

Aegis BPO Malaysia: Flexible Work Arrangement, Nursing Room & Family-Friendly Facilities

Aegis BPO Malaysia is a leading global business service provider of customer experience management. Aegis employs more than 2,500 employees, with 95% being the call center employees and 5% being the support function employees.

Aegis has been recognized as one of the leading organizations' globally for its Diversity & Inclusion by winning the "Best Diversity" award in 2016 by People Matters three consecutive years and "Excellence in Diversity & Inclusion" award fifth time in a row in 2016 at SHRM Annual Conference & Exposition.

Overview

Aegis has been growing rapidly since 2014 with its workforce growing from 800 to 2,500 in a space of two years, targeting to achieve 3,000 employees by 2017. Aegis workforce come from diverse locations and backgrounds with 32 nationalities, conquering 11 languages.

Managing high employee turnover had been a challenge for the organization till the Aegis management took over in 2014. The annualized attrition rate that was at an all-time high at 100% in the call center department has been greatly reduced to 50%. In order to address retention issue, Aegis introduced "Split Shift" work arrangement for its call center employees.

In April 2016, Aegis introduced "Mother's Lounge" in the office as the organization recognized this as a key requirement for the employees, as women consist of 60% of its workforce.

Initiatives

Split Shift

This work arrangement allows employees to vary his or her working hours twice in a day (i.e. 4 hours per work session), targeting the call center employees. For instance, an employee comes in to work twice a day if the session starts from 8.30am – 12.30pm (1st shift), and 5.30pm – 9.30pm (2nd shift).

Split Shift work arrangement is also extended to the nursing mothers working in non-call-center function. In addition, this flexibility has allowed Aegis to recruit part-time employees as contingent workforce for the organization.

Mother's Lounge

The Mother's Lounge provides facilities and a convenient environment to support the female employees during the post maternity period. Aegis also ensures that the Mother's Lounge is highly secured as only female employees are granted access by the admin department and are able to enter the room with a security tag.

Outcomes

Through the Split Shift work arrangement, the annualized attrition rate successfully reduced to 50%, and realized further recruitment cost savings resulting from an increase in talent retention.

Since the introduction of Mother's Lounge, Aegis recorded almost 100% of returnees of female employees to work post maternity.

Success Factors

- The flexible work arrangement and focused approach on hiring/retaining female employees.
 - Multiple employee feedback sessions with senior leadership.
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Other Practices

Aegis hires Person with Disabilities (PWD) for its call center function by providing PWD friendly facilities at workplace for its employees (e.g. PWD washroom, support ramps, etc.)

Future Initiatives

Recognizing the need to provide a workplace that optimizes work-life integration and maximizes work efficiency, Aegis is looking to introduce a Kindergarten that will benefit the working parents in the organization.

Aegis Mother's Lounge





Website

www.aegisglobal.com