

## Agilent Technologies: Flexible Work Arrangements



When measurement matters, engineers, scientists, manufacturers, businesses, researchers, and government agencies rely on Agilent tools and solutions. From home entertainment to homeland security, from food safety to network reliability, and from communicating wirelessly to discovering the genetic basis of disease, Agilent provides the measurement capabilities that make our world more productive and a safer, healthier, more enjoyable place to live.

No other company offers the breadth and depth of measurement tools and expertise to meet the world's critical requirements for electronic and bio-analytical measurement. With our long track record and our exclusive focus on measurement, Agilent is the global industry leader - by virtually any measure.

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### Overview

Agilent is committed to creating the best place to work. This includes having a work environment in which employees can combine sustainable contribution to the company with flexibility. This is aimed at benefiting all employees particularly mothers who view flexibility as a fundamental need to balance their personal and work expectations.

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### Objectives

The company views diversity and work-life balance as business imperatives based on the following reasons:

- Customers are changing their needs and expectation for products and services are diverse. We must be able to understand, connect and respond.
  - Our competitive advantage is to become the leader in innovation, creativity, problem-solving and organizational flexibility. We must be able to address work/life balance challenges and leverage diverse perspectives, talents and teams to meet this global challenge.
  - The work force demographics are changing in most countries. The competition to attract and retain top talent is increasing. To ensure our business success, we must be the best place to work for everyone.
  - Our global competitiveness will not be achieved merely by designing, manufacturing, marketing and selling superior products. We must also develop and apply excellent global people skills around the world.
  - Our leaders and employees need to work with colleagues and customers in various regions and different time zones. We need to be flexible with work schedule as the traditional work hours of nine-to-five is not practical in many situations.
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## Initiatives

Underlying Agilent's commitment to flexible programs is a belief that we have hired top talents who are capable of planning their own personal and work commitments. Our practice of Management By Objectives reinforces our focus on what is achieved rather than where or when the work is done.

All flexible work arrangements at Agilent are initiated and managed between the employee and their managers through a set of guiding principles that are based on the spirit of trust, respect and accountability. Managers evaluate employee's request for flexible work arrangement based on meeting business and customer needs.

Agilent provides employees with a broad range of flexible work arrangements to help employees manage their work commitments and their personal life. These arrangements include:

- **Flexible Work Schedules:**  
Enables employees to maximize their productivity. Employees may request to have flexibility on their starting and finishing work time with their manager's approval.
- **Work from home arrangement:**  
Employees may request to work from home, when needed.

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## Infrastructure

Agilent prides itself for its state-of-the art tools, solutions and applications that make work more efficient and seamless. Employees are equipped with laptops with a suite of applications that enable them to work outside of the office environment. Soft-phones enable employees to make phone calls from their laptops using the Internet, from and to anywhere in the world. In addition, software which facilitates real-time web meetings, presentations, and chat facilities all ensure that employees remain connected and have the accessibility needed to accommodate their work while they tend to their personal needs.

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## Outcome

In 2013, Agilent was recognized as one of the eight winners of the Best Employer in Malaysia award by Aon Hewitt. This award was attributed to Agilent's overall high level of employee engagement, effective leadership and high performance culture. The company experienced a significant increase in their engagement score from 81% in 2008 to 91% in 2012. The company has exceeded their target which is set against the 75th percentile scores of companies in the high tech industry.

The company was also singled out as the Best Employer for Women by Aon Hewitt as recognition of the company's effective engagement with its female employees and its development of women leaders. This is reflected in the composition of our senior leadership team where 57% of our senior leaders are women.

## Success Factors

- Top Leadership Influence
  - Robust HR Policies & Procedures
  - Culture
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## Awards

- 2013: Best Employer Award, Aon Hewitt
  - 2013: Best Employer for Women Award, Aon Hewitt
  - 2013: HR Grand Winner, Human Resources Excellence Award
  - 2013: HR Professional of the Year Award, Human Resources Excellence Award
  - 2013: HR Team of the Year, Human Resources Excellence Award
  - 2012: Employer of Choice, Malaysian Institute of Human Resource Management (MIHRM)
  - 2012: HR Leader Award, Malaysian Institute of Human Resource Management (MIHRM)
  - 2012: Grand Winner of Human Resources Development Award, Pembangunan Sumber Manusia Berhad.
  - 2009: Best Employer Award, Hewitt
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## Website

[www.agilent.com](http://www.agilent.com)

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## Other Practices

### *Work-Life Benefits*

- **Mother's Room:**  
Agilent offers a "mother's room" to support new moms returning to work, and the nursing needs of their babies.
- **Mother's Club:**  
The program was established to provide a support group among mothers for sharing ideas and resources.
- **Dedicated Parking Lots for Pregnant Women:**  
Allocated parking space for mothers-to-be that is within close walking distance to the main entrance.

- **Weekly Whole-Day Visit by a Female Doctor:**  
To help generate employees' awareness of health issues and provide employee assistance with any medical support.
- **Childcare Assistance:**  
Discounted rates at Agilent-identified nurseries.
- **Maternity Benefits:**  
Maternity leave and allowances for child birth.
- **On-site Convenience Store:**  
"Convenience @ Work" was established to provide employees with the opportunity to purchase groceries and other amenities if they are unable to go to a supermarket after work.