

“There has never been a time I have felt any stress at the thought of needing to schedule a doctor’s appointment, or any such thing, for my children. Family has always come first at ABC.” - [name and title, single mother of two]

At ABC, we know that in order to be effective at work, employees need to feel effective at home. And in order to feel effective at home, they need a multitude of resources to rely upon. That’s why work/life here is an ever-expanding process. Each year, new initiatives are rolled out, while existing ones are enhanced and strengthened, moving the bar ever higher.

It Gets Better All the Time

Consider the case of new parents. By the end of 2005, employees expecting a child through birth or adoption could get information and resources from our comprehensive resource and referral service. Pregnant women could participate in a new Healthy Pregnancy Program and receive customized education and support, with 24/7 access to maternity nurses. Birthmothers could look forward to ## to ## weeks of paid leave, fathers and adoptive parents to one, and all new parents could take up to six months off. In 2006, we added to this solid array of resources by producing specialized guidebooks for expectant fathers and adoptive parents. For good measure, we also distributed a guide to flexible work arrangements, making sure expectant parents knew how to make a gradual return to work succeed.

Many organizations would have stopped there. But for us, it was only the beginning. In 2007... [leave enhancement described] Not only that, but those parents who wanted more time to bond with their new children could now do so with greater peace of mind, since the existing six-month parental leave of absence became job-guaranteed.

“Five weeks into breastfeeding I was ready to give up... thanks to the Corporate Lactation program I did not. This program provided daily encouragement and support when I needed it most...I have returned to work and the continued support I have received is the reason I am successfully breastfeeding my baby...today”— [Name and title]

In 2006, in response to recommendations from a committee of new and expectant mothers, we introduced a multi-faceted lactation program, including tools for managers; resources for creating state-of-the-art lactation rooms; and nine months of one-on-one consultations.

What better month than August, World Breastfeeding Month, to enhance this program? In 2007, sites with lactation rooms were given \$200 toward revitalizing those rooms—along with resources and information on how best to do so. The email announcing this subsidy also encouraged non-participating sites to join the program. One click took them to information about the business case, another to tools for evaluating their site needs, and several more to resources to help them create and furnish a room. Also in 2007, spouses and domestic partners of ABC employees were

invited to take part in the lactation program—an invitation they jumped at, comprising 13% of new enrollments last year. In all, 88% of employees who registered for the program continued breastfeeding after returning to work last year, compared to a national average of 27%.

But that's not all. In 2007, we also announced a new \$[amount] fertility benefit, and a doubling of the company's already generous adoption benefit, bringing it to \$[amount]—both effective at the start of the new year.

Continued Support as Children Grow

“Yesterday afternoon at 4:45 pm, my daughter’s day care announced it would be closed today because the heater wasn’t working properly. Most parents...resorted to calling in sick. I, on the other hand, calmly picked up the phone, arranged a spot at [back-up childcare center] for the next day, and in 5 minutes went back to my work!” – [name and title]

As every parent knows, family responsibilities don't end with babies and breastfeeding. No matter where in the country they work, employees can get help finding child care through our comprehensive resource and referral service. They can receive a 10% discount –and sometimes priority access—at nine national child care providers. They can take up to two days paid leave to care for a family member who is ill or whose regular care has fallen through. They can also access back-up dependent care, either on-site or in-home, for as little as \$2-\$4/hour.

All this was the case last year as it had been the year before. But, naturally, it wasn't enough. Come December, employees found their child care expenses further reduced when we offered, for the first (but not last) time, free back-up child care for the busiest and most expensive of seasons. Not surprisingly, the response was tremendous, with 86% more back-up hours scheduled than during the same period the year before. We've budgeted four “no co-pay” periods in 2008, and employees' dependent care costs will be reduced even further, thanks to our new dollar for dollar match up to \$1,000 on pretax spending accounts (for employees earning less than \$[amount] per year).

Help for the College-Bound (Whether 18 or 48)

In 2006, we offered families a new discount on Princeton Review and Kaplan SAT/PSAT “prep” courses, and we continued to distribute dozens of college scholarships worth an average of \$[amount] each. But in 2007, we made saving for college a little easier when we introduced telephonic and on-line support from financial planning specialists on how to get the most from a 529 college savings plan.

And in 2007, the whole application process was made still easier with the addition of ConnectEdu, an interactive on-line resource to support families during this critical time. Using

ConnectEdu, students and their families can complete college preference profiles and receive suggestions for appropriate schools culled from a database of over 3,700 two and four-year programs. Families can explore still further on their own, sorting this database by location, size, sports, majors, and more. Once the student has decided where to apply, ConnectEdu helps organize the entire application process, from essay-writing to recommendation-gathering to navigating the financial aid process.

These college benefits aren't limited to employees' children. ## employees furthered their education in 2007 with the help of our generous tuition reimbursement policy; ConnectEdu helped many of them find programs appropriate to their career tracks and schedules. [sentence deleted]

Being There For Our Parents

"Recently, my mother became very ill...with her hospitalization it would have been impossible to take care of my children and still go to the office; but as usual my managers and the great corporation behind them made it possible for me to work at home until my mother fully healed." – [name and title]

Employees with elder care responsibilities have long had access to many of the same resources as those with child care responsibilities: flexible work options, comprehensive resource and referral services, paid days off for dependent care, \$2-\$4/hour back-up care and a dependent care spending account. But that was not enough. So, in 2007, we introduced an elder care management program. Through [program name], employees receive up to six hours of case management services from a licensed social worker, including in-home consultations in the elder's home. The service is free to employees and available for any adult/elderly loved one who lives in or out of the employee's home, anywhere in the United States. And, as we mentioned, as of 2008 we're matching employees' first \$1,000 of pretax dependent care set-asides.

Taking Care of Ourselves

Because our employees often make others their top priority, ABC provides resources to ensure they take care of themselves, too. We have always offered a comprehensive package of healthcare benefits that are accessible and affordable, regardless of salary. In 2005, we launched our Healthy Living initiative, designed to help employees make informed decisions about healthcare issues big and small. The initiative includes a 24-hour nurseline, fitness center discounts, weight loss and nutrition programs, and education on such topics as women's health and preventive medicine.

In 2007, we upped the ante by...[text omitted] We helped employees and their families get on the road to healthier lives by introducing a smoking cessation program that includes free nicotine replacement therapies and prescription drugs, as well as "quit coaches" to help participants

develop a personalized quit plan and stick to it. As usual, employees responded enthusiastically, with ## enrolling on the very first day!

"I have been able to have a job that I love and be there for my children. I honestly don't know what I would have done without the support of ABC letting me telecommute."

-Anonymous survey respondent

One of the best ways we can help employees take care of themselves is to alleviate the stress of work. While all our work-life programs are ultimately about stress-reduction, one of the most important things we do is allow employees to work where and when they want. Currently, 92% say they have the flexibility they need to address personal issues. But we are taking it a step further, progressing from a culture of one-off arrangements that meet the needs of both employees and the business, to one of flexibility as a strategic business tool. For example [client inserted example before submission]

[Removed Brief Section on Mentoring Program]

There's Just No Stopping Us

The fact that 2007 was a banner year for work/life at ABC hasn't prevented us from looking ahead. Even while we were hard at work improving nearly every aspect of our already strong programs and policies, we were considering what more might be done. During 2007, we began work to better understand the needs of our employees. Through executive interviews and a global employee survey, we are learning exactly what should come next. In 2008, we will begin implementing a top-notch work/life strategy that will carry us straight through to 2010—and beyond.