Breastfeeding- It’s Not Only a Right, It’s Smart Business
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Employee Relations
Qualcomm Incorporated

I, Kjirsten Tokushima, have no relevant financial relationships with the manufacturers of any commercial products and/or providers of commercial services discussed in this CME activity.

Agenda
- Going Beyond Legal Requirements
- Challenges of Pumping at Work
- Impacts on Productivity, Employee Satisfaction and Collegiality

Where do we start?

Laying the Foundation
Culture is Key

It's a simple philosophy: When employees are happy, they're more productive. A big part of what makes them happy is the ability to balance the demands of a career, family and the need for leisure time.
A Space for Lactation

Legal Requirements

- Private space free of intrusion
- Separate from a toilet stall/bathroom
- In close proximity to employee’s work area

Lactation Rooms

Standard Floor Plan

- Chair
- Side Table
- Electrical Outlet
- Locking Door/Key Required
- Dimmer Switch
- Quark Board/White Board
- Cubby Hole Storage Unit
- Refrigerator with Electrical Outlet
- Paper Towel Dispenser
- Sink with Mirror

Lactation Rooms

Standard Room

- Qualcomm’s lactation rooms (mother’s rooms) are single use rooms. Solely dedicated for lactation breaks.

Use Your Own

Privacy Please

Legal Requirement

Lactation Rooms

- Private space free of intrusion
- Separate from a toilet stall/bathroom
- In close proximity to employee’s work area

The Qualcomm Way

- Privacy Signs/In-Use signs on doors
- Mother’s Room List Registry
  - Online room booking
  - Key to access room
  - Admin to answer questions, address issues/concerns
- Amenities: Fridge, sink, mirrors, storage, chairs, tables, soap, paper towels, ottomans, and more
- Multiple rooms - “close proximity”, approximately 62 across the globe
Time for Lactation
Legal Requirements

• Reasonable amount of break time
• If possible, run concurrent with authorized break time
• Non-Exempt Employees: Breaktime that does not run concurrent is unpaid

What is a Reasonable Amount of Time
It takes the average woman 15 minutes just to express (pump) breast milk

15 Minute Rest Period Breakdown

<table>
<thead>
<tr>
<th>Activity</th>
<th>Duration in Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stop Work/Grab Pump</td>
<td>1</td>
</tr>
<tr>
<td>Walk to Lactation Room</td>
<td>2</td>
</tr>
<tr>
<td>Set Up</td>
<td>2</td>
</tr>
<tr>
<td>Hook Up</td>
<td>1</td>
</tr>
<tr>
<td>Detach and Clean Up</td>
<td>3</td>
</tr>
<tr>
<td>Go to Store Milk</td>
<td>2</td>
</tr>
<tr>
<td>Walk Back to Work Station</td>
<td>2</td>
</tr>
<tr>
<td>Total Non-Pumping Time</td>
<td>13</td>
</tr>
</tbody>
</table>

Legal Requirement
Time to Express Milk

• Reasonable amount of break time
• If possible, run concurrent with authorized break time
• Breaktime that does not run concurrent is unpaid

Additional Challenges

• Lack of Knowledge
  - Rights
  - Resources
• Fear of the unknown
• Work demands
  - Long hours
  - Extended work days
  - Back to back meetings
• Keeping up supply
• Comfort level
• Do-it-all mentality

Additional Challenges

The Qualcomm Way

• Policy
• Anti-Harassment training
• Maternity Leave Classes
• milQ - Breastfeeding support group
• Lactation Consultant Sessions
• Group site and Yammer
• Emergency supplies
• Family friendly workplace
• Flexible work arrangements
• Virtual meeting options
• Qfamily and Working Mamas - resources and programs for families
Impact to morale, collegiality, productivity

What is The Business Case?

• Loyalty (Retention)
• Satisfaction
• Engagement
• Equity
• Productivity
• Awareness
• Absenteeism
• Insurance Claims
• Turnover
• Bias

Thank you

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