




Engaging Key Talent Through Workplace Support for Nursing Mothers

Ernst & Young, LLP

Employer Success Stories



The founders of Ernst & Young both believed that the success of a business depends on the ability and productivity of the people who make up the organization. That philosophy has lived on and is reflected in the company's values and culture today. Ernst & Young is a leading global professional services firm that prides itself in creating a culture that fosters success for its people so they can live the company's values of integrity, respect, teamwork and leadership.

One of the key ways Ernst & Young supports the excellence and success of its people is through its workplace lactation program. Of the firm's 24,096 employees,¹ 50 percent are women. The company ensures the continued engagement of its working mothers throughout their careers through its lactation program, begun in the 1990s. Today, Ernst & Young has privacy rooms in all of its U.S. offices—more than one in some offices—so that nursing mothers returning to work have a private and sanitary area in which to pump and store breast milk.

"I received a pump three years ago through my husband's lactation program at Ernst & Young when our son was born. It was amazing that they offered the pump as a gift to the wives of employees. I was working at a Fortune 100 company at the time, and although the leave benefits were amazing, I would have traded one week of leave for one of Ernst & Young's pumps!"

—Sarah Lary,
spouse of Ernst & Young employee

Program Description

Ernst & Young's lactation program is available to women who have completed at least three months of service with the company, with lactation coaching and services provided through Limerick, Inc. The program offers access to privacy rooms to pump breast milk, a free hospital-grade pump and the services of a lactation consultant. Lactation consultants provide pre- and post-natal coaching services, including how to prepare for the arrival of a newborn and how to transition back to work while continuing to breastfeed. Hospital-grade pumps are also available to wives or domestic partners of any employee who has completed three months of service with the company.

"Ernst & Young is one of the front-runners of lactation support. We are dedicated to our working moms. The fact that our program offers support to domestic partners and wives of employees shows just how committed we are to supporting our working families," said Ellen L. Williams of Ernst & Young's Inclusiveness Center of Expertise.



Lactation Innovation

When one of Ernst & Young’s mothers travelled to a training conference in Washington, D.C. five months after her baby was born, she didn’t know how she would get her milk back home to her baby in Pennsylvania. Limerick worked with her hotel to pack the milk in a Styrofoam cooler and ship it to her home overnight. Now, Ernst & Young offers a lactation travel kit to every new mother traveling for businesses for an extended period of time.



Ernst & Young’s lactation travel kit. Now, work and travel don’t have to be a barrier for working mothers’ breastfeeding goals.

Program Success

Ernst & Young’s lactation program has positively affected all indicators of success, especially employee retention. Initiatives like this have propelled Ernst & Young to the top of business rankings across the country. In 2009, it ranked among the top three on *BusinessWeek’s* annual list of “Best Places to Launch a Career.” In 2010, it ranked 44th in *Fortune* magazine’s “100 Best Companies to Work For,” and was also named as one of the “100 Best Companies for Working Mothers” by *Working Mother* magazine in 2010.

COMPONENTS OF THE LACTATION PROGRAM

- Privacy rooms available to nursing mothers in all offices. Scheduled through a reservation line.
- Hospital-grade breast pumps for working mothers, domestic partners, and wives of employees.
- Access to lactation consultants and pre- and post-natal coaching services.
- Flexible scheduling to accommodate pumping breaks.
- Travel kits available for working mothers traveling for business.

HOW THEY COMMUNICATE THE PROGRAM

- Advertised through Ernst & Young’s e-newsletter.
- Advertised through “Great Expectations” brochure.
- Leave Management Team informs employees of available workplace lactation support.
- Offices encouraged to inform employees of lactation support when they go on maternity leave, and to communicate the program through bulletin boards and e-mail.

Corporate Voices for Working Families

Corporate Voices for Working Families is the leading national business membership organization shaping conversations and collaborations on public and corporate policy issues involving working families. A nonprofit, nonpartisan organization, we create and advance innovative policy solutions that reflect a commonality of interests among the private sector both global and domestic, government and other stakeholders. We are a unique voice, and we provide leading and best-practice employers a forum to improve the lives of working families, while strengthening our nation’s economy and enhancing the vitality of our communities. Our research, publications and toolkits are available online at: www.corporatevoices.org.

Corporate Voices’ Workplace Lactation Toolkit

Corporate Voices has published a free, high-quality online employer toolkit to help businesses comply with new federal regulations requiring workplace support for nursing mothers. This online toolkit includes practical guides, worksheets, tips, posters, resource flyers and employer success stories to help businesses establish workplace lactation programs for the benefit of their businesses and working families. This toolkit also includes updated information about federal regulations on workplace lactation support. It is available online at: www.corporatevoices.org/lactation.

1 Working Mother Media website: <http://www.workingmother.com/BestCompanies/top-ten/2010/08/ernst-young>