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TOOLKIT

to support breastfeeding women
in the workplace

For reference in Viet Nam

Toolkit to support breastfeeding women in the workplace

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In East Asia Pacific (EAP), A&T provides strategic technical assistance to governments and a network of local partners with focus on eight countries (Cambodia, Indonesia, Laos, Myanmar, Papua New Guinea, the Philippines, Thailand, and Viet Nam) to facilitate policy and system reforms aimed at increasing investment and creating an enabling environment for MIYCN. With funding from the Government of Ireland, A&T is strengthening MIYCN service delivery with a focus on equity to reach the most vulnerable in Cambodia, Laos, and Viet Nam. With funding from the World Bank, A&T is utilizing global evidence to inform the Government of Papua New Guinea's social and behavior change strategy under a national multi-sectoral stunting reduction program. As an endorsed technical assistance provider to the Association of Southeast Asian Nations (ASEAN) Health Cluster, A&T supports the development of regional standards and collaborates with member states to improve the quality and coverage of MIYCN policies and programs throughout the region.

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PART I.

Introduction to the workplace lactation support program

1. Background
2. Benefits of the program
3. Four components of the program
4. Conditions for storing expressed breastmilk at work and in public

1. Background

Giving birth and breastfeeding are female vocations whilst more and more women are entering the workforce. In Viet Nam specifically, female workers account for nearly half (48%) of the country's labor force. Further to this, the labor force participation rate of women in Viet Nam is around 72%, which is significantly higher than respective rates in the East Asia - Pacific region (61%) and the world (50%). Women need support when they have to perform both work and childcare roles at the same time. This is especially true during pregnancy and raising children under two years old. Female workers need practical support policies and measures from the State, health facilities, workplaces, families and communities to protect their health during maternity, post-birth and the health of their children, including breastfeeding.

Viet Nam already has six-month paid maternity leave – as stipulated in the 2012 Labor Code – and has implemented a number of other maternity protection measures. This has contributed to a significant improvement in the exclusive breastfeeding rate in the first six months from 19% (in 2010) to 45% (in 2020). However, the rate of continued breastfeeding up to two years of age is still low at 26% (in 2020). The main reason is that female workers have not been supported to maintain breastfeeding when returning to work after maternity leave. This includes time, a safe, private place to express milk, and support from colleagues and employers.

The Viet Nam Government Decree No. 145/2020/ND-CP dated December 14, 2020 details and guides the implementation of the Labor Code regarding working conditions and labor relations. Specific clauses include: "Encourage employers to install lactation rooms suitable to the actual conditions at the workplace, needs of female employees and capabilities of employers. If there are 1,000 or more female workers, employers must install lactation rooms at the workplace." (Clause 5, Article 80); and "Encourage employers to create conditions for female employees who are raising children aged 12 months or older to express and store breastmilk at the workplace.



Lactation break shall be agreed upon by the employee with the employer." (Clause 6, Article 80).

Article 76 of the Decree stipulates that "The lactation room is a private space, not a bathroom or rest room; it has electricity, water, a hygienic table, chair, refrigerator, fan or air conditioner; is arranged in a convenient location, shielded from assault, visibility of colleagues and the public so that female employees can breastfeed or express and store breastmilk."

On the basis of the provisions in Point c, Clause 4, Article 87 of the Decree, the Ministry of Health shall guide the implementation of workplace lactation room.

Decision No. 5175/QĐ-BYT dated November 9, 2021 of the Ministry of Health outlines "Instructions on the implementation of workplace lactation room" and is the basis for companies when employing female workers.



2. Benefits of the program

Results of a Taiwanese study published in 2013 show the impact of each intervention on the breastfeeding rate as follows: i) the breastfeeding rate among female workers given lactation breaks was 61.6 times higher than the group without breaks; ii) the breastfeeding rate among female workers receiving encouragement from colleagues and managers is 2.5 times higher than the group without encouragement; and iii) the group of female workers working in companies with private places for expressing and storing breastmilk to maintain breastfeeding is 2.4 times higher than companies without lactation rooms.

Research in the United States shows that the rate of employee retention in companies with good breastfeeding support and maternity

leave policies is 94%, almost double the rate of all companies in general (59%). These female employees feel three times more satisfied and engaged with their companies, thereby increasing labor productivity. They also feel confident they can maintain breastfeeding while working. In addition, breastfeeding also contributes to a reduction in the leave women take to care for sick children. Furthermore, breastfeeding female employees are three times less likely to take sick leave than the non-breastfeeding female employees.

Thus, the investment of companies in improving working conditions, taking care of female employees' health, installing lactation rooms at work, can help female employees concentrate and enhance work efficiency, thereby creating a stable workforce.

3. Four components of the program

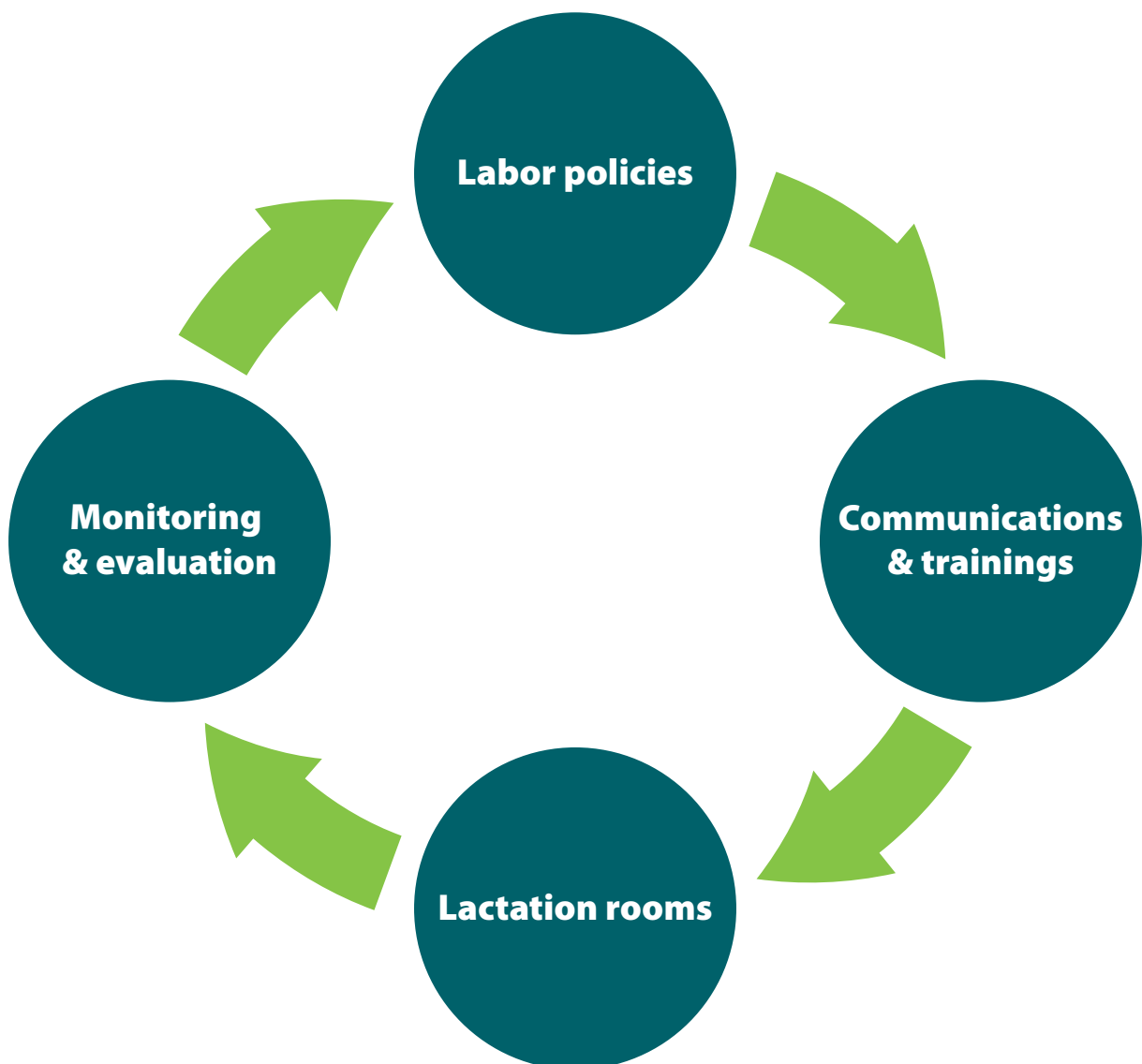
The workplace lactation support program is a group of four comprehensive interventions. Companies and organizations can use these to create a breastfeeding-friendly working environment and to support female employees to maintain breastfeeding until children are 24 months old, and beyond. They include:

1. Develop breastfeeding supportive labor policies.
2. Communicate and train to raise breastfeeding awareness at work.
3. Establish and operate workplace lactation rooms.
4. Monitor, evaluate and collect feedback of employees, employers, and trade union officials.

Studies have shown that these four interventions need to be implemented synchronously for effectiveness of workplace lactation support program implementation.

If a company has a beautiful and fully equipped lactation room that is located in an inconvenient and non-private space, without breastfeeding communications, supports or lactation breaks, the program cannot be effective.

Part II, Part III, Part IV, and Part V of this document will provide checklists for the implementation of each component. Companies could use the checklists to review their current conditions, then find gaps and develop an improvement plan.



4. Conditions for storing expressed breastmilk at work and in public¹

Female employees who return to work after maternity leave can maintain breastfeeding by hand expressing or using a breast pump. See [Annex 2. “Instructions for expressing, labeling and using expressed breastmilk”](#).

Expressed breastmilk should be stored as per the following instructions.

Table 1. Breastmilk storage instructions

Storage locations	Temperatures	Duration
At room temperature	19 to 26°C	Up to 4 hours
In insulated bags with ice packs	0°C	24 hours
In refrigerators	< 4°C	Within 4 days is best
In freezers	-18 to -20°C	Within 6 months is best, up to 12 months is acceptable

¹ Based on the Guidelines for setting up and operating workplace lactation rooms (issued together with Decision No. 5175/QD-BYT dated November 9, 2021 of the Minister of Health)



PART II.

Developing breastfeeding supportive labor policies

1. Review corporate labor policies
2. Developing lactation break policies

1. Review corporate labor policies

The following is a list of labor policies to support the maintenance of breastfeeding in the workplace, divided into two levels: i) the basic level is current policies under Vietnamese law in which employers must comply; ii) the advanced level is policies above the law that employers should apply to support continued breastfeeding. Employers use the following checklists to review their current conditions and find gaps to develop an improvement plan.

The policies are applied for pregnant, female and male employees entitled to maternity and paternity leave, and employees raising small children. Pregnant employees who are entitled to paid antenatal care visits are offered breastfeeding counseling from the last three months of pregnancy. Adequate rest and nutrition help to decrease the rate of premature birth and low birth weight and contribute to successful breastfeeding.

Table 2. The checklist for reviewing corporate labor policies

The scope of policies	Basic level	Advanced level
For pregnant employees	Pregnant women are entitled to 5 paid antenatal care visits by social insurance.	Pregnancies are entitled to more than 5 antenatal care visits which are paid by employers.
	Female employees who are pregnant from the seventh month or from the sixth month working in highland, remote areas, borders, or islands do not have to work at night, work overtime or go on a long-distance working trip.	Priority policies for pregnancies: <ul style="list-style-type: none"> • Finish work 5-10 minutes earlier to avoid crowds; • Earlier break and lunch; • Priority seats when required to stand in production lines; • Larger meal portions; • Additional 5-10 day leave before official maternity leave; • Additional 15-minute break daily or one day off monthly.

The scope of policies	Basic level	Advanced level
For female and male employees entitled to maternity and paternity leave	Maternity leave of 6 months fully paid by social insurance, additional 1 month in case of twins.	Basic level
	Female employees giving birth are entitled to a one-time allowance for each child equal to 2 times the base salary in the month of giving birth.	Basic level
	<p>Male employees are entitled to leave when their wives give birth:</p> <ul style="list-style-type: none"> • 5 working days; • 7 working days, in caesarian or premature birth under 32 weeks old; • 10 working days, in the case of a twin birth; and 3 more working days added for each additional child from the birth of triplets or more. 	Paid parental leave up to 3 months.
Flexible working hours	Flexible working hours for female employees with children under 12 months old.	Flexible working hours for female employees with children under 24 months old.
Lactation breaks (detailed instruction in “Developing lactation break policies”)	60-minute paid nursing break for female employees with children under 12 months old.	60-minute paid nursing break for female employees with children under 24 months old.
Parenting Support Policy	Leave for caring for sick children (under 7 years old) fully paid by companies or social insurance	Basic level
		Childcare expenses for all employees with children under 12 months old.
		Daycare facilities and kindergartens near the workplace for babies from 6 months old.
Policy for female employees	During menstruation period, they have a 30-minute break per day.	Basic level

2. Developing lactation break policies

a. The number of lactation breaks

Each lactation interval is three to four hours, therefore the number of breastmilk expressions is two to three times per eight-hour working period. Breastfeeding employees working 12 hours should pump three to four times to maintain breastmilk supply. Each breastmilk expression takes 20-30 minutes, with the walking time to lactation rooms and tool cleaning time excluded.

b. Alternative arrangement for breastfeeding employees in lactation breaks

Companies must arrange lactation breaks for female employees.

Based on actual conditions, companies arrange lactation breaks so as not to affect production and to avoid capacity overload of the lactation room.

Female employees should be encouraged to register for lactation room use in accordance with their physiological needs ([Annex 4. Template for lactation room use registration](#)). There should be no difficulties for companies and organizations to make alternative arrangements for female employees to take a 60-minute break to breastfeed, express and store breastmilk. Here are some suggestions on the alternative arrangements for specific working conditions:

- Employers can arrange separate lines for pregnant employees and female employees breastfeeding young children with similar breaktimes.
- If there is only one female worker in a company, they can leave the message “be back soon” while taking a lactation break.
- Women in the transport sector are assigned other routes and business women should meet customers in accordance with their lactation schedules. Female police officers may need to temporarily change job positions because there are difficulties for lactating with bulletproof vests, and without a private place to express breastmilk while on duty.





PART III.

Communicating to raise awareness and understanding about workplace lactation

1. Communications for female employees
2. Trainings for HR officers, trade union officials, healthcare staff, and managers

Female employees who receive encouragement from colleagues and managers have a 2.5 times higher rate of maintaining breastfeeding than the group without encouragement. Therefore, it is necessary to build a breastfeeding-friendly working environment where all male and female employees, trade union officials, and managers understand the importance of breastfeeding and promote it.

The table below describes how companies can conduct communications to raise breastfeeding awareness.

At the basic level, the human resource (HR) department ensures that the employee handbook contains regulations on maternity

leave and supports female employees to maintain breastfeeding at work (described in **Part II**). One hundred percent of new employees are informed about these policies when they start working. During the annual labor policy update and dissemination session, the HR department reiterates this content to senior employees.

At the advanced level, employers can develop their own communication materials, organize communication sessions for pregnant and breastfeeding female employees, organize training courses for HR officers, healthcare staff, and managers about the regulations on workplace lactation break, breastfeeding benefits, how to express and store breastmilk and maintain breastfeeding (described below).

Table 3. Breastfeeding communication activities

The basic level	The advanced level
<p>The employee handbook contains regulations on maternity leave and support for female employees to maintain breastfeeding at work (described in Part II).</p>	<p>There are communication materials, such as lactation break regulations, breastfeeding benefits, instructions for expressing, storing and maintaining breastmilk supply at work.</p>
<p>100% of new employees are informed about these policies when they start working.</p>	<p>100% of HR officers, healthcare staff, and managers are provided basic education on workplace lactation support (described below).</p>
	<p>80–100% of pregnant and breastfeeding female employees with children under 24 months old attend communication sessions on breastfeeding benefits and supportive policies.</p>

1. Communications for female employees



Objectives: Conduct communications in the workplace to emphasize the importance of breastfeeding; provide instructions for expressing and storing breastmilk; give information about female labor rights and benefits; and a lactation room for effective use.



Contents:

- Breastfeeding benefits
- Instructions for expressing and storing breastmilk, maintaining breastfeeding, and increasing breastmilk supply
- Workplace lactation support policies (stated in [Part II](#)).
- Workplace lactation room location
- Pumping/expressing tool cleaning
- Breastfeeding support groups in community and in healthcare settings



Participants: Female employees who are pregnant and raising children under 24 months old.



Duration: Two hours



List of social behavior change communication materials Refer to [Annex 1](#) and [Annex 2](#)):

- Videos on the importance of breastfeeding and risks of formula
- Posters of breastfeeding benefits and formula risks
- Instructions for expressing, labeling, storing, and using expressed breastmilk
- Links to the workplace lactation support groups in community

2. Trainings for HR officers, trade union officials, healthcare staff, and managers



Objective: To raise awareness of breastfeeding rights and benefits of employees, and to enhance the ability to deal with female employees' counseling needs on the above issues.



Contents: Female labor policy, breastfeeding knowledge, operation of workplace lactation room.



Participants: HR officers, trade union officials, healthcare staff, and managers related to the workplace lactation support program.



Duration: Two hours



PART IV.

Set up and operation of workplace lactation room

1. Definition of a lactation room
2. Identifying space and location of lactation room
3. Number of lactation rooms
4. Standards of lactation room
5. Recommendations for specific working environments
6. Operation management of lactation room



When female employees return to work after maternity leave, they need a comfortable, safe space to express and store breastmilk during working hours. A simple lactation room can be installed. Companies with a large number of female employees can use partitions or curtains to create a lactation space for multiple users.

The following issues should be considered:

1. Definition of a lactation room

According to the definition of Decree 145/2020/ND-CP, "The lactation room is a private space, not a bathroom or rest room; it has electricity, water, a hygienic table, chair, refrigerator, fan or air conditioner; is arranged in a convenient location, shielded from assault, visibility of colleagues and the public so that female workers can breastfeed or express, store breastmilk."

2. Identifying space and location of lactation room

The distance from the workplace of most female employees to the lactation room is no more than a 10-minute walk. It is necessary to discuss or survey female employees who are breastfeeding HR officers and trade union officials to choose an appropriate space. All female employees are informed about the location of the lactation room in the employee handbook, and retrained annually.

The space required to install the lactation room is quite reasonable, i.e., about 6m² to fit a table, chair and refrigerator. If the refrigerator is outside, the lactation room should be at least 1.2m x 1.5m.

The renovation of a lactation room can be considered from the following locations:

- Partly used medical room
- An unused space of the office
- Partly used warehouse renovated for ventilation
- Renovated space currently not being used effectively
- Separate corner of an existing room with a masonry wall or a movable partition

The space can be renovated so that many people can use the same lactation room with curtains, fixed or movable partitions.

3. Number of lactation rooms

The number of lactation rooms depends on:

- Number of female employees of childbearing age (18-50 years old)
- Number of buildings/offices in companies
- Schedules, shifts and work characteristics of female employees

Table 4. The number of lactation rooms depending on the number of female employees²

Number of female employees	The minimum number of lactation rooms
< 100*	1
From 100 to < 500*	2
From 500 to <1000*	3
From ≥ 1000**	≥ 4 rooms (ensure each 300 female employees/ one lactation room)

(*) Employers are encouraged to install lactation rooms in accordance with the actual conditions at the workplace, the needs of female workers and the employer’s capabilities.

(**) Lactation rooms installed is compulsory

Even if there is no or only one breastfeeding employee, the workplace should arrange a lactation area that can demonstrate the employer’s commitment to support workplace lactation.

4. Standards of lactation room

Below are the standards for the lactation room at both basic and advanced levels. Depending on their capacity, companies employing female employees should arrange to set up a lactation room.

Table 5. Standards of lactation room

	Basic	Advanced
Location	Hygienic place	Hygienic place
	Place with good ventilation, free from loud noises or other workplace hazards.	Place with good ventilation, free from loud noises or other workplace hazards.
	Not more than 10 minute walk from the workplace of most female employees, convenient for commuting.	Not more than 5 minute walk from the workplace of most female employees, convenient for commuting.
	Close to or have a source of clean water to wash hands and clean breast pump and storage equipment.	Have a source of clean water to wash hands and clean breast pump and storage equipment.

² Based on a pregnancy rate of 5% to 7% among the female population, a breastfeeding initiation rate of 75% (The National Institutes of Health, the U.S., 2020)

	Basic	Advanced
Area	Ensure an appropriate area about 6m ² to accommodate tables and chairs and one refrigerator. If the refrigerator is outside, the minimum room area is 1.2m x 1.5m, enough for 1-2 female employees to use at a time.	Ensure multiple users at the same time and privacy for each user by curtains, partitions.
Equipment		Has a wash sink and breast pumps.
	The room has a name plate and is covered to ensure privacy.	Has a name plate and is covered to ensure privacy, divided into smaller cabins for many users at the same time.
	Electrical outlet	Electrical outlet in each cabin
	Fan, light	Air conditioner and light
	Separate refrigerator	Separate refrigerator and freezer
	Seat(s)	Comfortable seats
		There is a table/cabinet to place breast pumps. There are lockers or hangers to hang clothes for mothers.
	Breast pumps and containers are self-provided by employees	Breast pumps are provided by employers and stored in boxes. They are regularly cleaned. Number of breast pumps are based on total number of female employees and employers' capacity.
		Sterilizers
		Posters, leaflets on breastfeeding
Cleaning, monitoring and registration management	Monitoring book contains: <ul style="list-style-type: none"> 1. Daily cleaning checklists (Annex 3); supervisors required to fill in daily. 2. Registration form (Annex 4). The users required to fill the form. 3. Room regulations (Annex 5). 	Monitoring book contains: <ul style="list-style-type: none"> 1. Daily cleaning checklists (Annex 3); supervisors required to fill in daily. 2. Registration form (Annex 4). The users required to fill the form. 3. Room regulations (Annex 5). 4. Instructions for using and cleaning breast pumps.

5. Recommendations for specific working environments

a. Restaurants, hotels

Ideally, there is a female-only room. The administrative room or the warehouse could be renovated with movable partitions to create a private space, or vacant rooms could be used as a lactation room.

b. Health facilities

Large healthcare facilities should arrange separate lactation rooms for healthcare professionals and patients. At maternity facilities, it is mandatory to have at least one room in the postpartum department to guide and support postpartum mothers on how to express and store breastmilk.

c. Educational institutions

At schools, it is possible to use part of the administrative room, medical room, teacher room, and meeting room to create a private space to express and store breastmilk. Teachers express breastmilk in the classroom when there are no pupils, however, administrative and service staff cannot use these classrooms, so another space should be arranged.

In universities and colleges there are many buildings so administrative staff and teachers can use their own working corners to create a private lactation space. Part-time employees can use a section of the library and administrative offices.

d. Factories

A lactation room could be divided into many small spaces with partitions or curtains in a quiet area next to the factory, office, or warehouse. Large multi-building factories may require multiple rooms in each building to reduce travel time for female employees.

e. Transportation

Female employees who drive buses, trucks, cars and airplanes need to be supported with suitable work schedules and routes in order to have adequate breaks. They should be assisted with car window coverings and privacy areas at appropriate stops for expressing and storing breastmilk.

f. Public areas

Commercial centers, religious places, libraries, and construction sites should use portable tents that can be easily folded and opened, placed at areas without chemicals, dirt, pollution, and near water sources for hand washing, pumping and storing tool cleaning.

g. Office work

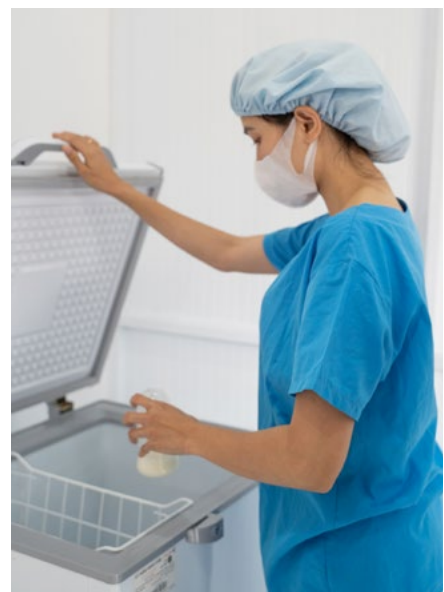
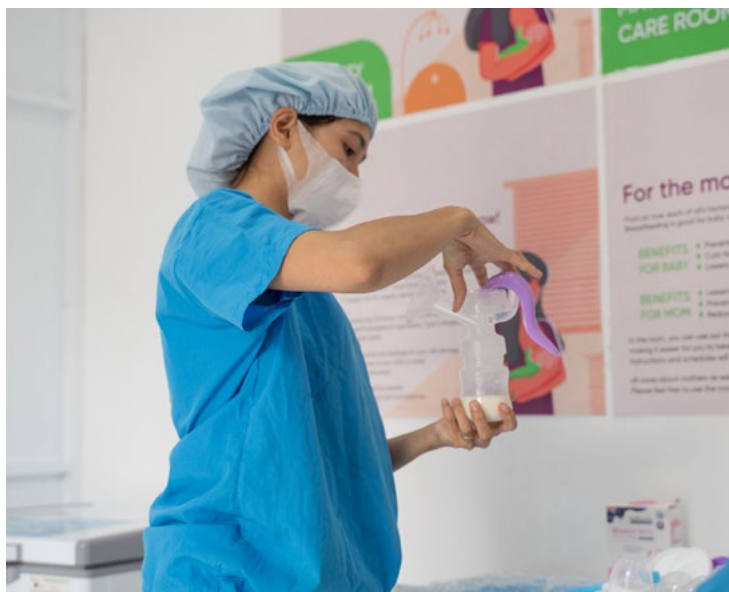
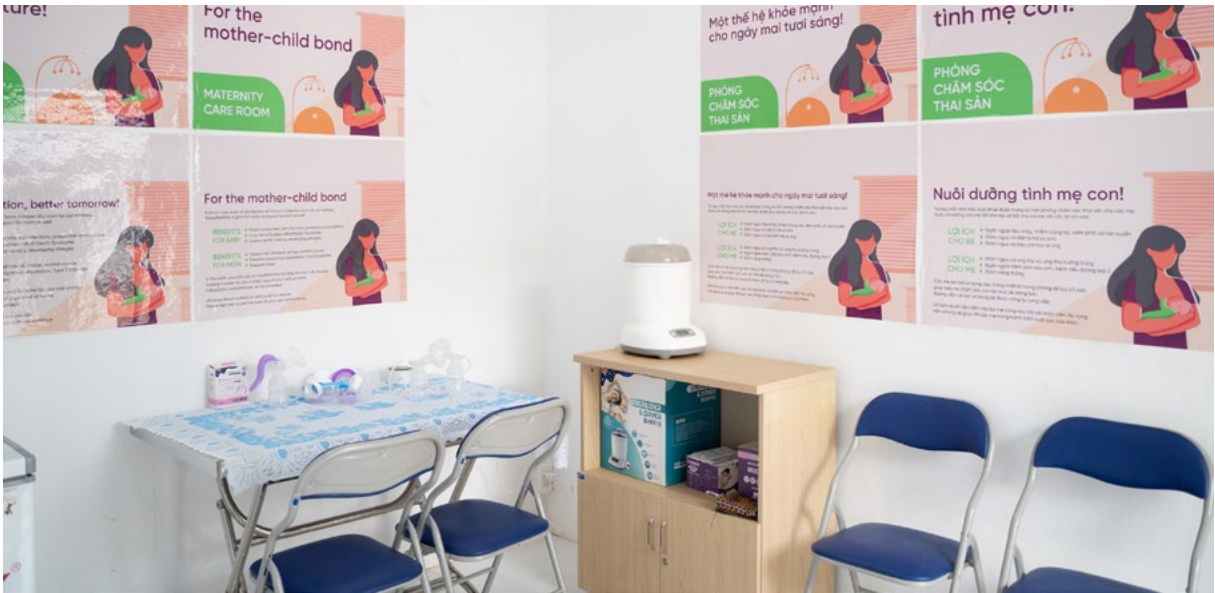
Buildings can create a lactation room for multiple offices, with users on the same floor.

6. Operation management of lactation room

Companies or organizations that set up and operate lactation rooms assign the operation management duties to key staff.

These duties include:

- Arranging the schedule for using and cleaning the room.
- Guiding and managing the use, inspection, maintenance and equipment replacement proposal of the room.
- Instructing users to clean breastmilk expression equipment after each use.
- Inspecting and supervising the use and general hygiene of the room ([Annex 3](#)).
- Archiving and changing the daily cleaning checklist sheet ([Annex 3](#)) after each visit.
- Reporting monthly ([Annex 7](#)).
- Updating data on the national lactation room monitoring system ([Annex 8](#)).





PART V.

**Monitor, evaluate and collect
employee feedback**



Relevant departments, such as HR or a trade union of the company, organize periodic and irregular/unexpected assessments of knowledge and practices of female employees on breastfeeding and lactation room use; as well as the awareness of all employees about the female labor policy at the company ([Annex 6A](#), [Annex 6B](#) and [Annex 6C](#) - Breastfeeding survey of pregnant employees/female employees with children under 24 months/all employees).

Solutions should be lobbied for employers to improve difficulties and inadequacies in the process of operation, if any.

Survey results are analyzed to find out if the three key components (policy, communication, and a lactation room) are being improved and to assess the impact and effectiveness of the program on female employees' practices.

ANNEX 1.

List of communication materials

1. Videos on breastfeeding importance and formula risks

Breastmilk importance



Breastmilk-priceless gift of life

→ <https://tinyurl.com/breastmilk-priceless-gift>



Workplace lactation room importance

→ <https://tinyurl.com/breastfeeding-at-work>

Risks of formula use



Why should aggressive formula marketing be stopped

→ <https://tinyurl.com/aggressive-formula-marketing>

Benefits of workplace lactation support program



VTV3: Setting up workplace lactation rooms

→ <https://tinyurl.com/VTV3-lactation-room>



Ha Noi TV: Workplace lactation support

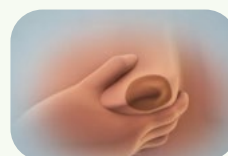
→ <https://tinyurl.com/HanoiTV-lactation-support>

Education videos



Instruction on correct breastfeeding

→ <https://tinyurl.com/correct-breastfeeding>



How to hand-express breastmilk

→ <https://tinyurl.com/expressing-breastmilk>

2. Posters of breastfeeding benefits and formula risks

A set of three posters on breastfeeding



The more sucking, the more producing of breastmilk

→ <https://tinyurl.com/breastfeeding-1>



Breastmilk provides nutrition in babies' first six months of age

→ <https://tinyurl.com/breastfeeding-2>



Babies do not need water due to nutritious sufficiency in breastmilk

→ <https://tinyurl.com/breastfeeding-3>

A set of three posters about complementary feeding when babies reach six months of age



A nutritious start is most important

→ <https://tinyurl.com/nutritious-start>



At six months of age, babies are ready for complementary feeding

→ <https://tinyurl.com/complementary-feeding>



Babies need food with an iron source

→ <https://tinyurl.com/iron-rich-food>



Poster about expressing and storing breastmilk

→ <https://tinyurl.com/breastmilk-expression-storage>

Handbook of nutrition and health for babies and how to maintain breastfeeding and complementary feeding when babies reach six months of age (soft copies for referencing)



Nutrition and health

→ <https://tinyurl.com/nutrition-and-health-booklet>



Complementary feeding

→ <https://tinyurl.com/complementary-feeding-booklet>

ANNEX 2.

Instructions for expressing, labeling and using expressed breastmilk

1. Expression instruction

Female employees returning to work after maternity leave can continue breastfeeding by hand expressing or using breast pumps.

1.1. Hand expression:

- This method is applied in cases where mothers are hand expressing, or using lactation rooms that do not have enough breast pumps.
- Hands washed before each express with soap under running water. Clean and rinse the expression equipment with boiling water. Relax. Massage the breasts and the nipples before expressing to stimulate milk ejection reflex. Place the thumb above the nipple and areola, and the rest of fingers below the nipple and areola, opposite the thumb. Press the thumb and index finger gently toward the chest wall, press on the back of the nipple and areola between the thumb and index finger. Press in and then release. This pressure rotates around the areola so that milk flows from parts of the breasts into the clean container. Avoid rubbing, which can scratch the skin, and avoid squeezing the nipple as it can block the flow of milk. Express breastmilk from one breast for three to five minutes until the flow stops, switch to the other breast, and then repeat. One expression session takes 20 to 30 minutes

1.2. Pumping:

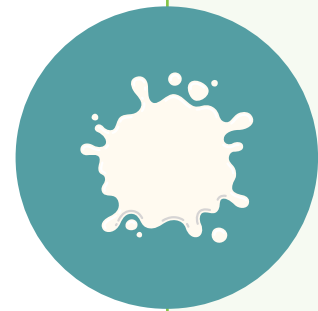
- There are two types of breast pumps: manual and electric.
- Read the instructions for use before pumping. Practice hand washing, lactation stimulating, breastmilk expressing and storing as in hand expressing.





2. Milk supply maintenance

- Mothers increase direct breastfeeding for babies before and after working.
- Mothers increase breastfeeding at nighttime and days off.
- Mothers should practice hand expression right after birth and during the exclusive breastfeeding period. After returning to work, breastfeeding employees should express and store breastmilk so that caregivers can feed babies while mothers are at work. It is advisable to maintain a breastmilk expression schedule at work and when away from home, ensuring three to four hours between expressing to help maintain breastmilk supply and prevent engorgement.



3. The number of breastmilk expressions per day

Express every three to four hours to maintain breastmilk supply. Each breastmilk expression takes 20 to 30 minutes, with the walking time to lactation rooms and tool cleaning time excluded.

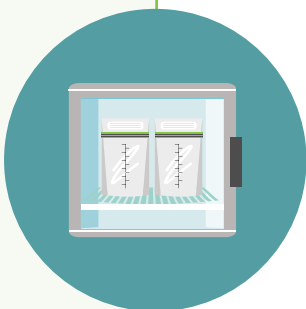




4. Labeling the expressed breastmilk

After expressing, breastmilk is stored in cleaned containers with lids or breastmilk storage bags. Feeding bottles should not be stored because they are unsafe, difficult to clean and easily contaminated.

Label expressed breastmilk containers or directly note on the breastmilk storage bags with details, such as name of breastmilk owner, expression time, and volume.



5. Using expressed breastmilk

Before feeding, it is necessary to defrost and warm the expressed and frozen breastmilk.

- Defrosting: transfer the frozen breastmilk from the freezer to refrigerator to completely defrost. Use the breastmilk within 24 hours right after completely defrosting.
- Warming: soak the defrosted milk in 37°C water for a few minutes, until the milk is warm. Do not heat and microwave. The thawed breastmilk should be used within four hours.
- Leftover breastmilk: use within two hours, after which it must be discarded. Therefore, only take the sufficient amount of breastmilk for one feed from a clean container with a lid to a feeding cup.
- Babies fed with spoons and cups.

ANNEX 3.

Template for daily cleaning checklist

The staff in charge of cleaning the lactation room at the beginning of each day, write the date, sign, and confirm each task completion from 1–6. At the sixth task, when due for inspection, they must inform the manager one week in advance.

Manager inspects at random times, at least once a week, and signs to confirm the inspection conducted.

No.	Tasks	Monday Date... Month... At...	Tuesday Date... Month... At...	Wednesday Date... Month... At...	Thursday Date... Month... At...	Friday Date... Month... At...	Saturday Date... Month... At...	Notes
1.	Wipe the surface with 70% alcohol: inside and outside fridge or freezer, the surface of sterilizer.							
2.	Check the temperature: Fridge (< 4°C). Freezer (< -18°C)							
3.	Clean the floor							
4.	Empty and change the trash bags							
5.	Organize the room							
6.	Inspect periodically the equipment every 6 months (note the next inspection date)							
7.	Inspected by the manager							
8.	Other accidents (if any)							

ANNEX 4.

Template for lactation room use registration

No.	Name	Department	Position	Baby age	Room	Registration of room/time																		Note	
						08:00 - 08:30	08:30 - 09:00	09:00 - 09:30	09:30 - 10:00	10:00 - 10:30	10:30 - 11:00	11:00 - 11:30	11:30 - 12:00	12:00 - 12:30	12:30 - 13:00	13:00 - 13:30	13:30 - 14:00	14:00 - 14:30	14:30 - 15:00	15:00 - 15:30	15:30 - 16:00	16:00 - 16:30	16:30 - 17:00		Total time
1.					1																				
					2																				
					3																				
2.					1																				
					2																				
					3																				
3.					1																				
					2																				
					3																				

ANNEX 5.

Regulations of lactation room

Opening time

- As working shifts.
- Fridges or freezers run 24/7 and set at stable temperature.

For cleaning staff

- Daily, perform cleaning, record the current status and warranty period of the equipment.
- One week before warranty end date, periodically inspect equipment every six months, report to managers.
- When there is an incident, report it to the manager immediately and record it.

For manager

- Inspect at random times, at least once a week to control the hygiene and equipment of the lactation room, the number of female employees, the lactation room registration.
- Do not conduct the inspection when there is female staff expressing in order to respect users' privacy.
- Immediately solve problems.

For lactation room users

- All breastfeeding employees in need of expressing and storing breastmilk for their children have the right to register and use the lactation room.
- It is necessary to register to use the lactation room to avoid congestion.
- Both personal breast pumps or breast pumps equipped at work can be used.
- Maintain the general hygiene, self-clean and sterilize all personal related items before and immediately after using the room.
- Maintain a quiet environment for other users expressing breastmilk.
- Expressed breastmilk should be labelled with the full name, expression time and volume on the containers or storage bags before placing it in the shared fridge.
- Expressed breastmilk which is stored in the shared fridge should be taken home when the shift is completed.
- Any problems occurring during the room use period can be recorded on the daily cleaning checklist sheet or immediately reported to the manager if it is necessary to solve promptly.

ANNEX 6A.

Breastfeeding survey for pregnant employees

1. Where are you currently working?

- Manufacturing (factory, workshop,...) Production managers (leader, shift leader,...)
- Office staff Business managers
-

2. How many months pregnant are you?

- Five months Eight months
- Six months Nine months
- Seven months
-

3. Are you taking the full six months of maternity leave?

- Yes No
-

4. What should you feed babies UNDER SIX MONTHS? (Multiple choice)

- Breastmilk or expressed breastmilk Fresh milk
- Water Fruit/Fruit juice
- Complementary food Others
- Formula
-

5. What should you feed babies aged SIX to 24 MONTHS OLD? (Multiple choice)

- Breastmilk or expressed breastmilk Fresh milk
- Water Fruit/Fruit juice
- Complementary food Others
- Formula

ANNEX 6B.

Breastfeeding survey for female employees with children under 24 months

1. Where are you currently working?

- Manufacturing (factory, workshop,...)
- Office staff
- Production managers (leader, shift leader,...)
- Business managers

2. HOW OLD is your youngest child?

- Under six months
- From six to 12 months
- From 13 to 24 months

3. Did you take the full six months of maternity leave lastly?

- Yes
- No

Why did you not take the full six months of maternity leave?.....

.....

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4. Does your youngest child live with you at the same place?

- Yes
- No (e.g., the baby is living with other caregivers in rural areas)

5. (For those who answered “Yes” in Question 4) Are there daycare facilities or kindergartens nearby, matching your needs?

- Yes
- No
- Yes, but expensive, over my budget
- Yes, but not suitable to my shift
- Yes, but my child is too small so he/she is not eligible (e.g., only children > 12 months old are accepted)
- I do not know

6. Yesterday, during the day or at night, within 24 hours, was your youngest child breastfed (or pumped breastmilk)?

- Yes
- No

7. Yesterday, during the day or at night, within 24 hours, besides breastmilk (if any), did your youngest child have...? (Multiple choice)

- Only breastmilk (no water, honey, herbal teas)
- Formula
- Fresh milk
- Fruit/Fruit juice
- Complementary food
- Water
- Others

8. Do you take 60-minute nursing break?

- Yes
- No

Why? (Multiple choice)

- Don't know
- Children > 12 months are not applied to the labor policy
- No support from supervisors
- Heavy workload
- Save for the other days off
- Work for extra payment
- Others

9. Does your payment decrease when you take 60-minute nursing break?

Yes

No

10. Do you use lactation rooms?

Yes

No

Why? (Multiple choice)

Do not know/have lactation rooms

Go home to breastfeed or express breastmilk

No support from supervisors and/or colleagues

Not comfortable (for example: far walking distance, no privacy, no toilet)

No lactation needs (For example: no more breastfeeding or feedings reduced)

11. In the recent birth, how many antenatal appointments did you get?

< Five times

Five times

> Five times

12. What should you feed babies UNDER SIX MONTHS? (Multiple choice)

Breastmilk or expressed breastmilk

Fresh milk

Water

Fruit/Fruit juice

Complementary food

Others

Formula

13. What should you feed babies aged SIX to 24 MONTHS OLD? (Multiple choice)

Breastmilk or expressed breastmilk

Fresh milk

Water

Fruit/Fruit juice

Complementary food

Others

Formula

ANNEX 6C.

Breastfeeding survey for all employees on female labor policies

1. How long have you worked for the company? (Unit: Year)

.....

2. What is your gender?

- Male Prefer not to respond
 Female

3. Select policies which are in effect at your company? (Multiple choice)

- Pregnancies are entitled to five paid antenatal care visits
- Female employees who are pregnant from the seventh month or have children under 12 months do not have to work at night, work overtime and go on a long-distance working trip
- Maternity leave of six months fully paid by social insurance, additional one month in case of twins
- Male employees are entitled to leave at least five working days when their wives give birth
- Flexible working hours for female employees with children under 12 months old

- 60-minute paid nursing break for female employees with children under 12 months old

- Childcare expenses for all employees with children under 12 months old

- Leave for caring for sick children (under seven years old) fully paid by companies or social insurance

- During menstruation period, female employees have a 30-minute break per day

- Female employees giving birth are entitled to a one-time allowance for each child equal to two times the base salary in the month the female employee gives birth

- Others

4. Are you satisfied with the corporate female labor policies? It is measured by a five-point Likert scale (1: very dissatisfied to 5: very satisfied).

- 1 4
 2 5
 3

ANNEX 7.

Template for workplace lactation support program operation monthly/quarterly/annual report

Month/ Quarter/ Year	The total number of female employees with children < 24 months	The total number of breastfeeding employees	The average number of nursing breaks taken per day	The average number of leaves of breastfeeding employees	The total number of female employees using lactation rooms	Reasons for not using lactation rooms	Requests to employers
e.g., Jan 2022							

*The report is conducted and saved at the end of the month in Excel.

*The used forms as stated in [Annex 3](#), [Annex 4](#), [Annex 6](#) are required to be saved as proof the information and data has been reported.

ANNEX 8.

Instruction for the use of online lactation room monitoring system

1. Benefits

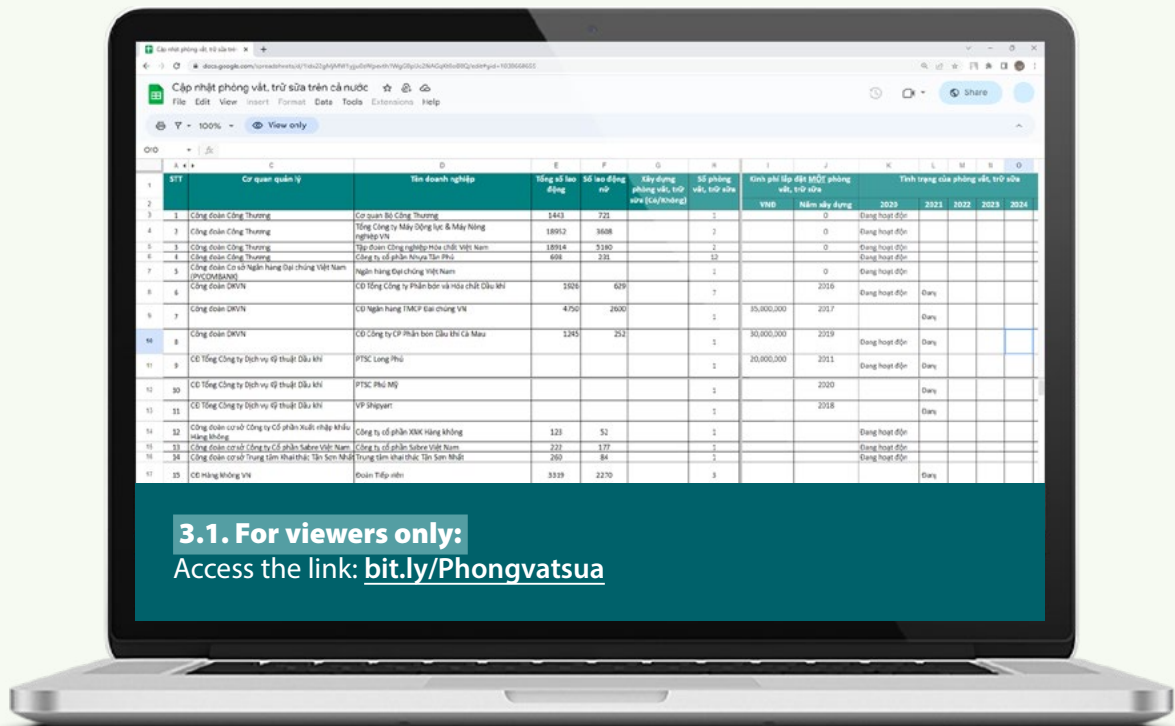
The online lactation room monitoring system helps companies and organizations running the program simply report, cost the set up and size, and update the operating status of lactation rooms across the country. Additionally, the Ministry of Labour, Invalids and Social Affairs and the Viet Nam General Confederation of Labor have a source to evaluate the implementation of female labor policies supporting people to take care of themselves, their families, and children. Thereby, the role of the trade union is strengthened in protecting the legitimate rights and demands of employees, especially female employees.

2. Objectives

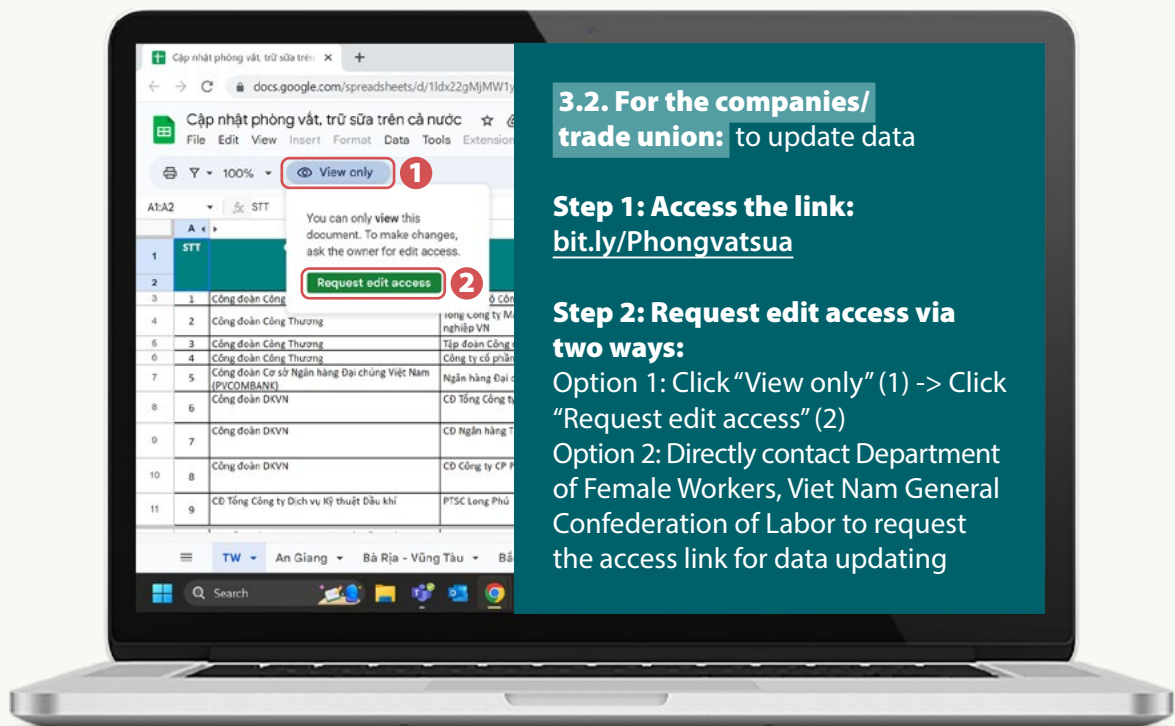
- The trade union of companies, organizations operating the lactation room actively updates information on the system.
- Ministry of Labor - Invalids and Social Affairs and the Viet Nam General Confederation of Labor simply manage, monitor and update information.

3. Contents

- In the online lactation room monitoring system, there are three types of users:
 - 3.1. Viewers
 - 3.2. Companies/trade union running lactation rooms must update the data
 - 3.3. Viet Nam General Confederation of Labor must manage, monitor the operation of nationwide lactation rooms
- Categories of the monitoring system include:
 - ◆ Companies in 63 provinces/cities in Viet Nam
 - ◆ Management agency: name of managerial trade union
 - ◆ Name of company
 - ◆ Total number of employees
 - ◆ Total number of female employees
 - ◆ Establishment of lactation rooms (Yes/No)
 - ◆ Number of lactation rooms
 - ◆ Cost of lactation room installation
 - ◆ Amount of money (VND)
 - ◆ Installation year
 - ◆ Status of lactation rooms with three options:
 - ◆ Open
 - ◆ Temporarily closed
 - ◆ Closed



3.1. For viewers only:
Access the link: bit.ly/Phongvatsua



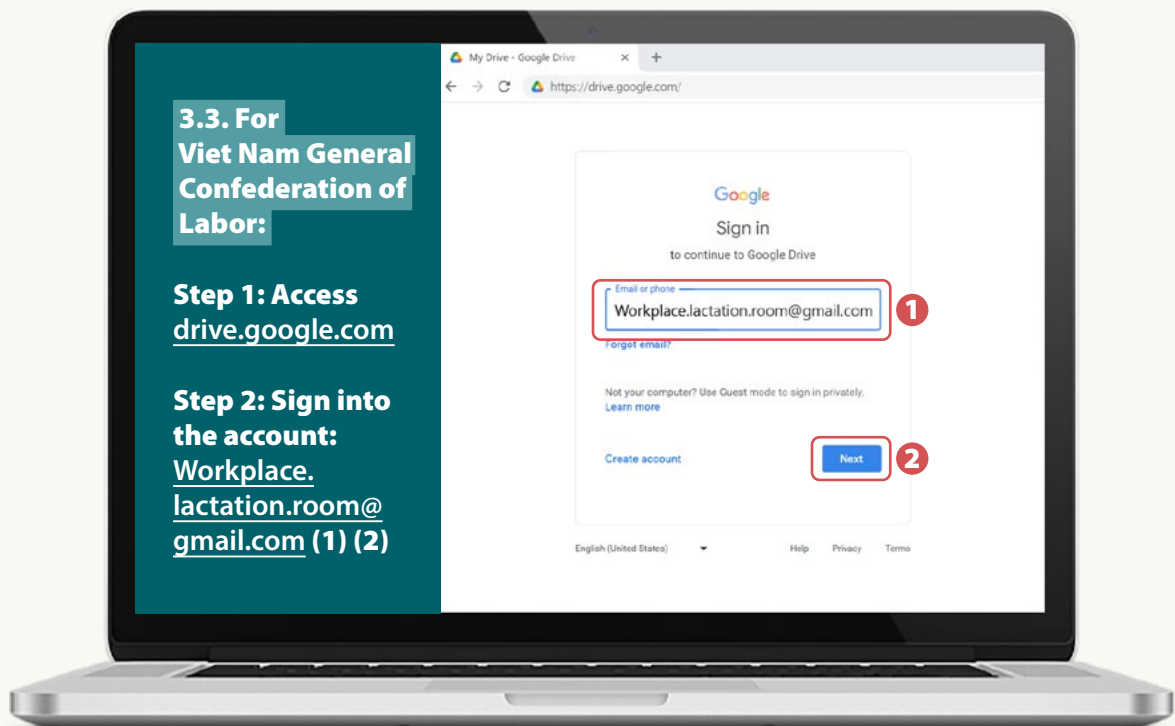
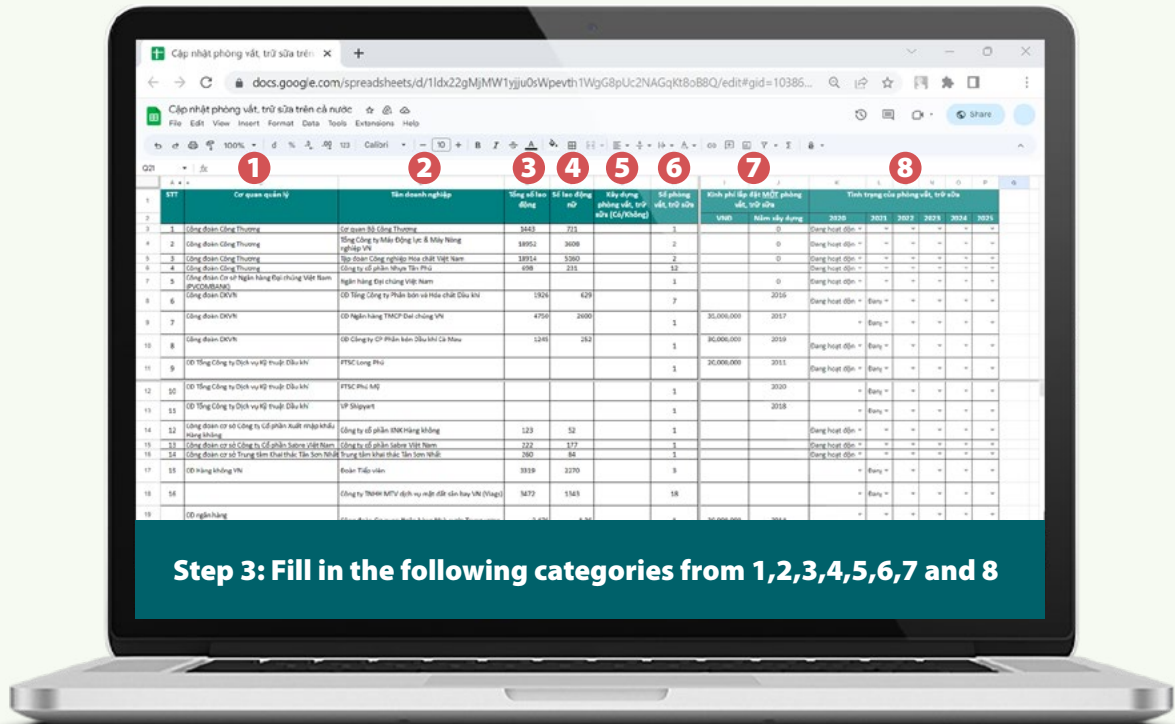
**3.2. For the companies/
trade union:** to update data

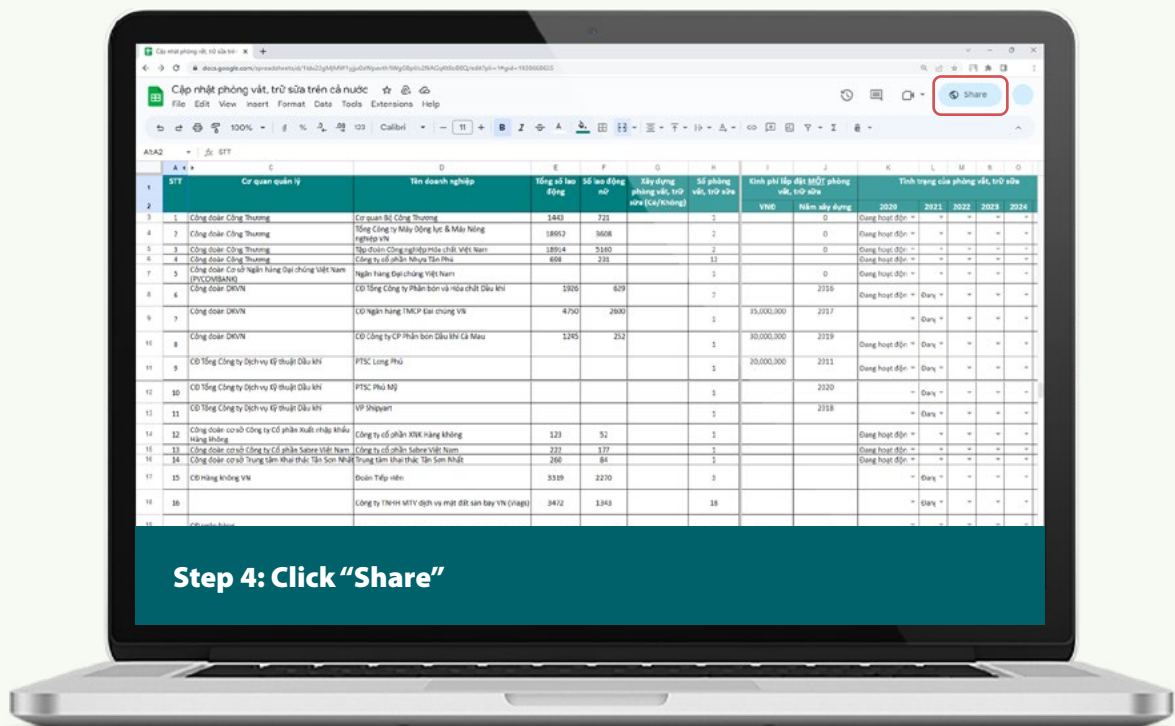
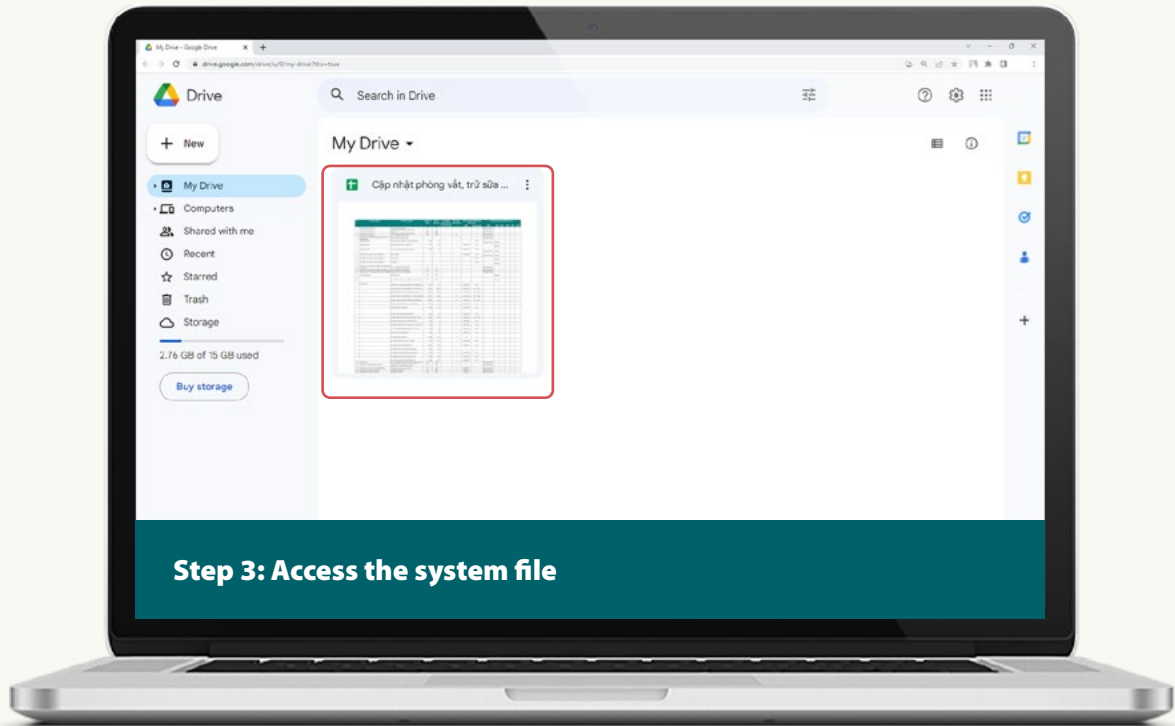
Step 1: Access the link:
bit.ly/Phongvatsua

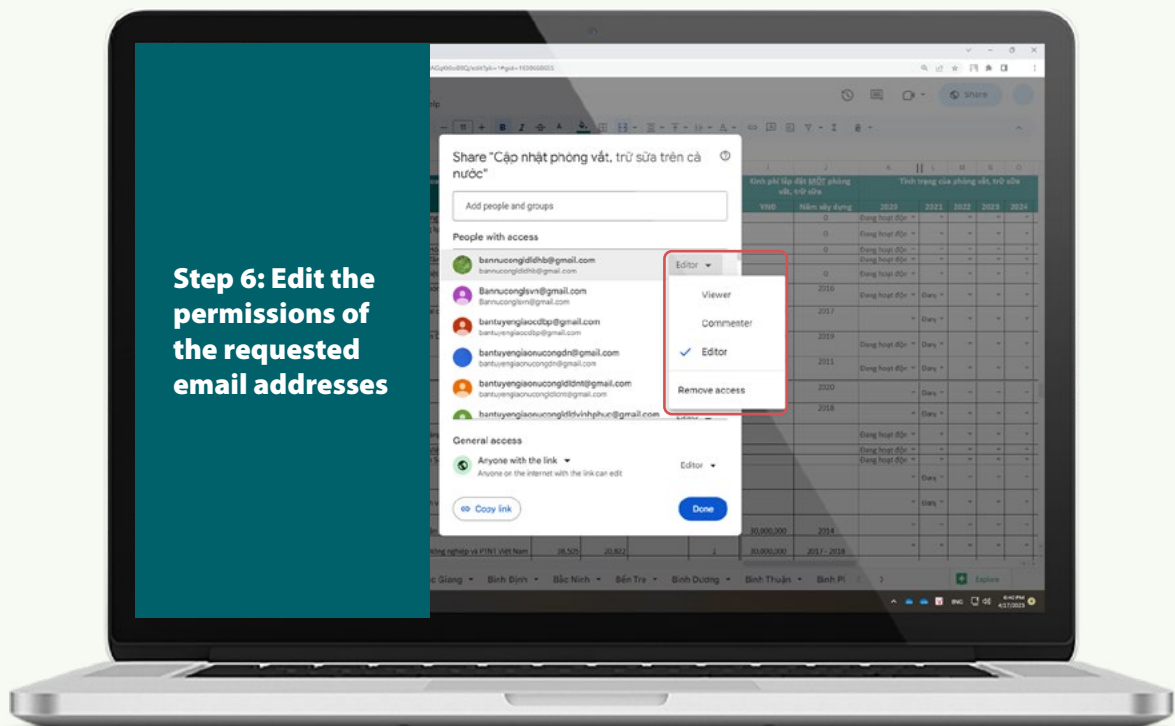
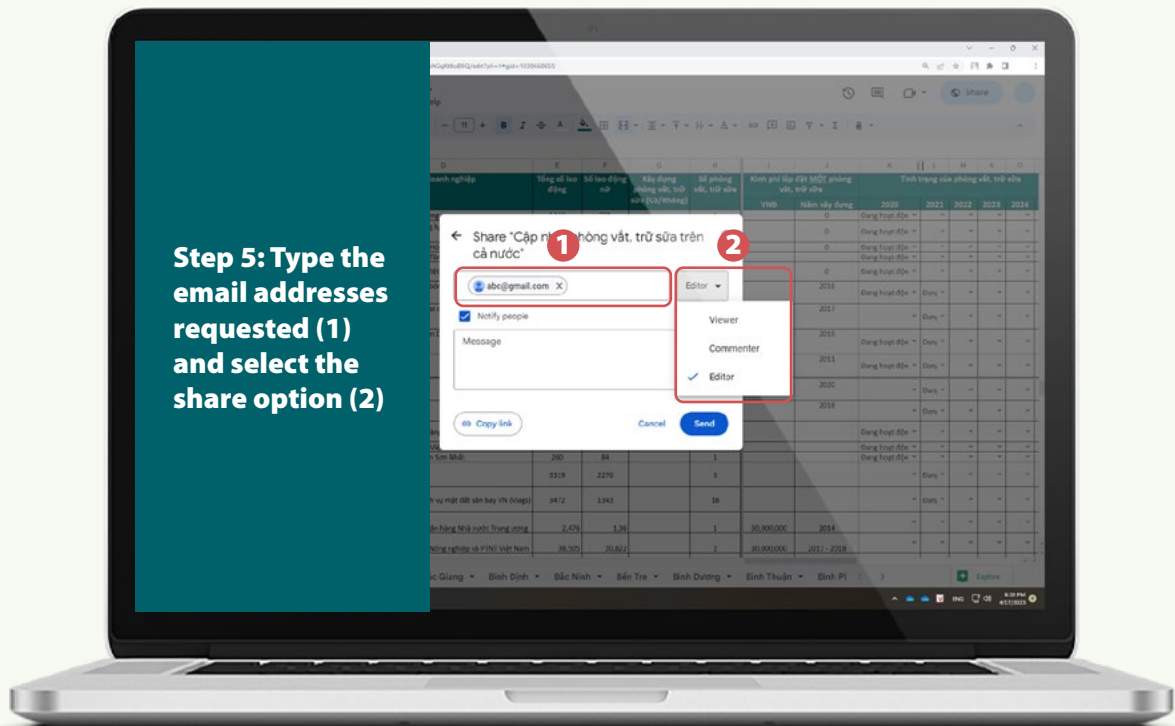
**Step 2: Request edit access via
two ways:**

Option 1: Click "View only" (1) -> Click
"Request edit access" (2)

Option 2: Directly contact Department
of Female Workers, Viet Nam General
Confederation of Labor to request
the access link for data updating







Khai trương Phòng vắt trữ sữa

Workplace Lactation Room Grand Opening

Hải Phòng 1/6/2022



Healthy generation, better tomorrow!

From on now, each of off's factory will have a maternity room for our mothers. Breastfeeding is good for baby and good for mom as well.

BENEFITS FOR BABY

- Prevents diarrhea
- Cuts risk of Sudden Infant Death Syndrome (SIDS)
- Reduces risk of obesity

BENEFITS FOR MOM

- Leaves less risk of breast cancer
- Prevents postpartum depression
- Reduces chance of osteoporosis

In the room, you can use our machine making it easier for you to take care of your baby. Instructions and schedules will be provided. If you have any questions, please feel free to ask our staff.



For the mother

From on now, each of off's factory will have a maternity room for our mothers. Breastfeeding is good for baby and good for mom as well.

BENEFITS FOR BABY

- Prevents diarrhea
- Cuts risk of Sudden Infant Death Syndrome (SIDS)
- Reduces risk of obesity

BENEFITS FOR MOM

- Leaves less risk of breast cancer
- Prevents postpartum depression
- Reduces chance of osteoporosis

In the room, you can use our machine making it easier for you to take care of your baby. Instructions and schedules will be provided. If you have any questions, please feel free to ask our staff.



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