



Improving Employee Experience in ALPS





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INTRODUCTION

ALPS continuously seeks to improve and elevate employee experience. One example is in uplifting lesser-known benefits, in which Human Resource Services (HRS) have identified areas of improvement.

Areas identified	Pain points caused due to unawareness
1 Oasis Staff Nursing Room Amenities 	Discomfort due to no dedicated lactation facility and private space for mothers returning from their maternity leave.
2 Health Screening Program in ALPS! 	Self-subscribed/payment at medical centers at non-panel private medical centers which charges at higher screening fees.
3 Well Women Programme 	Visits to private clinics which resulted in more costly fees.
4 Chalet Subsidy Scheme 	Employees are not able to enjoy the usage of chalets and benefiting from reimbursement fares.

AIMS

- Establish and uplift these 4 areas of benefits accordingly in various communication channels.
- Raise awareness of programmes and user guide for employees.
- Actualise and track the increased usage rates of these above mentioned benefits.

METHODOLOGY

HRS proactively approached female employees returning from maternity leave, offering them to enjoy a full year of nursing room access, with a clear user guide of where and how to access the nursing room.



During the COVID crisis, multiple public healthcare institutions' staff clinics were closed. Therefore, HRS approached and collaborated with our Panel Medical Center (MHC Amara) to provide a comprehensive health screening package, ensuring continued easy access to employees during and beyond the pandemic period.

Clear information guides and FAQs were prepared for all the aforementioned benefits and uploaded on our intranet, whereby employees could conveniently access all information in a central location. These were broadcasted through our internal newsletter-HR Connect, in collaboration with ALPS Wellness team.



HRS continually attend to employee queries and partnered with the HR Business Partners to promote these benefits.

RESULTS

80% of eligible employees accepted the offered nursing room access. This initiative has garnered **positive feedback** and they felt supported by the company to have enjoyed the privacy and comfort of this facility.



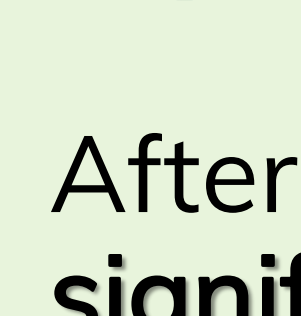
"I felt that the individual cubicles gave much needed privacy for me."



"I appreciated the quiet and private space provided."



"The place was clean and very comfortable, which provided for a very positive experience."



After the broadcast, there was a **significant increase of 127%** in the health screening benefit utilisation.

With the uplift efforts made on Well Women Programme and Chalet Subsidy Scheme, we have experienced the entire **process being streamlined with fewer submission errors** from employees, which can be attributed to the information guides.

CONCLUSION

Overall, the uplifting and increasing the awareness of these benefits have made an evident **positive impact on the employee experience**. With these significant achievements, HRS will use similar methodologies to continuously identify areas to elevate the employee experience at ALPS.