come across unexpected events. To say, when my kids become ill, I have to take leave right away to collect them from school and bring them to a doctor. My company will absolutely accommodate my needs in this respect."



Colleagues often take part in the company's social activities and it is just like a family getting together.

Everything Being Negotiable

Padi, having been serving the company for 13 years, has been pregnant twice. On the two occasions, the company accommodated her needs and her colleagues offered her help. They all cared much about her. She said with a smile, "During my pregnancy, my colleagues all treated me very well. They often helped me and reminded me the 'dos' and 'don'ts' for a pregnant woman. I was also exempted from all labouring work. The company granted me leave for all antenatal examinations." In Padi's view, she can discuss anything, including work, family or personal problems, with the company.



Padi is very happy that she can discuss anything with the company and her colleagues.

Caring About Staff With a Human Touch

Since the implementation of five-day work week and flexitime by the company, Padi has more time for her family and can make proper arrangements for sending her kids to schools. Her daughter was infected with Roseola Infantum and had a high fever when she was six or seven months old. Padi stayed at her bedside every night which made her lack of adequate rest. She said, "My colleagues comforted me and advised me not to worry about it. They also provided me with much information about paediatricians and the related facts. The company even allowed me to extend the leave after holidays so that I could take care of my daughter." There were occasions on which Padi brought her daughter to work as no one was to take care of her at home, and her whole family participated in the company outings. She smiled, "I have a strong sense of belonging and feel the care of the company."



Colleagues are taking a trip to Okinawa together that helps develop a friendship among them.



Joyce states that the implementation of family-friendly employment practices can enhance the company's productivity.

The family-friendly employment practices help increase staff's sense of belonging to the company.

The Understanding for Staff Conducive to Boosting the Company's Productivity

According to Ms Joyce CHEUNG, Director of Faro Recruitment (Hong Kong) Company Limited, staff could only focus on their work and develop their careers when their families had been taken good care of. To allow staff to accompany their kids doing their revision for examinations, the company will grant them three days of leave with pay a year on condition that they produce the schools' examination notices. In another case, a colleague was fully occupied with looking after her children since the birth of her third child. The company understood her situation and allowed her to change her job from full-time job to part-time. Later, when her kid was three years old and attended kindergarten, the company allowed her to resume working full-time. Joyce considered that it would be very important for the employer to work with staff for appropriate solutions. She said, "When staff feel that the company cares about them, they will be more ready to share their family matters with the company. The employer can provide help according to their needs. All these measures will help encourage staff to work harder. The implementation of the five-day work week leads to an increase in staff's productivity rather than a decrease."

With the care of the company which accommodates staff's needs, a colleague gives birth to twins.



Faro Recruitment (Hong Kong) Co. Ltd. - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

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

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

- Children exam holidays

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

Family-Friendly Win-Win for All

Gain Miles Assurance Consultants Limited Building an Ideal Career and a Happy Family



Ms Gloria SIU, Chief Executive of the company, hopes that staff need not bring home worries of work. Mr Horance PONG, Deputy Senior Manager, thinks that the company cares about the families of staff and has given colleagues great development opportunities.

A company can provide clients with professional and reliable services only when it has a stable workforce. Ms Gloria SIU, Chief Executive of Gain Miles Assurance Consultants Limited (Gain Miles), highlighted, "Whether the working attitude of staff is sincere depends on whether they work happily."

Encouraging Staff to Accompany Parents to Medical Appointments by Providing Paid Family-Care Leave

To allow sufficient time for staff to deal with family matters, Gain Miles specially offers six days of paid family-care leave. Ms Gloria SIU explained, "Mainly targeted at parents of staff, this practice is implemented to encourage staff to accompany their parents to medical or follow-up appointments without consuming their annual leave. Moreover, colleagues are allowed to go to work late for taking their children to consult their doctor." Every year, Gain Miles organises a Christmas party

inviting staff's families to join together so that all staff can celebrate the festival with their families. From time to time, the company also organises activities such as outings, visits to homes for the elderly, charity walks, etc. to foster a good rapport among staff.

Working Happily without Taking Work Home

Gain Miles hopes that staff can work happily without taking home worries of work. Therefore, the company emphasises how important it is to work when it's time to work and maintain workloads at an appropriate level so that staff can leave work on time to take care of their families. Gain Miles has a stable workforce, with many of its staff having served the company for over 10 or 20 years. Ms Gloria SIU stated that it was comforting to see staff, during their employment with the company, get married and have children, and even see their children grow up. She continued, "If the staff turnover rate is high, it is difficult to provide clients with stable services."



Staff and their children enjoy the fun of farming.



The company often organises activities for staff and their families to join.



A charity walk for fundraising.

Staff take their children to visit the elderly in an aged home.



All staff across the company celebrate a festive day.



A Stable Job to Improve Family Conditions

It is very important that, being the breadwinner of a family, a man must have a stable job, income and development opportunities so that he can take care of the family needs. Mr Horance PONG, Deputy Senior Manager, said, "My supervisor takes good care of subordinates and gives us opportunities to develop so that my family conditions have been continuously improved. I am really grateful for this." Although his supervisor has set a high standard for staff, Mr Horance PONG considers it reasonable. The company also provides staff with a high degree of participation to let them voice their opinions. He thought that to grow with the company has not only given him a sense of achievements and satisfaction, but also actual rewards. Moreover, the company offers many training opportunities to equip staff with better

advantages under keen competition of the industry.

From being single to married and now having two children, Mr Horance PONG has joined Gain Miles for 10 years. He said, "Knowing that the company offered paternity leave when I first joined the company, I already felt that the company was very nice. In recent years, the company has even offered paid family-care leave and birthday leave. All these have shown how much the company cares about its staff." He often brings along his family to company activities such as outings to Lamma Island, Christmas party, etc. He continued, "The company sent us a fruit basket to show concern after my wife had a small surgery. In addition, when my children were born, my supervisor gave us gifts. All these have deeply impressed us."

Gain Miles Assurance Consultants Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compassionate leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave

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

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

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

Family-Friendly Win-Win for All

Global Investigation and Security Consultancy Limited

Treating Others with Sincerity Helping the Staff to Strike a Balance between Work and Family

"As an old saying goes, 'Business sector is like a battlefield'. In the business world, it is money-oriented and cheating each other is common. However, I have different views. The implementation of family-friendly practices is the ice-breaker for the employer and the staff, enabling us to build mutual trust and treat each other with sincerity. All these are things that money cannot buy." Ms Philic Man, the founder of the Global Investigation and Security Consultancy Limited (Global Investigation), has been putting much effort in maintaining a harmonious employment relationship, and striving to create a desirable workplace for her staff. In order to enable staff members to work with ease, the company offers various support to their families, which has significantly enhanced staff members' sense of belonging to the company as a result.



Ms Philic Man, the founder of Global Investigation and Security Consultancy Limited strives to build an ideal workplace for her staff and provides support for the staff's families.

Ms Philic Man, the founder of the Global Investigation and Security Consultancy Limited (Global Investigation), has been putting much effort in maintaining a harmonious employment relationship, and striving to create a desirable workplace for her staff. In order to enable staff members to work with ease, the company offers various support to their families, which has significantly enhanced staff members' sense of belonging to the company as a result.



Staff meal gathering

Striking a Balance Between Work and Family

Philic stressed the importance of valuing staff members as this may help the company in terms of sustainable development. She said, "When staff members have worked for a company for a long time, they become the company's assets, which is crucial to the business development of our company. Therefore, we value our staff very much. It is not easy to hire staff members who share the same philosophy of our company. If I am able to keep them to work for us, they will help the company develop smoothly." Global Investigation understands that family is the emotional support for most people, and therefore strives to help the staff members to strike a balance between work and family by introducing various family-friendly employment practices, so as to reduce staff wastage.

Timely Assistance in Face of Difficulties

Philic cited an example that there was a staff member whose father lost his ability to work due to an accident at work, and her mother failed to



The staff and their families enjoyed barbecue together which might enhance their bonding.

secure a long-term and stable job as she had to take care of her husband. "We noticed that this colleague had been upset all the time, and her working efficiency had been significantly reduced. Therefore, we decided to help her overcome the difficulty with our contingency revolving fund. We also hired her mother, who is a very good cook, on a temporary basis to prepare lunch for our staff. This, on the one hand, can relieve the financial pressure of her family, and on the other provide nutritious meals for our staff. They don't need to order take-out food anymore and can eat more healthily."

Besides, when the female staff members need to go for prenatal check or other medical appointments, the company will give full support and make flexible staff redeployment to cope with their needs. Other family-friendly practices include five-day working week, duty shift system for front-line staff, extra days off for well-performed staff, allowing staff to get off work earlier on festive days, staff birthday party, internship opportunities for staff's family members, provision of a game room in the office, setting up a volunteer service team, etc. For some of these activities, we even invite our staff's families to join.



The volunteer service team went to elderly homes and kindergartens to visit on a regular basis.

A Sincere Employment Relationship

Philic feels pleased about working at a family-like environment. She said, "We all get along like family members. Colleagues will make soup to share with others when they have time, and their families will even sometimes bring us soup. Some colleagues will bring their children along to join the company's activities. It really feels warm and nice to have a cordial relationship like this. Such a sincere employment relationship is rare in a realistic society like ours, and therefore I treasure it very much."



Joyful Christmas Celebration.

A game room has been set up in the office and in which the staff can play video games during lunch hour and relax.



Global Investigation and Security Consultancy Ltd. - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care leave
- Marriage leave
- Parental leave
- Filial 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 :

- Emergency financial support
- Internship for employees' children during holiday

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

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

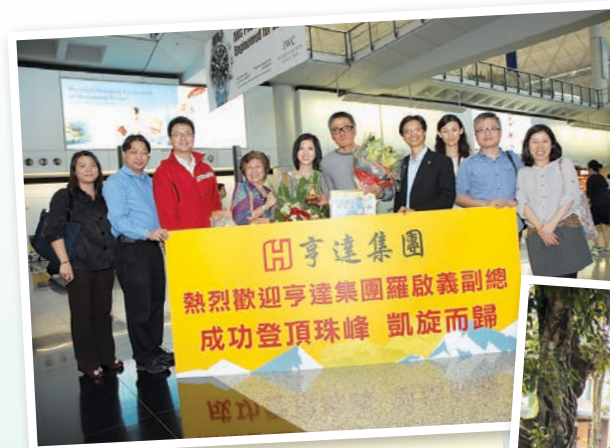
Family-Friendly Win-Win for All

According to Mr Gordon TSUI (left), Executive Director of Hantec Group, the company extends its care for staff to their families.

Hantec Pacific Limited

Small Clues Telling How Well Staff are Treated

“Besides offering monetary rewards, a corporation should treat its staff well, give them care and take considerations for their sake.” Mr Gordon TSUI, Executive Director of Hantec Group (Hantec), stressed that the management policies should be people-orientated. With attention to details and taking staff and their families into account, careful considerations should be given when formulating measures that cater for their real needs.



The company is eager to support staff to fulfil their dreams, such as sponsoring Mr LAW Kai-yee, Deputy General Manager of the Group, to climb the Mount Everest in 2011.

Caring about Staff's Family Members

While many companies may only focus on staff's individual needs, Hantec extends its care to their family members. Mr Gordon TSUI said, “We provide comprehensive medical insurance for staff's family members. For example, if their children fall ill and need to receive medical treatment, the medical insurance provided by the company will cover the relevant expenses so as to help lessen staff's burden on medical expenses. The company also organises recreational activities from time to time and has implemented flexitime to allow staff to spend more time with their families. As we endeavour to put ourselves in staff's shoes and recognise their hard work, we specially offer them birthday leave as a reward. All these examples show how the company sees things from staff's perspective and implements personnel policies that accommodate their needs.” Moreover, a relative of an employee once had an accident. Even though the relative was not the employee's immediate family member, the company still offered assistance by donating money and organising a fund-raising activity to help them overcome the difficult situation.



A travel tour is organised by the company every year for its staff and their families.



The company cares about the physical and mental well-being of its staff, thus organising hiking activities that welcome staff and their families to join.



Inspiring Staff's Children to Make Progress

Hantec has implemented incentive measures to cultivate children of its staff. "I have never thought that the company would give such big support to my son for his sports development," said Ms Joyce NG, Deputy Head of Bullion Trading, who has joined Hantec for 15 years. Her son won a bronze medal in Karate at the 2010 Asian Games. To her surprise, the company awarded him a scholarship, which deeply impressed her son and inspired him to strive harder for further success. As a result, he won another bronze medal in last year's Asian Games and his performance was encouraging. Ms NG thanked the company for the concern and care given to her and her family all these years, which allowed her to focus on work without worries.

As a gesture of encouragement, the company presents a scholarship to Mr LEE Ka-wai, son of Ms Joyce NG, to commend him for winning a bronze medal in Karate at the 2010 Asian Games.

Displaying the Corporate Spirit of Concerted Efforts to Face Difficult Times

Mr Gordon TSUI considers that the implementation of diversified family-friendly employment practices indicates how much the company supports and values its staff. The practices also help raise staff morale, strengthen corporate cohesion and build mutual trust between the employer and employees. He cited an example, "During the SARS outbreak in Hong Kong, the company did not lay off any staff despite the adverse financial situation. Instead, staff across all levels of the company were united to overcome the difficult time. Some of them even suggested having their pay cut. This example fully displays the spirit of concerted efforts made by the employer and employees in difficult times."

Hantec Pacific Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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
- Festival leave
- Breast-feeding facilities
- Occupational safety and health measures

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

- Scholarships/bursaries/tuition reimbursements for employees' children
- Insurance covering employees' family members
- 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

Family-Friendly Win-Win for All

Hong Kong Life Insurance Limited Saving Money for a Rainy Day Nurturing a Family-Loving Culture

"My wife had to stay in hospital during her pregnancy. The company allowed me to get off work earlier so that I could visit her in hospital. The company has also formulated in advance benefit proposals to take care of possible contingencies of staff's families," said Willy, who works in the Legal Department of Hong Kong Life Insurance Limited (Hong Kong Life), is grateful to the company for saving money for a rainy day to provide all-rounded support to its staff and their families.



According to Ms Queenie CHAN Kwan-ye, Head of Human Resources and Administration of Hong Kong Life, family-friendly measures help uplift staff moral and enhance their commitment to the company.



The staff brought along their children to take part in the Christmas party held by the company, sharing the festive joy together.

Full of Human Touch

Willy, returning to Hong Kong from Australia, has joined Hong Kong Life for two years now. He said the company was full of human touch. He was especially touched during the period when his wife was pregnant till his son was born. He said, "My wife has been physically weak, on top of that it was her first pregnancy, she often felt ill and had to see a doctor at the initial stage. She would even have to stay temporarily in hospital sometimes. Later, her condition became worse and she was hospitalised until the baby was born." During that two to three months, Willy went to see his wife in hospital every day after work, which made him exhausted. He continued, "Fortunately, the company allowed me to adjust the time



to leave the office flexibly according to the visiting hours of the hospital. Besides, the company is attentive to my emotion and feeling and took the initiative to find out if I needed other assistance. Also, the company provides its staff with medical benefits extending to their families, which has greatly reduced my financial burden and psychological stress." After the birth of his son, Willy received from the company a red packet and a gift hamper for new-born baby, which made his whole family feel warm and sweet.

Retaining Talent Strategically

Ms Queenie CHAN Kwan-ye, Head of Human Resources and Administration of Hong Kong Life, pointed out that the company has been dedicated to formulating and implementing family-friendly measures to uplift staff morale and enhance staff commitment to the company, with a view to reaching for a win-win target among the employer and employees. "We noticed that among our staff, some of them are young while some are mature. We understand that they would have different needs in various stages of life. We will also keep up with the market trend and continue to improve our measures and introduce new items to provide assistance to our colleagues. It is hoped that they will feel being treated as family members by the company." For example, Hong Kong Life has extended the paternity leave from three days to five; marriage leave from four days to six, allowing the staff to spare more time with their families. The staff can also apply for the newly-initiated two-day family-care leave to help their children study for examinations. The two-day children-marriage leave introduced last year is another way to show a gesture of care to the staff.



The company sponsors its staff to participate in the "Shanghai Commercial Pok Oi Cycle for Millions" to encourage them to do more exercise while raising funds for Pok Oi Hospital.

Moreover, Hong Kong Life places a high value on the health and well-being of the staff. Starting from January this year, the company has set up the "Happy Workplace" programme to provide colleagues with refreshments in the office, enabling them to take a break during working hours. The company also organises various activities for its staff and their families or spouses to share happy moments together. There is also a volunteer team set up in the company to encourage colleagues to take part in voluntary services together with their families.



Hong Kong Life Insurance Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

- Paid annual leave (over and above statutory requirements)
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care leave
- Marriage leave
- Parental 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
- 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
- Voluntary service teams

Family-Friendly Win-Win for All



Mr Louis CHUNG, Managing Director of Hongkong Storage, enjoys a very close friendship with Mr Chris CHEUNG, Manager of Management Information System Department.

Hongkong Storage Step Forward to Be the Best Backup for Employeees

"How successful I am hinges on how successful my colleagues are. The happier they are means the more successful I am!" said Mr Louis CHUNG, Managing Director of Hongkong Storage, who has been placing strong emphasis on the all-rounded development of staff. Therefore, various kinds of support are in place to help staff members to handle different challenges in life, be it small or big, hoping to become their best backup.



At the Christmas party.

Achieving Balance between Family and Work

Louis emphasised that "staff" are important assets of a company. "Staff's performances are closely linked with the quality of their family lives. Only staff who are both physically and psychologically healthy with balance achieved between work and life can create results with high efficiency and high quality. The company therefore attaches great importance to nurturing the well-being of staff and the healthy development of their families. Whatever troubles or worries they encounter, we will endeavour to provide assistance."

A Workplace with Open-mindedness and Mutual Trust

Family matters concern everyone. According to Louis, if staff members need time to handle family matters, the company will make flexible work arrangements to accommodate their needs. He continued, "We adopt an open-minded approach that allows employees to leave work to handle urgent matters or to complete their tasks

outside the office. Not only has this measure been well received by our colleagues, it also enables them to feel fully trusted by the company." In addition, the company upholds the people-orientated corporate culture. Such a management approach helps enhance the sense of belonging among staff on the one hand, and retain talent to serve the company on the other.

Louis is the boss but also a friend in the eyes of the staff. Louis said, "Apart from work, colleagues will share with me trivia of everyday life or life problems. When they are in trouble, I will take the initiative to cheer them up and share with them some of my experience. I hope this will foster a better understanding and establish mutual trust among us. This way of getting along with each other creates positive effects on both the company and individuals."

Louis said the company would make flexible work arrangements if staff members needed time to take care of their family matters.



Lending a Helping Hand to the New Father

Mr Chris CHEUNG, Manager of Management Information System Department, has joined the Hongkong Storage for just more than a year. He said that he had a very good impression of the company as the working atmosphere was harmonious and the boss was very talkative instead of putting on airs and graces. He recalled he was facing many problems when his daughter was born last year. However, he was deeply touched by the care and understanding given by his boss. He said, "I was still on probation when my daughter was born. According to the company rules, I was not yet eligible to take paternity leave. However, Louis made an exception and allowed me to take leave and accompany my wife, which had greatly lessened the stress of my wife. During the first three months after my daughter was born, it was my busiest time at work. I had to take care of my baby girl after work which made me exhausted. I grumbled to

Louis about this several times and every time, he would listen to me with patience and try to comfort me so that I could release much pressure. I am truly grateful to him."

Furthermore, the company often organises social activities such as trips, hiking, "Poon Choi" feast, annual dinner, etc for the staff and their families to join, fostering a more harmonious family relationships among them. The company also encourages staff members to show more care to the elderly by taking the initiatives to sponsor them to join the events held by the Jade Club, enabling them to share joyful moments with their elder family members.



Chris's top priority is his family and his daughter is the apple of his eye.



Employees and their families take part in voluntary work.

Hongkong Storage - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working arrangement
- Flexi-rostering

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

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

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 :

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

Family-Friendly Win-Win for All

Intimex Business Solutions Company Limited Offering a Timely Helping Hand to Strengthen the Cohesion among Staff

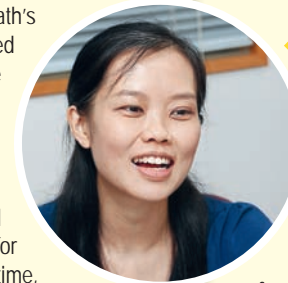


Intimex Business Solutions Company Limited runs a business on educational toys. Daisy CHOW (right), Director, welcomes colleagues to bring the toys home to play with their kids.

“Money and leave are just a matter of form. What really matters is actually the care and understanding from the employer. My supervisor often follows my situation closely and offers suggestions and assistance to me when I am most desperate,” said Karen CHOW, Director of Business Development of Intimex Business Solutions Company Limited (Intimex). She is grateful to the company for rendering her timely support and standing by her to deal with the difficulties in life.

Helping the Staff to Ride out the Storm with Support and Understanding

Having joined the company for more than 10 years, Karen CHOW appreciates the generous and caring approach of her supervisor to the staff. She said, “The company will, within its capacity, provide support to the staff to relieve their burdens in daily life.” Five year ago, becoming a new mother, Karen was grieving over her mother who passed away because of illness. Fortunately, with the care and understanding from her supervisor, she managed to get through the difficult times. She said, “My mother was diagnosed with cancer. When she was at death’s door, my supervisor comforted me by saying that there were many things that overrode working and making money. She advised me not to hurry back to work. Eventually, I kept my mother accompanied on her deathbed in hospital for the whole week. During that time, my supervisor and colleagues also came to visit us in hospital. After my mother passed away, I had to run around to arrange



Karen CHOW is thankful to her supervisor that she offered suggestions and support to her when she was most desperate.

the funeral. When my supervisor saw me in distress and exhausted, she asked me to take leave until I finished arranging for my mother’s funeral. Moreover, I had to prepare breast milk in office and my supervisor spared a room for me. She even welcomes us to bring the educational toys our company produced home for our children to play. I am truly grateful to the company.”



The company reunion dinner.



The staff joined a macaroon making class sponsored by a client.



The staff took part in a charity flag-day held by the Richmond Fellowship of Hong Kong in January this year.



Family to Enrich the Journey of Life

Daisy CHOW, Director of Intimex, emphasised that productivity is very crucial in the information technology industry. If employees' attention is always on their family matters, it will be difficult for them to be fully involved at work, thus greatly affecting the production quality. She stated that a stable and harmonious family not only can enrich one's life, but also serves as an impetus for the staff to work hard. The company attaches great importance to the well-being of the staff and their families, therefore various family-friendly initiatives are in place to foster a closer relationship among them. "When operating a business, we can't just move forward blindly and neglect other factors. In order to keep our colleagues happy at work, we will continue to add new elements into the staff benefits package. In addition to the implementation of flexible maternity leave, five-day paternity leave, flexible work locations and birthday leave, we would allow our colleagues to bring their children to work when there is a rainstorm or a typhoon. Every month, the company will also organise various activities that suit participants of all ages, such as hiking, organic



A visit to the Heritage Museum.

According to Daisy CHOW, a stable and harmonious family helps enrich one's journey of life.

farming, visit to fire station, boat trips, volunteer services, which staff and their families are welcomed to join. These novel activities also help promote a healthy life style among our staff. Besides, we are now planning to set up a good attendance bonus to encourage colleagues to work hard and communicate more with their parents."

Retaining Talent to Enhance Productivity

Daisy CHOW pointed out that the above-mentioned family-friendly measures helped reduce the staff turnover rate while fostering a closer relationship among colleagues, enabling them to get along even better. If everyone is happy at work, productivity will hence be improved. When the company recruits more manpower, the staff will recommend their relatives and friends to join.

Intimex Business Solutions Company Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working arrangement
- Flexi-rostering
- 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
- Flexible maternity leave
- Paternity leave
- Family care leave
- Marriage leave
- Parental leave
- Emergency leave on family grounds
- Festival leave
- Child care support
- Employee counseling services
- Occupational safety and health measures

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

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

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

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

Family-Friendly Win-Win for All

Lee Entrepreneur Limited In a World of Love and Empathy

Working is a part of life. If an employer provides a caring atmosphere like home, it will be a pleasure for its employees even they have to work hard. Located inside a housing estate in Fanling, Lee Entrepreneur Limited has eight employees now. Despite its small scale, the company is filled with love and care. In addition to taking care of its employees, the company is also attentive to staff's family members. The whole company is very much like a family where everyone supports each other and gets along well.

A photo of Ms Maggie LEE (third right), Executive Director of Lee Entrepreneur Limited, and the staff.



Understanding the Employer to Solve the Work-Family Balance Dilemma

Ms LAI, Supervisor of the Lee Entrepreneur Limited, has experienced a dramatic change in her family a few years ago. Since then, her son became rebellious that he often stayed out late and refused to answer phone calls, which concerned Ms LAI greatly. She was already exhausted by, apart from her daily work, the chores at home. On top of that, the rebellious act of her son was putting a severe strain on her. However, with great motherly love, she would never give up on her son but keep sorting out ways to improve her relationship with him. Ms Maggie LEE, employer of the Lee Entrepreneur Limited, came to know Ms LAI's case. She then arranged Ms LAI to take several



Ms LAI, Supervisor, initially lacked self-confidence, worried that she might not be competent for the job. At the same time, her work performance was affected by her family matters. Fortunately, with the continuous support and encouragement from Maggie, she had overcome all the difficulties.

days off to deal with her family matters. Later on, Ms LAI was even allowed to leave work earlier to collect her son from school. Ms LAI realised that since she spared more time to accompany her son, not only did the communication between them increase, the attitude of his son also changed, fostering a closer bonding between them ever.



Dinner gatherings are often organised by the company and former colleagues are also invited to join.

Working Together Harmoniously with Team Spirits

The care and support from the employer have played an important part when employees' family relationships are improved. Influenced by her parents, who are both entrepreneurs, Maggie is well aware of the fact since her early days that, as an employer, one should never be supercilious but show empathy and be humble instead.. She also considered that, apart from taking care of its staff, the employer should also be attentive to their families. After Ms LAI's case, it came to Maggie's mind that some teenagers were wandering the street because their parents were busy at work and lack time to discipline their children. Therefore, she provides staff's children with summer internship opportunities that help them gain some work experience, at the same time build a better communication with



Following her father's business principles, Maggie hopes to promote a harmonious relationship between the employer and employees. Therefore, with the support of the staff, she takes part in the "Family-friendly Employers Scheme".



The best kind of partnership comes from the mutual support and understanding among the employer and employees.

their parents. This kind of family-like business operates with no office politics but a human touch. Maggie said, "'Be generous to the others' is my father's principle of operation which I adopted to run the company. It feels like going home when I go to work. Only when the entire company works as a team where everyone gets along well, working will be happy. In fact, many traditional companies are treating employees in such ways. However, it is not commonly known as only a few people would mention it. I hope there would be more publicity in society promoting such kinds of harmonious relationship between the employer and employees." Indeed, it is really worth encouraging as a small touch of care gives a big boost to enhance the relationships between employers and employees. In the coming future, Maggie hopes to implement more family-friendly measures in the company.

Lee Entrepreneur Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working arrangement
- Flexi-rostering
- Job sharing

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

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

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

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

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

Family-Friendly Win-Win for All



Ms Shirley SZE (right), Senior Manager of the LSW, thanked Mr Benjamin LEE, the Founder and Director of the company, for his care and understanding, who helped her to cope with the immediate needs.

Lee Sik Wai & Co.

Helping the Staff Cope with Immediate Needs

Ms Shirley SZE, Senior Manager of Lee Sik Wai & Co. (LSW), feels grateful to the company for being understanding of her difficulties and providing timely support, helping her cope with the immediate needs. Shirley has two children, and sometimes she finds it quite tough to strike a balance between work and family. When her second child was born, she needed to take care of two children and went to work, which made her so exhausted. Once there was something happened in her family, which required her to get off work earlier to go home and take care of her children. It was fortunate that her boss was totally understanding of her situation and permitted her to leave earlier for three weeks. Such support from the company has impressed her a great deal.



The company organised voluntary work to clean the beach.

Ms Shirley SZE deeply realises the caring management culture of the company, enabling her to value her job more.

Treating the Staff Nicely

Ms Shirley SZE has joined the company for 15 years and deeply realised the caring management culture of the company. "In the companies I worked at previously, employees had to carefully follow the personnel rules. However, things are not the same in this company. We do not need to be so alert to every step we make. Also, there is no dispute among colleagues nor office politics here. The supervisor will never put on airs, and colleagues are getting along well with each other. We often chat and laugh and the atmosphere is harmonious."



The staff brought their families along to join the annual outing.



The annual dinner of the company.

Encouraging the Staff to Strike a Balance Between Work and Family

Mr Benjamin LEE, the Founder and Director of the company, said that the company has been embracing the "people-orientated" philosophy focusing on "Love, Care and Concern" in management. Over the years, he has been regularly treating each staff member to have lunch with him individually so as to understand the work and needs of every staff member and care about their family life, encouraging them to strike a balance between work and life. The company has implemented various family-friendly practices, including five-day week, flexible working hours, flexible maternity leave, annual leave and sick leave benefits that are more favourable than the statutory requirements, compensation leave for overtime work, compassionate leave, emergency casual leave, festive-day leave, etc. Recreation events are also held regularly, such as annual dinner, New Year gathering, Christmas party and birthday party. Besides, the company cares about the staff's health very much. Apart from implementing occupational safety measures, it is required that the office area



Mr Benjamin LEE pointed out that both the company and the staff were benefited from the implementation of the family-friendly practices.

should be kept clean and tidy all the time, in order to provide a desirable working environment for the staff.

Advantages brought by the Family-friendly Practices

Mr Benjamin LEE pointed out that both the company and the staff are benefited from the family-friendly practices. "Team spirit among colleagues has been nurtured through the implementation of these practices. When the staff come across difficulties at work, they will tell their supervisors at once and then try to solve the problems with concerted effort. This will not only enhance the work efficiency, but also relieve the stress of the staff. The staff can establish mutual trust among each other through interactive collaboration. When colleagues get along well with each other, it will help foster harmony in office and negative sentiment will naturally reduced."



The company held a birthday party every month for staff members who were born in that particular month.

Lee Sik Wai & Co. - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

- Paid annual leave (over and above statutory requirements)
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- 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 :

- 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
- Festive meals
- Community events
- Voluntary service team

Family-Friendly Win-Win for All

Light Engine Limited Care and Communication for Building a Happy Big Family Together

"The company is like a big family that attracts me to come back and work here again." said Ms Silvia Y. Y. NG, Procurement Officer of the Light Engine Limited (Light Engine), left the company for outside opportunities but returned to her present position five years ago. Light Engine treats every employee as family members and endeavours to build a workplace which is full of care, integrity and respect. No wonder when Silvia returned, she felt familiar and warm with everyone and everything as if she had never left before.



Mr Tony K. M. CHAN, Human Resources Manager (Communications) of Light Engine, has built a close rapport with colleagues by treating them as family members.

Mutual Understanding and Caring

Silvia shared frankly that despite the better benefits offered by the foreign firm where she worked previously, it lacked the warmth and care of the present company. The staff there also showed less sense of belonging to the company. Her impression was particularly strong to the wide differences between how these two employers treated their employees before and after their pregnancy. She recalled, "I was working in the previous company when I was pregnant with my first boy. At that time, I was very busy and the operation mode of the company was rather chaotic. It was difficult to arrange colleagues to take up my duties which I was under a lot of stress. A year ago, when I was pregnant with my little boy, I have already returned and worked here. I had to go to the hospital frequently back then, but my supervisor here showed a great understanding. He would approve



Christmas party and lucky draw.

my leave application whenever I applied. He often reminded me to take good care of myself and need not worry about work. As my maternity leave was approaching, the company hired a temporary staff to help me out so that I could be relieved to deliver my baby and take leave. I was deeply touched."

Silvia often tries her best to bring her family along and participate in parenting activities organised by the company, so that her family members can get to know her colleagues and their families, fostering the mutual understanding among them. She laughed and said that as her elder son would soon be facing the problem of primary school selection, by the time she would have to consult the experts (supervisors and colleagues) again!"

By experiencing the warm and care in the company, Ms Silvia Y. Y. NG's sense of belonging to the company is growing day by day.



Encourage Employees to Strive Harder

The relationship between work and family is inseparably linked. Mr Tony K. M. CHAN, Human Resources Manager (Communications), expressed, "A happy family will motivate employees to strive harder. In this way, colleagues won't be refusing to go to work every morning they wake up. Instead, they will work harder and faster and chances of making mistakes would even reduce."

Show More Communication and Understanding

With a view to helping employees manage their work and families, in addition to the implementation of a five-day week, the company also offers compassionate leave, paternity leave, marriage leave and scholarship



The Elderly Green Plan.

for employees' children. Discounted medical care packages and the "Employees Contingency Scheme" are also in place to help employees solve problems. Moreover, the company organises social activities, such as dinners and barbecues, for employees and their families to join. Tony said, "Voluntary work is also one of our focuses and part of the events are jointly held with charitable organisations. We hope that, through engaging with people and things of different walks of life, our colleagues could help more people in need. On the other hand, families of colleagues can exchange friendship to build a closer bonding. If colleagues know each other's family situations, they will show more understanding in daily work, hence nurture a stronger sense of belonging to the company among colleagues."

According to Tony, a happy family is the driving force for employees to work hard in the workplace.



The Mah-jong Competition.



Light Engine Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

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

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

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

Family-Friendly Win-Win for All

"The benefits provided by the company will only become better and better," said Ms Esther WAT, who has been working in the Account Department of Linkz Industries Limited (the Linkz) for 17 years and witnessed how the company has cared about its staff as well as their families. She remarked that with mutual support, both the employer and staff could give out positive energy.

Linkz Industries Limited Giving Out Positive Energy



At Linkz Industries Limited, Ms Connie M. L. HUNG (left), Human Resources and Administration Officer, and Ms Esther WAT of the Account Department, and Mr Tommy C. M. LAU, Manager of the Engineering Department, support each other to give out positive energy.

Encouraging Staff's Children to Work Hard

The Linkz has established a scholarship for the children of its staff, which aims to encourage them to work hard and enhance their self-confidence. The daughter of Esther, now in the third year of her university studies, has received the company's scholarship for two consecutive years. Esther is so impressed and says, "For me, although the money offered by the scholarship is not in a large amount, it helps ease the burden of tuition fees. My daughter is elated at this and has a good impression of the company. She has even expressed her wish of working in the company during the summer vacation." After years of working together, Esther has built up a good rapport with her supervisor and colleagues, "Like a big family, we talk about everything and never have any covert competition among ourselves. In fact, it is easy to allow one's mind to dwell on negative things, but listening to others' views will help you find the way out." Esther feels grateful to her supervisor who understands the needs of subordinates to take care of their families and does not compel them to work over-time.



Esther strongly believes that the benefits provided by the company will only become better and better.



A birthday party for the elderly



Staff are taking part in a knitting activity to prepare gifts for others.

them to play with children of my colleagues. We all are happy."

Enjoying Work and the Family Life

According to Ms Connie M. L. HUNG, Human Resources and Administration Officer, the company hoped that staff could strike a balance between work and family life and enjoy both of them. Treating staff well is the only way to retain talent and boost their sense of belonging to the company. She said, "Apart from five-day work week, compassionate leave, paternity leave for male colleagues and marriage leave, the company provides discount schemes for medical protection and dental care for both staff and their families. In case an employee cannot turn up to work due to an unexpected incident, with the approval of his/her supervisor, he or she can work at home or even take leave under urgent circumstances. Furthermore, the company has set up the scholarship scheme for staff's children and an employee supporting scheme. For promoting the wellbeing of staff, the company often organises annual staff activities, including recreational activities by the staff recreation team, festive dinners, retirement celebrations, and volunteer work activities. Some of them welcome the participation of staff's families."



Connie considers that treating staff well is crucial to retaining talent and boosting their sense of belonging to the company.

According to Tommy, the company's social activities serve best to enhance communication between his wife and him.



Providing More Communication Channels

Mr Tommy C. M. LAU, Manager of the Engineering Department, said that he was an introvert who was not good at expressing his own feelings but hoped that his wife would know more about the people around him and things happened to him. The social activities organised by the company have served the purpose of enhancing their communication. "We actively take part in the parent-child activities organised by the company. Through these activities, my wife can know more about my work and my colleagues. Even for things which I have not told her, she can obtain information through other channels (such as the social networking sites). This helps put her mind at peace. Furthermore, I often have to take business trips and I do not have much time to spend with my two kids. The company's social activities not only enable them to know my work partners, but also allow

Linkz Industries Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

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

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

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

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
- Voluntary service teams

Family-Friendly Win-Win for All

Mak Man Kee Noodle Shop Limited To Bridge the Gap by Interactive Communication

"It is important to have a caring heart all the time. The relationship between an employer and the staff is not only an employment contract. Whatever the staff have contributed at work, the employer should offer equivalent reward in return. Being fair rather than making money is the most important." Ms Lesley MAK, the second generation CEO of the Mak Man Kee Noodles (MMK), has inherited the management philosophy from her mother and further advocates it. She has established a constant communication with her staff to understand their needs and also care for their families. Lesley is always ready to stand by her staff in going through their different stages of life, and help them sort out the problems as far as possible. She has maintained a very good relationship with her staff and no wonder the MMK has been recognised as the "Distinguished Family-friendly Employers" for two years consecutively in the "Family-friendly Employers Scheme".

Ms Lesley MAK (left), the second generation CEO of the MMK, treats TSUI Yuk-ling, Manager of the MMK, as her own family, and cares about her on many aspects.



To run a business successfully, the employer and the staff have to get along well and work with concerted efforts.

Being Able to Tell the Staff's Needs from Their Facial Expression

As compared with the management of her last generation, Ms. Lesley MAK emphasises more on the communication with her staff. She said, "I often meet with my staff and chat with them. Apart from work review, I will try to understand their family situation. I will pay attention to their words and behaviour so as to observe if they are facing any difficulties. If they need help, I will render assistance as far as possible. For example, we have been hiring staff to prepare meals for colleagues specially. Earlier on, a staff member's grandmother was admitted to the hospital. As she did not like the food provided by hospital, I arranged to reserve a share of our meals and asked the staff member to take it to the grandmother at the hospital. In case of funeral matters in staff's families, we will help out as much as we can. Long before the implementation of paternity leave, we have already had such an arrangement. Once I got to know a staff member's wife is pregnant, I will ask about the expected date of confinement and then meet his needs through redeployment of staff. In case the staff come across any legal issues, I will consult my lawyer for professional advice on their behalf as they may not be able to afford such expenses." Ms Lesley MAK stressed, "Even if it is just problem involving money, as long as my staff bring it up to me, I will help without hesitation."



Ms Lesley MAK considered that the caring atmosphere in her noodle shop is one of the keys to retaining the staff.



Lesley often treated her staff to dinner gatherings and had a good time.

The noodle shop attracts quite many celebrities and stars and the staff can take photo with them under the arrangement of Lesley.



Taking Leave to Rest Due to Threatened Miscarriage

Ms TSUI Yuk-ling, Manager of the MMK, said that Ms Lesley MAK has been treating the staff like her own family. Ms MAK treats the staff and their families to dinner gathering every year, and often ask about the recent situation of the staff. "I have worked for a number of companies, and among all my bosses, Ms MAK is the most considerate and caring one. She often cares about the staff's daily needs, be it small or big, she will be there to help. A few years ago, I had suffered from threatened miscarriage in my fifth or sixth month of pregnancy. She immediately let me take leave and rest, and told me not to return to work only until my pregnancy became stable. Now my son is in primary school and I want to change another school for him. Ms MAK not only prepared a recommendation letter for my son on her initiative, but also arranged to meet with the principal of the new school and said nice things about me. What she did has touched my heart indeed."

If it is possible for staff to strike a balance between work and family, both the employer and the staff will be benefited. Ms Lesley MAK said that her relationship with her staff have become even closer in recent years, "We can open up to each other and talk frankly. When the staff feel the caring of their boss, they will be more committed to work naturally and the efficiency will be enhanced significantly. This has spared me from a lot of worries."



TSUI Yuk-ling wanted change school for her son and Lesley offered to help and write a recommendation letter for him.

Mak Man Kee Noodle Shop Ltd. - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-rostering
- Job sharing
- Compressed work week

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

- Paid annual leave (over and above statutory requirements)
- 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
- Parental leave
- Emergency leave on family grounds
- Child 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 :

- Discounts on the company's goods or services
- Emergency financial support
- Special loans

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

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

Family-Friendly Win-Win for All

Meiriki (Concord Alliance Limited)

Caring About Staff and Enabling Them Free from Worry

The high turnover rate of staff has been a concern for the retail industry. However, in Meiriki (Concord Alliance Limited), most employees have been serving the company for at least 5 years and some even over 10 years. This reflects staff's loyalty and sense of belonging towards the company. Meiriki often organises various activities (such as promoting health in the community, visiting the elderly people, etc.) for staff and their families. Ms Ophelia LIN, Managing Director, has been an ardent supporter of these activities and she joins her staff to serve the community.



The two managing directors of Meiriki, Ms Ophelia LIN (the fourth from the right) and Ms Joanne CHEUNG (the fourth from the left) care much about their staff.



Ah Kiu's daughter (middle) are doing some revision in the office and many colleagues give her guidance on her homework. Chris (left) says that the employer has provided staff's children with a scholarship to encourage them to study hard.

While Dodo takes care of her father at home, Ophelia and some colleagues pay a visit to her, bringing them the dumplings of a famous restaurant. Dodo and her father are deeply touched by their care and support.



Ophelia hopes that more organisations and enterprises would follow them to put in more resources for staff benefits.



Dodo, one of the staff, has been working for the company for 12 years. Earlier on, as her aged father fell ill, Dodo was dispirited all the time. Ophelia noticed that she looked heavy-hearted and approached her for a talk. After knowing Dodo's situation, she arranged her to take no-pay leave so that she could concentrate on taking care of her father. Ophelia also paid frequent visits to Dodo's family to show her support. On the other hand, Ah Kiu, a cleaning worker of the company, intended to resign as she had to take care of her daughter. After learning the situation, Ophelia drew up a new contract with Ah Kiu to shorten her working hours so that she could have more time to look after her daughter.



Ophelia treats her staff as family members. She considers that the company was like a big family and they should love and support each other. On one occasion, she was sick and a staff member prepared ginger and eggs in vinegar for her.

Implementing Good Management and Family-friendly Employment Practices

Meiriki has adopted three major strategies for manpower management, namely staff training, staff benefits and the programme of Caring Angels. Firstly, the company offers various kinds of training (such as courses on customer services, legal knowledge and basic pharmacology) to its staff for self-enhancement. Secondly, the management has formulated staff welfare policies such as "NO OT" so that they do not have to work overtime. An eligible male employee is entitled to ten-day paternity leave to give him more time to take care of his family after his wife's delivery. The Caring Angel said, "Colleagues may feel stressful in looking after their families. The company will provide some staff benefits or organise some recreational activities for them to relieve their pressure and help them maintain work-life balance. When staff can strike a balance between work and family life, it will naturally help enhance their work efficiency."



The company organises many activities for staff and their families (e.g. volunteer visits, trips, yoga class, vegetarian workshop, etc). It has also set up a volunteer team to enlist support from its staff and their families to build a harmonious society.

Initiating Care for the Front-line Staff

The company has launched the programme of Caring Angels which aims to select staff ambassadors from three major departments (i.e. administration, front-line and logistics), who will represent the company to care about colleagues of various departments. Ophelia explained, "Our staff work at different locations and it is not easy to keep track of their situation. Under the programme of Caring Angels, the staff ambassadors visit colleagues on behalf of the company and find out what they need. The job nature of our colleagues is different and the difficulties they encountered in their family life also differ. The duty of Caring Angels is to assist staff in resolving their problems through providing the necessary information and solutions." Ophelia emphasised the importance of people-oriented management that helps foster the team spirit. When the company treats staff as family members, they will work harder for the company without bothering the efforts made and are willing to continue serving the company. The company will benefit when it treats its staff well. This is the basic strategy of running a company and my management philosophy."

Meiriki (Concord Alliance Limited) - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

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

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

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

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

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

Family-Friendly Win-Win for All

Owna Group International Limited

Flexible Management is the Key to Attaining a Multi-wins Situation through Collaboration

The Owna Group International Limited (OWNA) is a platform providing specialised one-stop service, offering suitable business start-up plan and business investment options to those clients who want to set up a business. Nowadays, it is not easy to start a business, whereas it is even more difficult to keep it afloat. What shall entrepreneurs do to keep their business sustainable? According to Mr Jonathan YIU, Managing Director of the OWNA, the first and paramount step is to retain talents, and "flexible management" is the key to keeping them.

Ms Charlotte CHAN (left) and Mr Jonathan YIU



Allowing Staff to Enjoy Freedom and Flexibility Care For Their Feelings

Ms Charlotte CHAN is responsible for marketing and promotion who often needs to work outside the office. After pregnancy, her body condition could not afford to handle the work as usual. Knowing her situation, the company specially allow her to work at home when necessary so as to reduce her physical strain from commuting. The management also assigned another colleagues to help follow up the accounts of Charlotte's clients, so that Charlotte could take more rest during her days off without worrying about work. Besides, the company provides flexible working hours, lunch hour and medical leave. Staff can work at home if need be. Charlotte said that the company



Charlotte said that there are lunch gatherings every Friday at the company's expense and colleagues are free to join. Through these gatherings, colleagues can share their feelings with each other.

did not set any requirement for the maternity leave period. Instead, she was allowed to plan her own leave schedule. Also, she was given an additional of 7 days off on top of her maternity leave, allowing her to have more time to take care of the baby. After delivery, she opted for breastfeeding and the company arrange to vacate a clean and comfortable room with high privacy for breastfeeding staff so as to fully meet their demand. All these reflect that the company has given high degree of freedom and flexibility to staff both in terms of policy and initiative/arrangements, and cared for their needs and feeling on every aspect.



Colleagues participated in the cake-baking activity.





Colleagues had family gatherings together to share the fun.

Friendly Working Environment Helps Enhance the Business Competitiveness

Charlotte pointed out that family matters would inevitably distract employees from work that affect the work performance indirectly. Therefore, in the light of the staff's needs, the company has put in place policies accordingly, enabling staff to concentrate on work. "Our staff are largely female, who will generally go through the stages of getting married and pregnancy. After having children, there will be even more worries, such as the school work of children, their conduct and behaviour, the development of their interest, etc. Staff will therefore put more time in taking care of the family and may not be dedicated to work. To help the staff strike a



Colleagues exchanged gifts at the Christmas Party.

balance between family and career, the company reduces the working hours as far as possible. In case there are exhibition events that require colleagues to work overtime, the company will arrange compensation leave for them." Jonathan considered that giving staff the flexibility on work is good management. He said, "The dominant principle of the company is hoping that all the staff can work happily. The staff turnover rate in Hong Kong's labour market is high. To retain talents, the company should introduce some initiatives to develop a family-friendly working environment, and the company should handle individual cases with flexibility. When employees have satisfaction at work, they will naturally keep on serving the company." In addition to the material rewards (e.g. bonus), the company will allocate some profits as the activity funding, with which trips abroad will be organised regularly, allowing staff to share their achievement with their families. "The company hopes to create a workplace filled with love and care for our staff. Flexible management also benefits the company, which has not only addressed human resources problems, but also enhanced the company's competitiveness."



Staff of whole company took a trip together, which helped foster a closer bonding and enhance rapport at work.

Owna Group International Ltd. - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

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

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

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

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

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

Family-Friendly Win-Win for All



Mr. Ben CHONG (left), Sales Director, and Ms Sanny Pak, who works in the Marketing Division.

Pro-Tech Technology (Asia) Limited Providing Maternity Allowance to Relieve the Financial Burden

Nowadays, the expense of bringing up a child is increasingly high, and the financial burden on working class becomes heavier and heavier. The management of the Pro-Tech Technology (Asia) Limited (Pro-Tech) understand the difficulties faced by their staff, and therefore introduce the “maternity allowance”, supporting them in acquiring things for the new-born.

Reducing Stress to Foster Family Harmony

The Pro-Tech's family-friendly practices mainly concentrate in two aspects: staff getting married and having children. Under these occasions, the Pro-Tech provides leave and cash allowance for staff. The company not only offers the general benefit, such as marriage leave, maternity leave, paternity leave, etc, but also grants an allowance of HK\$5,000 in cash to those staff members having a new-born baby as a gesture of care. The staff can use the allowance to buy those necessities for baby such as milk powder, napkins, clothes, etc. Besides, the company will provide additional days off for staff in case their children fall ill or need to take vaccinations. Mr Ben CHONG, Sales Director, said, “The pressure of working and living in Hong Kong is enormous. When a family has a new member, it is of course



Ben said that the cash allowance offered by the company is just a small gesture, which would not cause any burden to the company's operation costs. Instead, this would allow the staff to feel the care of the company, which cannot be measured by monetary value.

joyful news but at the same time the family needs to face increased expenses. We have gone through all these and therefore understand the toughness. Hence the company provides some assistance for colleagues, hoping that the new parents will not have conflict over increased expenses with the family and affect the family harmony. Besides, we hope that our colleagues can feel the care of the company which attaches great importance to its staff. This sentimental value is far more important than monetary value.”



Celebrating colleagues' birthdays also fosters a close rapport among colleagues.

Colleagues share a closer bonding at company's dinner gathering.





Colleagues are welcomed to bring their families to participate in group activities organised by the company.

Flexibility Makes Work More Convenient

Ms Sanny Pak, who works in the Marketing Division, states that colleagues in general appreciate the family-friendly policies of the company, in particular the flexibility at work. She said, "There are many kinds of benefits in our company, including various types of leave and allowance. The application procedures for leave are very simple. As compared to the complicated application procedures and lengthy approval process in other companies, the leave arrangements in our company are simpler and easier. For example, a colleague can choose her own date to take the maternity leave on basis of her own individual needs. During her leave, the company will arrange another

Sanny said that colleagues have appreciated the flexible arrangements made by the company the most, which makes their work lives happier.



colleague to take up the work concerned, so that she can take her leave with nothing to worry about." Ben added, "In fact, the overly complicated application process will only deter colleagues from applying leave. On the contrary, a simple process can make the application process more convenient. From past experience, colleagues would not abuse these benefits. In fact, they are self-disciplined who would not forget work because of personal needs, and attach importance to team spirit."

After implementing family-friendly practices, both the company and employees have gained from it. The business of the company has grown while the staff have enjoyed extra benefits, which is surely a win-win situation.

Pro-Tech Technology (Asia) Ltd. - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- Job sharing

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

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

- 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
- Voluntary service teams

Family-Friendly Win-Win for All

Richform Holdings Limited

Touching the Hearts of Staff by Providing Their Parents with Subsidies

The main business of Richform Holdings Limited (Richform) is to provide quality drinking water facilities. Dr LAU Fu-shing Jimmy, founder of the company, attaches great importance to his staff and cares about their family life. Hence he encourages them to take part in parent-child activities more. A parent-appreciation subsidy has even been set up creatively for parents of staff.



In Richform Holdings Limited, staff are named as working partners and are not confined by the relationship between supervisors and subordinates. Instead, they work in the form of partnership.

Children of staff are encouraged to join an internship in the company so that they can know more about the working environment of their parents and, through the internship, understand the difficulty of earning money.



Mandy says that the company keeps on progressing and provides benefits that cater for the needs of staff.

The message board of "Corporate Social Responsibilities" in the company displays activities held or joined by the company, including press conferences, annual dinner, voluntary work, etc., which allows staff to care about the company and the community and encourages them to join the activities with their families.



A Step ahead to Accommodate Staff's Needs

Mandy, an engineer support officer who has served Richform for 16 years, said, "There are many benefits provided by the company and our boss always stays ahead of the trend. For example, the Government has promoted the five-day work week only in recent years, but our boss already implemented it as early as in 2000. Same as paternity leave for male staff, the company provides paternity leave for a total of five days, which is two days more than the statutory requirement of three days." Apart from these, the company offers travel subsidies, and Mandy has just made use of it for a trip. In case staff go travelling with their families, they will even receive an additional bonus of HK\$1,000.

Mandy shared that her boss fully understood staff's needs, "It can be a financial burden for those who have to support their parents and children. My boss knows what the staff needs, so he provides targeted subsidies and support, e.g. a parent-appreciation subsidy, a children education subsidy, a staff continuous education subsidy, paternity leave for male staff, etc. These subsidies are, of course, not of an enormous amount, but they show that the company cares about us, which truly touches our hearts."



Genuine Care Winning the Trust from Staff

Dr Jimmy LAU stated that the company had upheld a clear business philosophy of "all for one; one for all". He considers that a corporation is formed by a group of partners, and therefore should give them reasonable benefits they deserve. He said, "Only happy working partners will keep loyal customers. In the highly competitive business environment of Hong Kong, small and medium enterprises do not have too many resources for promotion and marketing. Therefore, quality services and good reputation are essential to winning customers. The company expects its staff to anticipate the needs of customers beforehand and treat them with sincerity so as to give them a feeling of care. Since we have such a requirement for staff, the company will, likewise, think for the staff first by designing some family-friendly employment practices which help them work happily and let

To encourage staff to quit smoking, the company has implemented the Smoke-free Workplace Programme for a year with satisfactory results.

them know the company cares about them and their families." According to Dr LAU, to treat staff well and to serve the community are the best investments. He remarked, "When staff are valued by the company and are happy at work, they will naturally be committed to providing quality services to customers. The company will therefore grow and then contribute to the community to promote social benefits. Besides, in order to build a good relationship with our customers, we will invite them to join the voluntary work organised by the company, which has become our corporate culture." Dr LAU further explained that when a company undertook social responsibilities, it would indicate that the company had a long-term development goal, which would help enhance its corporate image and win the trust from customers.



The staff caring policies of the company also cover various activities for employees and their families to join together.



Richform Holdings Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Flexi-working place
- Flexi-working arrangement
- Flexi-rostering
- 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
- Family care leave
- Marriage leave
- Parental leave
- Filial 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
- Discounts on the company's goods or services
- Emergency financial support
- Special loans
- Internship for employees' children during holiday

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

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

Family-Friendly Win-Win for All

Miss PO (left) and Josephine have been working together for years and have established a special bond of sisterhood.



Shiu Hang Cleaning Services Company Limited

Cherishing the Opportunity to be Together and Getting Along With Each Other Like a Family

Life has its ups and downs. Compliments received during the highs of one's life is not as good as the timely and warm-hearted support given during the lows. The most precious is the one who tides you over adversity is your employer. Miss PO, having been serving the Shiu Hang Cleaning Services Company Limited for years, is deeply impressed by her employer Josephine LAM who gives great care and support and shows considerable understanding to her staff. She really appreciates the help given by Josephine during the lows of her life.



The company often organises luncheons or dinners and welcome staff bringing their families.

Providing Assistance to Solve Problems

Many years ago, Miss PO's family encountered a great problem. Being the eldest daughter in the family, she took up all the responsibilities, that imposed a heavy financial burden on her and she felt both physical and psychological stress. The negative emotions directly affected her work performance and made it difficult for her to focus on work. Josephine noticed her unusual mood swing and took the initiative in caring about her as well as finding out her situation. After knowing her difficulties, Josephine offered assistance to her at once. Josephine not only provided financial support to Miss PO, but also contacted some social welfare organisations so that social workers could help and provide counselling services to her to soothe her negative emotions. According to Miss PO, she felt enormous stress at that time but could find no one to talk to. If Josephine had not been there to offer help and the stress were allowed to build up, the consequences might be dire.



Miss PO's family encounters problems. Luckily, she gains the understanding of her employer Josephine who contacts the social workers to offer her help so that she can resume a normal life.



Selfless Care to Give Love and Support to Staff

For the cleaning service industry, the long daily working hours means that staff may spend more time with their colleagues rather than their families. Therefore, Josephine considers that it is of great significance for staff at work to have a harmonious working relationship. She hopes that the company can give its staff a feeling of being at home, "It is a blessed fate for us to come to work together at the same place." She greatly cherishes this opportunity of working with her staff, and if her colleagues have any needs, she will offer help as much as she can. Another case in point is that, a colleague, having been working for the company for 20 years, was ill earlier on and took leave for several months for a rest, and his family also had financial difficulties.



Josephine considers herself lucky. When she worked as an employee, her bosses were good guys and she got along well with her colleagues who were just like her brothers and sisters. Therefore, she adopts the same management practices when she has her own start-up.

Josephine not only allowed the colleague to take leave, but also paid him the salary each month. Josephine said, "On average, the length of service of our colleagues is relatively long, with the shortest being six or seven years. We have been working together for years and have established a close working relationship.

Sometimes, certain things should be strictly adhere to rules and a more liberal approach may be adopted in handling matters. As long as there are proper arrangements and our work is not affected, there should be no problem."



A trip organised by the company is well-received by staff.

Through participating in various kinds of outdoor activities (i.e. sea cruises), colleagues can strengthen the relationship among themselves.



Shiu Hang Cleaning Services Co. Ltd. - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

- Flexi-working hours
- Part-time working pattern

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

- Accumulative annual leave
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Family care leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- Employee counseling services
- 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
- Internship for employees' children during holiday

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

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

Family-Friendly Win-Win for All



Ms Terry TAM (left), Executive Director, and Mr Alex SO, Regional Manager, of the Sunta Chemical Limited

Sunta Chemical Limited

Bring Love Home

"We hope that the staff of Sunta will handle family matters with a positive attitude and bring Sunta's love home so that their families can also feel Sunta's care towards them." Mr Alex SO, Regional Manager, having been serving the Sunta Chemical Limited for over 7 years, said that the family-friendly employment practices of the company help foster a better relationship among colleagues and build a more harmonious family life.

Alex has two children who attend classes at different kindergartens. There are some difficulties for him to take care of his family and work at the same time. Fortunately, the company understands his situation and allows him to opt for flexible working hours. He said, "Although a domestic helper has been employed to take care of the kids, I still have to bring them to and collect them from the kindergartens. Therefore, I applied in advance for working flexitime in the hope that my working hours could be adjusted. At the end, I obtained the approval. I shall not take the company's support for granted and appreciate the company's understanding."

Upholding the Spirit of Mutual Help

Ms Terry TAM, Executive Director of the Sunta Chemical Limited, also assumes the role of a "part-time social worker" apart from her own job duties. She will take the initiative to care about the needs of colleagues working in different departments. When her colleagues encounter problems, they will approach her for a talk. "As we have built up a sense of mutual trust, colleagues are pleased to seek my advice even on something personal. On one occasion, a female colleague came to me as she had suffered two setbacks in



Terry cares much about her colleagues.

the relationship with her partner. After I had listened to her problems, I shared with her about ways of embracing conflicts between husbands and wives. At a result, she calmed down a lot and I was very happy about this." She further explained that each of the family-friendly employment practices has its significant implication, "In fact, to help others is also to help oneself. Staff spend most of their time on work. If their families are good, it will in turn allow them to focus on their work." Besides, Sunta has set up a blog 'Voice Out Loud' on its intranet platform so that staff can give opinions on their work at any time. The interaction among staff also helps foster a closer relationship, while the company can make timely response to their views.



Alex says that there are some difficulties for him to take care of his family and work at the same time but fortunately, he has the understanding of his supervisor.



Caring Policies That Benefit the Staff's Families

To encourage staff to strike a work-family balance, Sunta implements flexitime, organises seminars on happy families, rolls out different kinds of workshops and various staff recognition measures to boost their morale. Alex said, "The 'Love-to-Work 3 Stars' award together with a cash prize will be presented to staff who have not been late for work, taken any sick leave or casual leave in a year. Furthermore, our female boss will prepare nourishing soup each week as a token of appreciation to staff's hard work. We feel the employer's thoughtful care, just like of a family."

Terry prepares nourishing soup every week for her staff as a token of appreciation to their hard work.



The company's Spring Dinner

Sunta not only cares about its staff, but also values their parents and children. Alex continued, "Under the 'Respect and Love for the Elderly' programme, as a gesture of love, the company will give out 'gratitude bonuses' and 'caring cards' to staff's parents aged 68 or above. Colleagues are also encouraged to write down their words of care on the cards to be given to their parents.

For the 'Little Baby' programme, the company will give a jade pendant to the newborn of an employee during his/her service at the company to wish the baby a healthy and happy growth." Terry added, "The company also offers 'Filial Leave' to staff on their birthdays, and give them red packets of cash so that they can share the enjoy with their families."



Mother's Day celebration



Family Day

Sunta Chemical Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

- Paid annual leave (over and above statutory requirements)
- Accumulative annual leave
- Paid sick leave (over and above statutory requirements)
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage leave
- Emergency leave on family grounds
- Festival leave
- 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
- Internship for employees' children during holiday

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

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

Family-Friendly Win-Win for All

TOGO Pacific Limited

To Instil the Concept of Attaching Great Importance to Family into Staff

Most young people regard work as their first priority and sometimes it is inevitable for them to neglect their family. However, Mr Thomas CHUM, Project Director of TOGO Pacific Limited (TOGO) considers that family is the most important and always deserves the first priority. In view of this, the company has implemented various initiatives in order to help the staff to take care of their families, so as to promote a harmonious family relationship among them.

TOGO assumes the social responsibilities with a positive attitude, hoping to live out the vision of "Take from the community, Return to the community."

To Conduct Questionnaire Survey to Reflect the Satisfaction of Staff

TOGO is a software company, providing options of integrated systems tailor-made for clients. Most of the staff in TOGO are young people of the "Post-80s" and "Post-90s" generations. Apart from their parents, they may also need to take care of young children. The company therefore conducts questionnaire survey regularly to enhance communication with the staff, hoping to find out more about their needs on work and family through the survey, and their satisfaction towards the company policies. Thomas said, "The company attaches great importance to communication among colleagues. Different electronic communication tools, e.g. email, short messages, internal communication software, social media websites etc., have been provided in the company to facilitate communication among colleagues. Of course, colleagues can also talk face to face or contact each other through telephone. Colleagues who need to apply for leave can notify their supervisors through short messages. The company is more than happy to listen to staff's opinions. The management will carefully consider their comments on the company's policies or the areas considered to have rooms for improvement, a."



Parents brought their children to a event organised by the company.



The interesting event "Escape from the Chamber" received overwhelming response from the staff.

IALOGUE IN THE DARK



The event not only brought fun to children, but also fostered a closer parent-children relation.



Winnie (left) and Thomas introduced the company's policies, such as flexible birthday leave, marriage leave, paternity leave etc. Staff can apply for compensation leave after participating in voluntary work.

To Save More Time For Family

Ms Winnie TAM joined TOGO four years ago after graduation. She considers that the overall atmosphere in the company is harmonious and staff can enjoy great flexibility. "The working environment in our office is pleasant, and the management show great understanding. Sometimes when something unexpected happens at colleagues' home, the management will be sympathetic and allow us to apply immediate leave by notifying our supervisors through short messages." Thomas considers that what matters most to anyone is their family, and therefore the company will accommodate their needs in this respect as far as possible. "For example, a colleague's mother was suddenly ill who required constant care. The company therefore arranged the colleague to take no-paid leave for a month, allowing him to focus on taking care of his mother. Besides, the company has made other arrangements under which our staff can enjoy more leisure time. For example, our company will not take up projects that may require 24-hour shift duty or to work on weekends. This has caused the company to lose some business indirectly, but has saved colleagues from having their family life affected due to shift duty or overtime work."

Emphasis on Training and Forward Looking

The company has provided many training and development opportunities for the staff. Thomas pointed out that "nurturing talents" is far more important than "head-hunting". "The business philosophy of our company is like farming, in other words, no pain no gain. We hope that colleagues will develop together with the company. Even for newcomers in the company, as long as they are nurtured properly, they will become leader figures in a few years. Operating a company needs long-term considerations, so does the serving of our clients or running the business." TOGO indicated that they would continue to care about staff's families, bringing out the spirit of being a caring company and contributing to the sustainable development of the society.



Hiking is good for health physically and psychologically.

TOGO Pacific Ltd. - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

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

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

Tradeport Hong Kong Limited Respecting How Employees Feel and Helping Them Achieve a Work-life Balance

Many people bear different levels of family burdens. Being overburdened will lead to stress or affect work. Fully recognising the importance of a work-life balance, the employer of Tradeport Hong Kong Limited (Tradeport) has adopted a people-oriented approach with flexible management to help employees relieve family stress so that they can work without worries.



Many employees of Tradeport Hong Kong Limited have served the company for over 10 years and have a strong sense of belonging towards the company.

Being Considerate to Employees and Benefiting Their Families

Yee has worked in the company for more than 10 years. During a flu epidemic a few years ago, her three children got infected and Yee had to stay home to take care of them. When the management knew about that, they immediately granted her extra paid leave until her children fully recovered. Yee frankly said that the company had given her great flexibility, understanding and support so that she could take care of her family without worries. For this, she has felt deeply grateful. Ms May LEE, Human Resources and Administration Manager, shared some other examples, "We once had a colleague who was unfortunately diagnosed with a rare disease and was worried about losing his ability to work, and therefore became very depressed. During his treatment, his supervisor often visited and comforted him, giving him a lot of encouragement and support.



Employees prepare Christmas cupcakes and gingerbread men for their families to show their love and care.

After he recovered, his parents persuaded him to stop working for more rest but he was reluctant to quit this job. After discussion, the company decided to respect his parents' wish and granted him three extra months of no-pay leave while retaining he job with a temporary worker hired to handle his work. After resting for half a year in total to regain health, he could finally return to work happily. Another example is about a colleague whose wife was severely ill and he had to take care of her all the time on top of his work. To relieve his stress, the company arranged some easier tasks for him and allowed him to leave the office earlier if needed. He could also get off from work earlier every day to visit his wife in the hospital. According to this colleague, such arrangements had greatly relieved his family pressure."



According to Yee, the management has been very nice and totally not bossy. They often visit the warehouse and chat with staff there to show concern about their work and families, which is rarely seen in society nowadays.

Tradeport encourages employees to join voluntary work





Activities are held by the company from time to time to inject positive energy into employees.



Kenneth remarks that helping employees relieve stress and solve their difficulties can facilitate higher work efficiency and safety.

Mutual Respect to Strike a Balance

Apart from allowing flexibility at work, the company provides various subsidies e.g. tickets to a theme park with meal coupons, subsidies for family gatherings on festive days, body checks and trips, etc., for employees to enjoy family life. The management is also very concerned about how employees feel and strives to improve the working environment. Mr Kenneth BELL, Chief Executive Officer, considered mutual respect the most important and said, "We hope to build a pleasant working environment for employees. Among others, two points

are worth noting. The first one is a work-life balance. As our society advances, people have started to realise that family and work are equally important and we shouldn't tilt the emphasis to one side. To strike a balance, the employer and employees have to reach a consensus. The second one is work safety. One of the company's major work is to handle cargoes, which requires employees to operate machines and move the cargoes with great precision. Therefore, we hope to retain skilful staff, and of course, to relieve their stress so that they can concentrate on work and prevent accidents as far as possible. In view of this, we will explore ways of supporting them in the long run so as to enhance the work efficiency and safety awareness of employees."

A tree planting activity is held by the company for employees to make an effort for a green environment.



Tradeport Hong Kong Limited - Family-friendly Employment Practices

Job-related family-friendly employment policies and practices :

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

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

- Paid annual leave (over and above statutory requirements)
- Paid sick leave (over and above statutory requirements)
- Compensation leave for overtime work
- Compassionate leave
- Flexible maternity leave
- Paternity leave
- Marriage 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 :

- Provide canteen, bathroom and smoking area

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

- Social gatherings
- Festive meals
- Community events
- Interest groups

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 SMEs Category

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

4M Industrial Development Limited
 Asia Credit Monitors (Holdings) Limited
 Baby-Kingdom.com Limited
 Bamboos Education-School for Talents Limited
 Bamboos Professional Nursing Services Limited
 BannerSHOP Hong Kong Limited
 Baxter Healthcare Limited
 Chuan Chiong Company Limited
 Citybase Property Management Limited - Concordia Plaza
 Management Services Centre
 Citybase Property Management Limited - Guardforce Centre
 Management Services Centre
 Citybase Property Management Limited - Harbour Centre Tower 2
 Management Services Centre
 D COR HOUSE
 Faro Recruitment (Hong Kong) Company Limited
 Gain Miles Assurance Consultants Limited
 Global Investigation and Security Consultancy Limited
 Hantec Pacific Limited
 Heng Fung Technical Engineering Co Limited
 Hong Kong Life Insurance Limited
 Hongkong Storage
 Info-Sky Limited
 Intimex Business Solutions Company Limited
 Lee Entrepreneur Limited
 Lee Sik Wai & Co.
 Light Engine Limited
 Linkz Industries Limited
 Mak Man Kee Noodle Shop Limited
 Meiriki Japan Company Limited
 Nova Insurance Consultants Limited
 Owna Group International Limited
 Pro-Tech Technology (Asia) Limited
 Richards Basmajian Interiors Limited
 Richform Holdings Limited
 Shiu Hang Cleaning Services Company Limited
 Sunta Chemical Limited
 TOGO Pacific Limited
 Tradeport Hong Kong Limited
 Wong Po Kee Limited



家庭友善僱主
FAMILY-FRIENDLY EMPLOYERS



民政事務局
Home Affairs Bureau



家庭議會
Family Council
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