American Express is currently reviewing all nursing mother / lactation rooms to understand what is considered best in class for a supportive work environment.

Please take a moment to answer the following questions:
1. What are your Company's lactation room scheduling methods? (first-come, first served basis, sign in board, online reserve system, etc)
   a. Have you run into any concerns with this method?
2. Do you provide Hospital-grade electric pumps in your lactation rooms?
3. Who is responsible for the maintenance of the pumps (for example, if they need repair)?
4. Do you offer a lactation “program”?
   a. If so, is this managed by an external vendor?
   b. Which components of your program do employees find most helpful?

Thank you!

Nicole Austin, American Express, March 26, 2015

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<thead>
<tr>
<th>COMPANY, CONTACT NAME</th>
<th>COMMENTS</th>
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| AbbVie                | 1. Online, set up in Outlook like a conference room  
                        a. No  
                        2. No  
                        3. N/A  
                        4. Yes  
                        a. It is managed by LifeCare  
                        b. Have not surveyed employees recently |
| Lesli Marasco         | 1. We recently switched to an online reservation system at Chevron (for all conference rooms, including the mother's room) and now you need to badge into the room within 15 minutes of when you reserved the room, otherwise the room will be listed as “free and available” to anyone else who wants to book it. This new program recently rolled out this year and I think this is going to cause some issues.  
                        a. Yes, we have run into concerns. If moms do not badge into the room within 15 minutes of the reservation, their reservation is automatically cancelled...We hope to get this changed, but it’s a new system...  
                        2. Only in one location (Richmond, California Refinery), however we are going to buy one for our clinic in |
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<tr>
<th>Company</th>
<th>Contact Person</th>
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<th>Details</th>
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<tbody>
<tr>
<td>Chubb</td>
<td>Julie Flores</td>
<td><a href="mailto:julieflores@chubb.com">julieflores@chubb.com</a></td>
<td>For two of our locations (I assume the same holds true in all our locations), employees schedule their time in advance on a paper calendar sheet to avoid scheduling conflicts. Chubb does not provide pumps, but the rooms typically have personal care items, such as hand sanitizer and tissues. The company does not provide a lactation program.</td>
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| Dot Foods | Christy Porterfield | christy.porterfield@dotfoods.com | 1. We just created exclusive space in our St. Louis sales office for a lactation room. Since it became operational, we’ve only had one female employee who has needed to utilize it, which means no issues with scheduling up to this point; however; the room is set up for reservations through our company outlook (email/calendars, etc), so that employees can reserve electronically as needed, and have access to view its availability when there are multiple women who need to utilize the space. I would also add that the space includes a refrigerator for storage, comfortable chair, end table, counter space, etc. It is also located just off one of our break rooms, where a microwave & sink are located, for employees to wash/sterilize their pump supplies as needed.  
   a. No- online reservations seem to be the most efficient way to manage the space.  
2. No- employees provide their own pumps.  
3. Since they are personally owned or rented by employees, the employee is responsible for all maintenance/troubleshooting/repairs of the pump.  
4. We do not, though we are in the process of publishing a “new additions” resource guide for both male & female employees that provides an overview of details & resources available through our company & the vendors we partner with, to help them prepare for the addition of dependents to their families- whether through birth or adoption. The guide will feature the details on our company paternity/maternity leave policies, adoption leave & financial assistance, adding dependents to insurance, childcare resources, and information regarding obtaining pumps through insurance. |
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<td>Eli Lilly</td>
<td>Diane D. Hoover</td>
<td>All rooms are scheduled through Outlook and are on a first-serve, first-come basis. We’ve not noticed any concerns with reserving the rooms this way.</td>
<td>We do provide pumps and the moms provide their own pump attachment.</td>
<td>All room equipment is provided and managed through Employee Health Services, but I don’t really know who repairs them.</td>
<td>Lilly provides access to a lactation consultant, information for nursing moms through the LifeCare Resource and Referral Service, and equipped Nursing Mother Rooms. There is not a formal lactation program other than what I’ve described.</td>
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<tr>
<td></td>
<td><a href="mailto:d.d.hoover@lilly.com">d.d.hoover@lilly.com</a></td>
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<td>Herman Miller</td>
<td>Heather Brazee</td>
<td>Herman Miller has an online reservation system which is the same system we use for conference rooms. It works very well. However, we advise mom’s that are on leave to consider booking these rooms before they come back from maternity leave as they do require some forward thinking to get times/spaces that are preferred and so that the mom can block their own schedules for when the rooms are also available.</td>
<td>We do not provide hospital grade pumps in our lactation rooms. All employees on our health plan can obtain a free pump now with the Health Care Reform law, so this didn’t seem necessary. Providing pumps also brings in a whole source of issues regarding sanitation and so forth as well.</td>
<td>Lactation services are also available via our health plan at no charge. We do not provide additional services outside of this.</td>
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<td><a href="mailto:Heather_Brazee@hermanmiller.com">Heather_Brazee@hermanmiller.com</a></td>
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<tr>
<td>Intel</td>
<td>Kate Nason</td>
<td>1. First-come, first served basis</td>
<td>2. Yes</td>
<td>3. Our services department</td>
<td>4. No</td>
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<td></td>
<td><a href="mailto:kathryne.nason@intel.com">kathryne.nason@intel.com</a></td>
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<td>Marriott</td>
<td>Betsy Kiss</td>
<td>1. Sign-up schedule for each week</td>
<td>2. Yes</td>
<td>3. My department (work-life effectiveness)</td>
<td>4. Not really, but we do have multiple resources available for nursing mothers through our EAP.</td>
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<td><a href="mailto:betsy.kiss@marriott.com">betsy.kiss@marriott.com</a></td>
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<td>Pimco</td>
<td>Sara Piccollo</td>
<td>1. Online calendaring system – same that we use for booking conference rooms internally. Allows switching real-time</td>
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<td><a href="mailto:Sara.Piccollo@pimco.com">Sara.Piccollo@pimco.com</a></td>
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<tr>
<td><strong>Maureen Corcoran</strong>&lt;br&gt;<a href="mailto:maureen.corcoran@prudential.com">maureen.corcoran@prudential.com</a></td>
<td><strong>Karen Hewitt</strong>&lt;br&gt;<a href="mailto:karen.hewitt@raytheon.com">karen.hewitt@raytheon.com</a></td>
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1. **Some are first come, first served.** When demand becomes an issue, we either split the room into multiple stations with hospital curtains or if that isn't possible, we add the room to the conference room scheduling system for people to reserve it.  
   a. We do have a few minor and thankfully rare problems with bad reservation behavior. At one location with limited space an employee may reserve every day in a row at the same time, but sometimes not use the slot as they are out of the office or in a meeting.  
2. **No**  
3. **N/A**  
4. **Yes...we offer 24/7 lactation counseling, a $150 subsidy to buy a top model breast pump and a website with a variety of information including the location of our lactation rooms, the Dept of Labor laws and examples of how we support the law.**  
   a. LifeCare is the vendor for the 24/7 lactation program, they also administer the breast pump subsidy. We manage our own internal website material devoted to lactation.  
   b. All aspects for different reasons/varies.

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2. **Yes – Medela**  
3. The company that sold us the Medela pumps also provides an annual service agreement  
4. Yes, the company will provide a lactation consultant to answer questions when they come to service the pump.  
   a. Room with hospital grade pump, fridge (wish we would have bought ones with a freezer too) and sink.

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   a. Room with hospital grade pump, fridge (wish we would have bought ones with a freezer too) and sink.
We do support nursing moms returning to work at State Street Corporation. In USA, nearly all our buildings (with 50+ employees) have a designated private room for this purpose and, for health and privacy reasons, only nursing moms have access to this space (these rooms cannot be used as employee/sick lounges). Rooms have privacy locks/key pad locks, comfortable chairs and mirrors, and in some cases, a mini-fridge and sink as well.

1. Users can book their sessions through our Resource Scheduler Center, an internal website where employees have access to book conference rooms, flex space or the mother’s rooms. This site allows users to view the rooms’ calendars to check availability, book their sessions and adjust their times when needed. Rooms are available on a first come-first served basis. We have a large demand for these rooms at the moment (some of our locations have 2-3 dedicated mother’s rooms per building) so moms can reserve space in 30 min time slots.

Users can call our HR Service Center to request access to the room of their choice, and they get a response with instructions on how to book the space, room information, room’s door code, etc.

Please note that before using Resource Scheduler (we transfer the booking of the room to the, we had public calendars setup in outlook and this works well as well (sharing this in case your company doesn’t have a similar tool as Resource Scheduler). Users would send “meeting invites” to the room of their choice based on availability.

   a. There have been a couple of times where the systems is down and people can’t see the calendar, but this has happened only twice since the booking on the room was transfer to the new system last year. There was also one scheduled system upgrade but we had enough time to let users know that the system would be out for a day so they could check their schedule/make changes if needed, etc.

2. No, we don’t provide pumps in any of our rooms; users bring their own.
3. N/A
4. We do
   a. Managed through LifeCare
   b. 24/7 access to lactation consultants, the

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**State Street Corporation**  
**Brenda Andrade**  
bandrade@statestreet.com
Mothers @ Work Kit they receive when joining the program...

| University of Kentucky | 1. Most are on a first-come, first-served basis. A couple of the rooms have a sign-in board located with an admin assistant or an information desk at the hospital because the doors are locked.  
   a. No  
2. Yes, there are hospital grade pumps in the mother’s rooms within the hospital (these rooms are also available to patients). I plan to put these in mothers rooms on campus-side by June.  
3. Our Maternal Health department will work with the vendor to repair these.  
4. It's not really a program, but our OB-GYN department provides lactation support via breastfeeding clinics, classes, and an appointment with a provider. You can find that information HERE. I offer a “Returning to Work as a Breastfeeding Mother” panel discussion each year and our website serves as a central source of information for breastfeeding mothers returning to work; with the option to contact me for further support. |
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<tr>
<td>Erika Chambers</td>
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<td><a href="mailto:erikachambers@uky.edu">erikachambers@uky.edu</a></td>
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Additional resources:
Brief description of Johns Hopkins program:
http://www.awlp.org/awlp/about/html/award_winners.html

Full Johns Hopkins program description:
http://hopkinsworklife.org/family_support/expecting_baby/breastfeeding_support/

National Business Group on Health Report:
https://www.businessgrouphealth.org/pub/f2ffe4fo-2354-d714-5136-79a21e9327ed