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Breastfeeding- It's Not Only a Right, It's Smart Business

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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.

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Agenda

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



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Simulation



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Where do we start?



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Laying the Foundation

Culture is Key



Purposeful Innovation

Raise the Bar
Drive Technology Leadership
Focus on the Customer
Engage Curiosity



Passionate Execution

Ensure Total Quality
Make Decisions Efficiently
Exceed Expectations
Empower People



Collaborative Community

Foster Inclusion & Diversity
Communicate Openly
Leverage Expertise
Be Respectful



Unquestioned Integrity

Do the Right Thing
Take Ownership
Cultivate Trust
Embrace Social Responsibility

Source: sample text

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.

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A Space for Lactation



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Space for Lactation

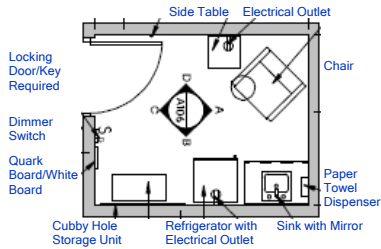
Legal Requirements

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



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Lactation Rooms Standard Floor Plan



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Lactation Rooms Standard Room

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



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Use Your Own

Privacy Please



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Legal Requirement

Lactation Rooms

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



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The Qualcomm Way

- Privacy Signs/In-Use signs on doors
- Mother's Room List Registry
 - Online room booking
 - Key to access rooms
 - 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





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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



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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

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

Source sample text

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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

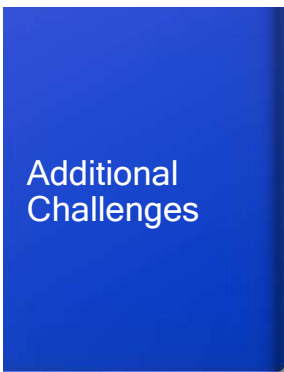
Source sample text

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The Qualcomm Way

- This is where "close proximity" is key
- Flexible work arrangements
- Telecommuting agreements
- Work while you pump
- Baby bonding leave
 - Non-Exempt, accrue PTO, 6 weeks @ 100% base pay
 - Exempt, no accrual of PTO, 12 weeks @ 100% base pay
- Other leaves of absence

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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

Source sample text

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The Qualcomm Way

- Policy
- Anti-Harassment training
- Maternity Leave Classes
- miQ - 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

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Impact to morale, collegiality, productivity



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What is ...
The Business Case?



- Loyalty (Retention)
- Satisfaction
- Engagement
- Equity
- Productivity
- Awareness



- Absenteeism
- Insurance Claims
- Turnover
- Bias

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