

# SAP Australia Pty Limited

## Case Study

### What did they analyse?

- Analysis of workforce statistics and employee demographics
- Diversity sessions
- Employee Survey
- Employee Assistance Program

### What did their analysis show?

- A need for career paths for traditionally female held, non-skilled positions.
- The need for more flexible working arrangements.

### Training and Development Issue

The need to encourage career mobility from functions such as administration to other roles within the company.

#### Actions taken:

- Encouraged attendance at Career Management Workshops.
- Offered internal development opportunities and supported external Study Assistance.
- Provided project opportunities to increase skill levels on a day-to-day basis and global career path.

#### Outcomes:

- As a result of the success of the individual development program, women have been promoted and increased their career opportunities in the organisation. There has been an increase in the percentage of women in Sales, Consulting, Education, Managerial and Executive areas.

### Work Organisation and Conditions of Service Issue

The need to offer competitive and valued benefits, including lifestyle benefits, and to accommodate flexible hours and part-time work to ensure retention of staff.

#### Actions taken:

- Promotion of Childcare Referral Service and Employee Assistance Program through posters and workshops.
- Explanation of Study Assistance program to new employees at induction and orientation.
- Offered flexible work hours to accommodate family responsibilities and provided equipment to enable more flexible working arrangements, such as working from home.
- Review of benefits package.

#### Outcomes:

- Utilisation of Employee Assistance Program increased.
- Number of women receiving study assistance increased.
- Willingness to accommodate new mothers with flexible hours and part-time work has ensured excellent retention of staff.

### Quick Facts File

**Industry:** Information Technology

**Number of employees:** 398

**Male/Female:** 68%/32%

**Status:** Compliant

#### Relevant Employment Matters:

✓ Training and Development

✓ Work Organisation

✓ Conditions of Service