

Corporate Social Responsibility (CSR) and Work Life

A Case Example from ABN AMRO Bank

Introduction

We at ABN AMRO Bank firmly believe in a holistic approach in helping our employee manage their work life. We believe that this is part of our Corporate Social Responsibility. An employee with a balanced work life is a happy employee who is in turn is a more engaged and productive employee. Below lists the whole suite of work life programs we have for our employees.

1. PRO-FAMILY PROGRAMS

As a Family Life Ambassador, we encourage our employees to strike a balance between work and family. We organise talks on Shared Parenting, Improving Family Harmony through Feng Shui and Handling Stress during examination. We also endorsed the Eat with Family Day every year. One of the highlights is Bring Your Child to Work. Our annual Family Day also allows our employees to take time off from work and spend quality time with their family and colleagues.

In addition, we provide the following pro-family benefits:

a) Pro-family leave

- i. Maternity Leave
- ii. Paternity Leave
- iii. Child Care Leave
- iv. Family Leave
- v. Marriage Leave
- vi. Compassionate / Bereavement Leave
- vii. Adoptive Leave
- viii. Unpaid / Sabbatical Leave

b) New Born Wellness

To encourage and celebrate pro-creation; ABN AMRO Bank's New Born Wellness benefit provides a one-time sum of S\$700 per delivery. In addition, employees will be entitled to \$80 worth of gift vouchers, a teddy bear and a romper.

c) Flexi-working hours

To enable employees to cope with their family commitments & work, employees can opt for flexi work hours.

d) Insurance Protection

The Bank also offers our employees peace of mind while they work with us. Through generous insurance protection programs like 24-hours worldwide, life, personal accident and business travel insurance coverage, we offer financial assistance to dependants of our staff in the event of the unfortunate.

e) Staff loans

Our comprehensive suite of staff loans like housing, vehicle, personal and renovation loans at preferential rates is another way the Bank provides financial assistance to staff.

f) Wellness Opportunity

The purpose of this program is to encourage employees to adopt a balanced work life. Employees received S\$1,000 (gross) cash for the year 2005 to spend on any other work life programs they wish for but is not organised at a company level e.g. to attend a cooking / baking course, spa treatments, family vacation, etc.

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2. HEALTH IS WEALTH PROGRAMMES

We run many intervention activities to help our employees stay healthy. Some of which are:

- a) **Daily Exercise classes**
ABN AMRO arranges daily exercise classes ranging from Martial Arts, Mind/Body, Dance and Cardio classes for employees to exercise. These classes are held from Monday to Thursday after work for an hour.
- b) **Monthly talks and workshops on health related issues**
We invite speakers from various specialised fields to share their knowledge on relevant health related issues. Some examples are Stress Management, Coronary Heart Disease and Anti Smoking Exhibition / Smoking Cessation program.
- c) **Sports Teams**
To encourage a healthy lifestyle, we also have six types of sports where staff can participate over the weekends. These are dragon-boating, bowling, pool, soccer, badminton and athletics.
- d) **Executive Health Screening**
As part of the total healthcare programme, all employees are entitled to the Executive Health Screening.
- e) **Dental Benefit**
A maximum of \$300 are reimbursable per staff and family for each calendar year.
- f) **Optical benefit**
A maximum of \$300 is reimbursable per staff and family in each calendar year.

3. MEDICAL PROGRAMMES

- a) **Medical Coverage**
Employees and their spouse and children are covered under our comprehensive outpatient and Group hospital and surgical insurance.
- b) **Medical / Hospitalization Leave**
The Bank grants medical leave up to an extensive period of 30 days per annum or 60 days per annum in the event hospital stay is involved.
- c) **Prolonged Illness Care**
In the event that medical and hospitalisation leave have been exhausted, prolonged illness care which provides further extended absence of 12 months at full (first 6 mths) and half pay (subsequent 6 mths) will kick in.
- d) **Wellness Dollar Account**
In rewarding employees who manage their outpatient limit well, 20% of the unused limit may be carried forward to the following year to be used to purchase health related items.

4. SOCIAL RECREATIONAL ACTIVITIES

We believe that one must work hard and play hard too. The Bank has in place a Social Recreation Club (SRC) that organise all sorts of social & recreational activities for staff e.g. Movie screening, retreat, karaoke competition, getaways and the annual dinner and dance.

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5. TRAINING AND DEVELOPMENT

The Bank firmly believes in developing and upgrading the skills of our employees through learning opportunities. Towards this effort, staff are nominated to attend all sorts of training programs internally, externally, locally and overseas at both the personal, professional and academic level. In addition, we grant 5 days examination leave to enable staff to upgrade themselves.

6. COMMUNITY INVOLVEMENT

We also encourage and help our employees in their passion and pursuits to contribute to society. Under the Bank's Sustainable Development programs we partner our employees in their spirit of volunteerism and helping the society. As a token of appreciation, the Bank gives to its employees one (1) day's paid volunteer leave per year.

This article is contributed by ABN AMRO.