

Nomination: 6913

## A Workplace Designed for the Best Experience

### Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

### Name of Organization/Company

Cathay United Bank

### Additional Contacts

I do not wish to list additional contacts

### Page: Entry Information

### Entry Title

A Workplace Designed for the Best Experience

### Category

F01 - F70 Solutions, Implementations, and Training Programs or Media > F01 - F48 Solutions & Implementations > F39 - Remote Workforce Management Solution - New or New-Version

### Solutions & Implementations Submission Format

Written Answers

**a. If you are nominating a brand-new product, state the date on which it was released. If you are nominating a new version of an existing product, state the date on which the update was released. If you are nominating an implementation, state the date on which the implementation was completed. Required**

CUB anticipated the future trend before the peak of the pandemic in July 2020. Since then, we have designed and launching our hybrid work policy with a focus on operational flexibility and employee experience. We are also renovating three floors of the headquarters in 2022 and providing flexibility for remote work. We will renovate 1-2 more floors in 2023 and introduce VDI OA by the end of 2023 in order to enhance the security of remote work.

**b. Describe the features, functions, and benefits of the nominated product, service, or implementation (up to 350 words). Required**

Under the hybrid work framework, we implemented a flexible work policy and workplace transformation, and provided suitable technology and equipment, allowing us to foster communication and collaboration between employees so that a culture of trust and autonomy can flourish.

Flexible work policy: 30% and work remotely, and 70% in the office. This ratio can be flexibly adjusted by departments in accordance with their needs, making the space more comfortable. Furthermore, there is no need to expand the space as the workforce grows.

Workplace transformation: By understanding employee needs for remote work, we created a new flexible, transparent, and user-friendly coworking space. We provide office spaces and meeting rooms of various specifications, as well as online and office meeting devices of different sizes and Jabber phones to enhance distant and offline interactions. The Office Day policy gives our teams a certain amount of time for face-to-face exchange. VDI OA builds databases in our private corporate cloud, reducing information security risks while allowing greater flexibility for hybrid work, so that employees can freely switch between office and remote work on their desktop computers.

**c. For the nomination of a product or service, outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable. For the nomination of an implementation, outline the need or problem that was identified, why the solution was chosen, how the solution was implemented, and the results of your implementation to date (up to 350 words). Required**

Our flexible hybrid work policy and coworking space design have empowered managers and employees, and fostered teamwork and autonomy, improving the workplace experience. Internal surveys indicate that employees highly appreciate this work model. 95% of colleagues have adapted well to these adjustments, 89% believe that they have benefited from improved work communication and creative thinking, and 86% think that hybrid work has enhanced their workplace experience. Their overall satisfaction score was 4.32 out of 5. Colleagues believe that the new policy and the coworking environment make it easier for them to collaborate with others. Their productivity has also increased because they can change their seats according to their needs, and with comprehensive support for software and physical facilities. Our employee engagement survey also shows a high employee well-being score of 4.21 (out of 5).

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

1. Outcomes of the Hybrid Coworking Office Project
2. Workplace Transformation (In use)
3. Benefits: 2022 Employee Engagement Survey
4. Hybrid Work Experience Survey Feedback

**Webpage Link**

<https://www.managertoday.com.tw/articles/view/66391> (<https://www.managertoday.com.tw/articles/view/66391>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 2**

<https://www.bnext.com.tw/article/72503/cathaybk202211> (<https://www.bnext.com.tw/article/72503/cathaybk202211>)

**Would you like to add an additional webpage link?**

No

**Supporting Document**

Download File ([https://stevies-sage.secure-platform.com/file/16744/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNjc0NCwiYWxsY3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9yEWrHLbFQU-tNyq\\_5hQEhtWSX7wg7bI?A%20Workplace%20Designed%20for%20the%20Best%20Experience%20for%20remote%20workforce%20management%20solution.pdf](https://stevies-sage.secure-platform.com/file/16744/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNjc0NCwiYWxsY3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9yEWrHLbFQU-tNyq_5hQEhtWSX7wg7bI?A%20Workplace%20Designed%20for%20the%20Best%20Experience%20for%20remote%20workforce%20management%20solution.pdf))

**Would you like to add an additional supporting document?**

No

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition. (<https://stevies-sage.secure-platform.com/a/page/enter/Rules-terms>)

**Terms and Conditions**

I Agree