Work-Life at IBM
Since its inception, IBM has been a company that defines itself by fundamental values — not by products, technologies or leaders.

IBMers from around the world renewed and defined our core values, which now serve as the foundation of IBM’s culture and brand and the guide for each IBMer’s work, decisions and relationships.

IBMers Value

- Dedication to every client’s success.
- Innovation that matters—for our company and for the world.
- Trust and personal responsibility in all relationships.
Workforce Mobility - The Business Imperative

- **Our Customer**
  - Located everywhere
  - Employees must be flexible and mobile in order to address customer needs & expectations

- **The Environment**
  - Load on urban environment (traffic/real estate)
  - Need to take work to the people
  - Decrease commuting/unproductive time

- **Information Age**
  - Nature of work has changed (more focussed on service, knowledge, information – less on physical)
  - Today’s work may not always require co-location

- **Economics**
  - Increasing real estate costs
  - Travel and relocation expense
  - Access to skills and labour challenges

- **Employees**
  - Changing workforce demographics
  - Changing expectations of the workforce
  - Flexibility in scheduling and location

- **Technology**
  - Technological advances are an enabler of flexible working arrangements
Technology Tools

- IBM ThinkPad™ Laptop Computers
- High Speed Network Access from Home
- Home Phone Line, Home Printer
- Cell phones, Wireless Handheld Devices (BYOD)
- Wide Area Wireless PC Card
- Audio, Video and Web Conferencing
- IBM Unified Messaging for Websphere™
- Space Reservation Application
  (FlexiMOVE™)
- Sametime Connect™
- Intranet Mobility Web Site
IBMers Have Options on How, When & Where to Work: Flexible Work Options

- **Compressed Flexible Work Week** - Employees who compress their work week in fewer than 5 full days
- **Individualized Work Schedule** - Employees who vary their work time up to 2 hours before or up to 2 hours after the normal location start and stop times
- **Leave of Absence** - This program allows unpaid time away from work for an extended period. Employees can request a Leave of Absence for a variety of circumstances, such as dependent care, continuing education, etc. Eligibility is based on business needs and a satisfactory job performance.
- **Part-Time Reduced Work Schedule** - Employees who are under a regular employment option category and have reduced work schedules
- **Job Share** - Employees work a reduced work schedule - offers managers a flexible staffing option that leverages the talents of two employees to meet the needs of the business
- **Self-funded leave** - Employees can purchase up to 4 additional weeks of leave
- **Mobile / Telecommuter** - Employees who are on the move and have no dedicated work space
- **Work at Home** - Employees who perform their regular work schedule at home without a dedicated IBM work space
IBM achieved cost savings and improved client & employee satisfaction through mobility

<table>
<thead>
<tr>
<th>Company Benefits</th>
<th>Client Benefits</th>
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<tbody>
<tr>
<td><strong>Substantial real estate savings</strong></td>
<td><strong>Increased customer satisfaction</strong></td>
</tr>
<tr>
<td>Increased employee retention</td>
<td>Better accessibility to IBM team</td>
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<tr>
<td>Enhanced productivity</td>
<td>More “face time&quot; with IBMers</td>
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<tr>
<td>Lower absenteeism</td>
<td>More productive at client site</td>
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<tr>
<td><strong>Real Estate Savings</strong></td>
<td><strong>Employee Benefits</strong></td>
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<tr>
<td>Mobility centers saved significant space</td>
<td>Productivity improvement</td>
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<tr>
<td><strong>Savings and/or cost avoidance of</strong></td>
<td><strong>More time with clients</strong></td>
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<tr>
<td>approximately $100 million each year</td>
<td>Improved customer satisfaction</td>
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<td><strong>Environmental Benefits</strong></td>
<td>More accessible and responsive</td>
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<td>Eases traffic congestion on freeways</td>
<td>Work longer hours with less impact on personal / family life</td>
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<tr>
<td>Cleaner air - 1990 Federal Clean Air Act</td>
<td>Higher morale</td>
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1997
SAP Technical Consultant
*Full time
*Client or Office

1998
Accredited SAP MM Specialist

1999
Transferred to UK Human Capital Management Project Manager
*Full time
*Client, Office or Home

2002
Awarded Top Talent & Leadership Acceleration

2003
Returned to Australia as AP Learning Business Transformation Outsourcing Leader
*Full time
*Client or Office

2005
Became full time carer of elderly parent
*12 months compassionate leave

2006
Became a mother of 2

2008
Returned to work Asia Pacific Recruitment Program Manager
*Part-time
*Work from home 3 days per week

2009
Board member of Minico & Mitchell Services

2010
Growth Markets Recruitment Program Manager
*Part-time
*Work from home 4 days per week
*4 weeks self-funded leave

2011
Growth Markets Diversity Recruitment Leader

2012
WIT Professional IT Outstanding Finalist
Winner of AIM scholarship

2013
Started Master of Wellness RMIT

Started Masters Degree in Information Technology

*6 months paid maternity leave; 6 months unpaid leave

*6 months paid maternity leave; 12 months unpaid leave

*Part-time
*Work from home 4 days per week

*Full time
*Client or Office

*Part-time
*Work from home 4 days per week

*6 months paid maternity leave; 12 months unpaid leave

*6 months paid maternity leave; 12 months unpaid leave

*Part-time
*Work from home 4 days per week

*6 months paid maternity leave; 12 months unpaid leave

*6 months paid maternity leave; 12 months unpaid leave

*Part-time
*Work from home 4 days per week

Enabling a **Flexible Workplace**

74% of CIOs prioritize flexible workplace investments over all other IT spend

*Forward Thinkers* have prioritized the flexible workplace and are now seeing a **20%** jump in productivity and **20%** cost reduction

- 75% have enterprise mobility strategy
- 74% use social collaboration tools
- 73% use virtual desktops
- 68% rate security as most significant concern
- 65% reduce email

[Register to download the 2012 Flexible Workplace Study](http://www.ibm.com/services/flexibleworkplace)