

Video on Family-friendly Employment Practices  
English Version

Screen Display	Script
<p>Caption : Family-friendly employment practices (logo)勞工處 Labour Department</p>	
<p>Background : Office Character : Presenter Caption : Astrid Chan Chi-Ching</p>	<p>Presenter :</p> <p>The employee in the video couldn't concentrate on his work because of a family matter. Doesn't that sound familiar to you?</p> <p>All working people, employees and employers alike, are members of their families. They play the roles of children, parents as well as brothers and sisters. Besides work, they have family commitments to attend to, particularly looking after children and elderly parents.</p> <p>Employees are important assets of a company. All successful businesses adopt an employee-oriented management philosophy.</p> <p>Nowadays, more and more employers are becoming aware that business success does not depend entirely on operation efficiency. It is equally important to look after employees' family needs and help them balance work and family so that they can carry out duties without any worries.</p> <p>What can employers do to help staff balance their work and family life?</p>
<p>Scene (Left) : Employee and his wife are playing with their child in a park Caption : Family life Scene (Right) : Employee is working in the office Caption : Work</p>	<p>Presenter : (Voice Over)</p> <p>Employers should introduce different practices with regard to the actual circumstances of the company and their staff to help the latter take care of their family needs. This is the key to achieving a win-win outcome.</p>
<p>Background : Office Character : Presenter</p>	<p>Presenter :</p> <p>Employment measures taken by a company to help employees</p>

	<p>balance work and family needs are generally known as “family-friendly employment practices”, which can be classified into three main types.</p> <p>The first type is “flexible work arrangements”.</p>
<p>Caption : Flexible work arrangements</p> <p>Scene : Employees are working in office</p> <p>Caption : 5-day workweek</p> <p>Scene : Employee is working at home</p> <p>Caption : Home-based work</p> <p>Scene : Employees are turning up for work</p> <p>Caption : Flexible working hours</p>	<p>Presenter : (Voice Over)</p> <p>Examples are five-day workweek, home-based work for selected job types and flexible working hours.</p>
<p>Background : Office</p> <p>Character : Presenter</p>	<p>Presenter :</p> <p>These measures allow employees to make the best use of their time to take care of family needs without affecting the operation of the company.</p> <p>The second type is “special leaves” given by employers to employees for important events in different stages of their lives, both to show compassion and to allow employees additional time to carry out family duties.</p>
<p>Caption : Special leaves for staff to take care of their family needs</p> <p>Scene : Photo album of employee’s wedding</p> <p>Caption : Marital leave</p> <p>Scene : Photo of a pregnant lady</p> <p>Caption : Paternity leave</p>	<p>Presenter : (Voice Over)</p> <p>They include marital leave, paternity leave that enables male employees to look after their new-born babies and wives, and compassionate leave for arranging funerals for deceased family members.</p>

<p>Scene : Cemetery in western style Caption : Compassionate leave</p>	
<p>Background : Office Character : Presenter</p>	<p>Presenter :</p> <p>The last type is “living and family support to employees”.</p> <p>These measures aim to help staff and their families to alleviate stress and resolve problems related to family matters.</p>
<p>Caption : Living and family support to employees</p> <p>Scene : Leaflets promoting emotional counseling service Caption : Emotion counselling hotlines</p> <p>Scene : Children in child care centre Caption : Child care service</p> <p>Scene : Staff medical insurance cards Caption : Medical insurance</p>	<p>Presenter : (Voice Over)</p> <p>For example, employers may set up emotion counselling hotlines, provide child care service for staff and take out medical insurance for employees and their families.</p>
<p>Background : Office Character : Presenter</p>	<p>Presenter :</p> <p>Some employers think family-friendly employment practices are complicated personnel management initiatives which are costly and are exclusive to big companies.</p> <p>Others may think family-friendly employment practices are only for female or married staff.</p> <p>Some even think these piecemeal and individual measures won't generate any significant return to the company.</p> <p>The story we're about to see shows these are merely misconceptions.</p>
<p>Drama</p>	<p>D : Welcome, Mr Wong. Have a seat. Coffee with tea and pineapple</p>

<p>Background : Tea Restaurant</p> <p>Characters :</p> <ul style="list-style-type: none"> <li>• Owner D of the tea restaurant</li> <li>• Owner E of another restaurant nearby (also a regular customer of the tea restaurant of Owner D)</li> </ul> <p>Scene 1 :</p> <p>E enters the tea restaurant and be seated. As soon as E wants to ask waiter to take his order, D approaches and greets with E. E looks around and wonders why waiter Ming is not there.</p> <p>Scene 2 :</p> <p>E smiles and offers food to D.</p>	<p>bun with butter, right?</p> <p>E: No one knows me like you do!</p> <p>D : That’s for sure. You’re our loyal patron. Let me get you a cup of tea first.</p> <p>E : Thanks.</p> <p>E : What a privilege to have you serving me personally. Where’s your waiter Ming?</p> <p>D : His wife has been in hospital. He has to rush there to see her straight after work. To make life easier for him, I allowed him to work earlier and in turn get off early these few days.</p> <p>E : You’re such a good boss. Your employees will definitely work their hearts out for you.</p> <p>D : You’re right. In the past, my only concern was whether they reported to work on time and finished their tasks. I never cared about their family lives.</p> <p>Somehow, I got to know Ming’s wife was ill when I was chatting with the staff. No wonder he’s been absent-minded lately.</p> <p>D : Here you are, coffee with tea and pineapple bun with butter.</p> <p>E : Thank you.</p> <p>D : My pleasure.</p> <p>E : Ming is a very loving husband. He must be so worried.</p> <p>D : That’s why I told him “We’re getting busier in the morning these days, why don’t you come to work earlier and then get off early?”.</p> <p>This way we have an extra hand in the morning and he can get off earlier to see his wife.</p>
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	<p>What's more ..... I even gave him an extra day off that day so he could keep his wife company straight away....How thankful he was! You know what? He's been working extra hard these days.</p> <p>E : You've got a point there. We in the restaurant business can't afford to have staff being preoccupied with family matters. They may somehow offend customers or injure themselves. It's costly in either case.</p> <p>D : All I'm offering is a little flexibility. It helps him and my business at no additional cost. Feeling valued and being cared of, my other staff will put in extra effort in their work as well.</p> <p>E : Sounds like a really nice idea. I wonder if it'll work in my shop? (thinking)</p>
<p>Scene : Reception counter of an office Character : Presenter</p>	<p>Presenter :</p> <p>An increasing number of companies are implementing family-friendly employment practices and success stories are evident in all sectors. Let's look at some real cases of implementing these three types of family-friendly employment practices, and learn what matters require special attention and what benefits these measures bring.</p>
<p>Caption : Case 1 -- Flexible work arrangements Scene : Staff of Tradelink is working in the office Caption : • Tradelink • Introducing flexible working hours to help employees balance the needs of work and family</p>	<p>Presenter : (Voice Over)</p> <p>Soon after the company was set up, the management of Tradelink, an e-commerce service provider, realised the difficulties its staff were facing in juggling work and family responsibilities.</p> <p>In view of this, it introduced flexible working hours so that the employees could adjust the time to come to work and get off duty within a given range of time. What prompted Tradelink to take this step?</p>
<p>Interview Session Scene : Office of Tradelink Character : Jackey Lam,</p>	<p>Jackey Lam, Vice President, Human Resources and Administration Department of Tradelink :</p> <p>We introduced flexible working hours in as early as 2004. We</p>

<p>Vice President, Human Resources and Administration Department of Tradelink Caption : Jackey Lam, Vice President, Human Resources and Administration Department</p>	<p>realised that our staff often had to take children to school before coming to work, go to the market and prepare dinner or pick up their kids from child care centres after work. Some of them were attending evening classes too. We wanted to make it more convenient for them and such flexible working hours would enable them to attend to personal affairs.</p>
<p>Scene : Staff of Tradelink is turning up for work and some of them are working</p>	<p>Jackey Lam, Vice President, Human Resources and Administration Department of Tradelink : (Voice Over)</p> <p>The major premise of our flexible working hours arrangement is that normal operation of the company will not be affected. That’s why we’ve set the core working hours of 9:00am to 5:30pm during which all employees, except those on leave or in meeting elsewhere, are required to be on duty. Colleagues have been in better spirit since this measure has been introduced. We appreciate that employees are important assets of the company. If they’re happy, they’ll project that positive sentiment to our clients and in turn benefit the company. And the cost is very low as well. I think this measure can create a win-win situation.</p>
<p>Caption : Case 2 -- Family leaves</p> <p>Scene : Outlook and lobby of South Pacific Hotel</p> <p>Caption :</p> <ul style="list-style-type: none"> <li>• South Pacific Hotel</li> <li>• Launching the filial leave for employees to show more loving care to their parents</li> </ul>	<p>Presenter : (Voice Over)</p> <p>The management of South Pacific Hotel turns the concept of family-friendly employment practices into an innovative and thoughtful idea called “Filial Leave”. What’s it all about?</p>
<p>Interview Session</p> <p>Scene : Restaurant in South Pacific Hotel</p> <p>Character : Yohan Yuan Executive Director &amp; General Manager of South Pacific Hotel</p>	<p>Yohan Yuan, Executive Director &amp; General Manager of South Pacific Hotel :</p> <p>To us, the traditional virtue of filial piety is a fundamental moral standard. In introducing the “filial leave”, our personnel department keeps the birthday records of all employees’ parents on file. The department head concerned is notified one day before a parent’s birthday so he can make prior arrangements for a half-day leave on</p>

<p>Caption : Yohan Yuan, Executive Director &amp; General Manager</p> <p>Insert scene : Office environment of South Pacific Hotel featuring a computer monitor display of information on birthdays of employees' parents and a personal particular form for "filial leave" benefit</p>	<p>the following day for the staff concerned. Our catering department is also notified to prepare a birthday cake, a birthday card and a well-wishing letter signed by me.</p>
<p>Background : Park Character : Presenter</p>	<p>Presenter :</p> <p>Hotel workers often work irregular hours. The filial leave gives them a chance to be with their families. Apart from making birthday celebrations more memorable, there are other benefits.</p>
<p>Scene : Restaurant in South Pacific Hotel Character : Yohan Yuan, Executive Director &amp; General Manager of South Pacific Hotel</p>	<p>Yohan Yuan, Executive Director &amp; General Manager of South Pacific Hotel :</p> <p>Since introducing the filial leave, the trust between employees and the management has strengthened and interaction between managers and subordinates has improved. Family relations of our employees have also got better. In fact we're enjoying better productivity and there've been fewer mistakes</p>
<p>Background : Park Character : Presenter</p>	<p>Presenter :</p> <p>The provision of living and family support is another important type of family-friendly employment practice.</p>
<p>Caption : Living and family support to employees</p> <p>Background : Park Character : Presenter Caption :</p> <ul style="list-style-type: none"> <li>• Contingency fund</li> <li>• Child care service</li> <li>• Medical or life insurance</li> <li>• Scholarship scheme for</li> </ul>	<p>Presenter : (Voice Over)</p> <p>This covers a wide range of measures, such as contingency fund, child care service, medical or life insurance, scholarship scheme for employees' children, family day and nursing room.</p>

<p>employees' children</p> <ul style="list-style-type: none"> <li>• Family day</li> <li>• Nursing room</li> </ul>	
<p>Caption : Case 3 -- Living and family support (I)</p> <p>Scene : Photos of family recreational activities of Delifrance's staff</p> <p>Caption :</p> <ul style="list-style-type: none"> <li>• Delifrance</li> <li>• Taking out life insurance for employees to protect their families from the unexpected</li> </ul>	<p>Presenter : (Voice Over)</p> <p>Living and family support is an important family-friendly employment practice. Delifrance, for example, places great emphasis on this.</p>
<p>Interview Session</p> <p>Background : Delifrance shop</p> <p>Character : Ada Wong, Head of Human Resources &amp; Training of Delifrance</p> <p>Caption : Ada Wong, Head of Human Resources &amp; Training</p> <p>Insert scene : Staff of Delifrance are serving their customers</p>	<p>Ada Wong, Head of Human Resources &amp; Training of Delifrance :</p> <p>We're acquiring life insurance for our employees because our workforce is relatively young, 28 years old on average. At this age they may not have given much thought to the future, but the truth is their families should be protected from the unexpected.</p> <p>Our management approach stresses teamwork and two-way communication. It is our aim to engage well with the staff. When they are feeling good, they will serve our customers in good spirit. This all adds up to good business and it's a win-win-win situation. We have several family-friendly employment practices in place, such as compassionate leave, marital leave, paternity leave and no-pay leave. They're all designed to help colleagues attend to family matters.</p>
<p>Caption : Case 4 -- Living and family support (II)</p> <p>Scene : Nursing room of Tseung Kwan O Hospital with relevant equipment, comfortable chair and display board showing</p>	<p>Presenter : (Voice Over)</p> <p>Tseung Kwan O Hospital understands that it is inconvenient for nursing mothers to breastfeed when they return to work after their maternity leave. To solve this problem, the hospital has set up a nursing room for working mothers.</p>



<p>information on breastfeeding</p> <p>Caption :</p> <ul style="list-style-type: none"> <li>• Tseung Kwan O Hospital</li> <li>• Setting up a nursing room to facilitate breastfeeding for working mothers</li> </ul>	
<p>Background : Park</p> <p>Character : Presenter</p>	<p>Presenter :</p> <p>Looking after a baby is very laborious. Wouldn't this nursing room make working mothers even busier, juggling child care and work at the same time?</p>
<p>Interview Session</p> <p>Background : Nursing room of Tseung Kwan O Hospital</p> <p>Character : Dr Huen Kwai-Fun, Chief of Service Department of Paediatrics &amp; Adolescent Medicine of Tseung Kwan O Hospital</p> <p>Caption : Dr Huen Kwai-Fun, Chief of Service Department of Paediatrics &amp; Adolescent Medicine</p> <p>Insert Scene : Staff Rest Room of Tseung Kwan O Hospital</p>	<p>Dr Huen Kwai-Fun, Chief of Service Department of Paediatrics &amp; Adolescent Medicine of Tseung Kwan O Hospital :</p> <p>They don't have to express milk very often, only once or twice during working hours and it takes about half an hour each time. This is already enough to relieve the uncomfortable tenderness while ensuring the baby's milk supply is well stocked.</p> <p>We've heard that some colleagues decided to resign because they found it difficult to nurse on the job. It's a great loss both to the hospital and the staff. By setting up a simple nursing room, we can solve this problem.</p>
<p>Background : Park</p> <p>Character : Presenter</p>	<p>Presenter :</p> <p>As a bridge between employers and employees, the Labour Department has always encouraged employers to adopt good people management practices that are employee-oriented, and family-friendly employment practices are one of them. What should</p>

	employers consider when formulating these measures? Let's hear from the Labour Department.
<p>Background : Reception counter of Workplace Consultation Promotion Division of Labour Department</p> <p>Character : Carrie Lau, Workplace Consultation Promotion Division of Labour Department</p> <p>Caption : Carrie Lau, Workplace Consultation Promotion Division</p> <p>Caption :</p> <ul style="list-style-type: none"> <li>• Active communication</li> <li>• Cooperation</li> <li>• Flexibility</li> </ul> <p>Insert scene : Street with people walking in hectic pace</p>	<p>Carrie Lau, Workplace Consultation Promotion Division of Labour Department:</p> <p>It's important that both the employer and management endorse this concept, and lend their full support in terms of resources and action for establishing a family-friendly corporate culture.</p> <p>Management teams of companies which have successfully implemented family-friendly employment practices have three things in common: active communication, cooperation and flexibility.</p> <p>We believe people are a company's most valuable asset. At such a small cost, an employer can nurture a workforce that is committed and with total peace of mind. It's beneficial to all.</p>
<p>Background : Park</p> <p>Character : Presenter</p>	<p>Presenter :</p> <p>A united workforce will provide endless driving force for the company.</p>
<p>Roller Credit :</p> <ul style="list-style-type: none"> <li>• Acknowledgements (on an equal footing)</li> <li>• Tradelink</li> <li>• South Pacific Hotel</li> <li>• Delifrance</li> <li>• Tseung Kwan O Hospital</li> </ul>	
<p>Roller : (Logo)勞工處 Labour Department www.labour.gov.hk 2010</p>	