

Work-Life Excellence

Checklist

This self-assessment checklist aims to provide an overview of the various aspects of your organisation's work-life strategy and the extent and effectiveness of implementation.

It is divided into five main sections:

- 1** ***Work-Life Strategy:*** how the work-life strategy supports the vision, values, objectives and priorities of the organisation and its employees.
- 2** ***Management Commitment:*** how senior management and supervisors demonstrate commitment to and support for its work-life strategy.
- 3** ***Organisation Infrastructure:*** how the organisation's HR policies and processes and communication platforms support its work-life strategy.
- 4** ***Work-Life Effectiveness:*** how effective the work-life strategy and programmes are in addressing identified needs.
- 5** ***Monitoring and Improvement:*** how the organisation's work-life strategy, programmes, communication channels and monitoring systems are reviewed; and the enhancements made.

DISCLAIMER

This checklist has no direct correlation with any award. Selecting "yes" for all items does not automatically guarantee that your organisation will win an award.

1

Work-Life Strategy

How the work-life strategy supports the vision, values, objectives and priorities of the organisation and its employees

1.1	The organisation has a business case for work-life harmony that is linked to its vision, mission & business objectives.	Y/N
1.2	The work-life strategy is based on an analysis of employee demographics (e.g. gender, age and life stage) and identified work-life needs (e.g. through meetings, surveys, focus groups).	Y/N
1.3	The organisational culture and values support its work-life strategy.	Y/N

2

Management Commitment

How senior management and supervisors demonstrate commitment to and support for its work-life strategy

2.1	Senior leaders demonstrate support for work-life integration in the organisation, e.g. in speeches and other modes of communication, personal behaviour and participation in programmes and initiatives, demonstrating empathy and role modeling, etc.	Y/N
2.2	Supervisors support and facilitate work-life integration in their respective teams, e.g. discussing staff work-life needs, working out flexible work arrangements when requested, actively encouraging staff utilisation of work-life programmes, etc.	Y/N
2.3	Supervisors consider their employees' workload and other work-life issues when making business decisions.	Y/N
2.4	The commitment of senior leaders and supervisors has had a positive influence on the organisation's work-life strategy, e.g. more open discussion about work-life needs, increased utilisation of work-life programmes, etc.	Y/N
2.5	Senior leaders champion and are held accountable for the success of the organisation's work-life strategy, e.g. management KPIs, performance evaluations, etc.	Y/N

3

Organisation Infrastructure

How the organisation's HR policies and processes and communication platforms support its work-life strategy

3.1	There are tools and processes in place to obtain employee feedback and assess employee work-life needs.	Y/N
3.2	The organisation uses a variety of suitable communication channels to inform employees about work-life programmes and initiatives, how they may be used to address employees' work-life needs, and are encouraged to utilise the programmes and initiatives available.	Y/N
3.3	There are specific policies and guidelines to facilitate and support the organisation's work-life strategy, e.g. eligibility criteria for FWAs, expectations of staff utilising FWAs, guidelines on approving FWA requests, etc.	Y/N
3.4	The organisation's performance appraisal and reward system is based on employee performance rather than physical presence and tenure.	Y/N
3.5	The organisation uses appropriate tools (e.g. technology) and opportunities (e.g. training and development) to implement work-life programmes and enable greater workplace flexibility, e.g. educating employees on the responsible use of FWAs.	Y/N
3.6	Supervisors are trained to help staff work through work-life issues and conflicts, e.g. managing staff on FWAs, identifying appropriate work-life solutions to address staff needs, helping staff understand why some FWA requests may not be approved, etc.	Y/N
3.7	A cross-functional team of employees is involved in the implementation of work-life programmes and initiatives.	Y/N

4

Work-Life Effectiveness

How effective the work-life strategy and programmes are in addressing identified needs

4.1	There is a wide range of work-life programmes* and initiatives implemented to address the varied needs and life stages of employees. <i>*Work-life programmes should include Flexible Work Arrangements, Leave Schemes and Employee Support Schemes.</i>	Y/N
4.2	The organisation's work-life programmes and initiatives have been effective in meeting identified needs, e.g. high utilisation rates, positive employee feedback, etc.	Y/N
4.3	Employees have benefited from the organisation's work-life programmes and initiatives, e.g. high employee satisfaction and engagement, effective workload management, low work/life conflict, etc.	Y/N
4.4	The organisation's work-life strategy has positively contributed to its business results, e.g. customer response time and satisfaction scores, voluntary turnover rates, productivity levels, etc.	Y/N
4.5	The organisation acts as an advocate of work-life integration, e.g. best practices have been publicly showcased, work-life practices used as a model within the industry, etc.	Y/N

5

Monitoring and Improvement

How the organisation's work-life strategy, programmes, communication channels and monitoring systems are reviewed; and the enhancements made

5.1	The organisation tracks the effectiveness of its needs assessment tools and processes.	Y/N
5.2	The organisation tracks the effectiveness of its work-life communication strategy as well as its communication and feedback channels.	Y/N
5.3	The organisation uses both quantitative and qualitative methods to track the effectiveness of its work-life strategy and the various programmes and initiatives implemented.	Y/N
5.4	<p>The organisation reviews the findings, identifies barriers to implementation, and makes the necessary improvements to the:</p> <ul style="list-style-type: none"> • Needs assessment tools and processes • Communication strategy • Communication and feedback channels • Work-life strategy • Work-life programmes and initiatives 	Y/N
5.5	The organisation examines the relationship between work-life programmes and initiatives and business outcomes, e.g. quality of work, productivity, etc.	Y/N
5.6	The organisation takes into account on-going and/or future changes in the business strategy, market environment and workforce, and makes changes to its work-life strategy and/or programmes to address changing needs.	Y/N
5.7	The organisation conducts regular benchmarking to compare its work-life practices with other organisations with a view to making improvements.	Y/N