**HUMAN RESOURCES QUESTIONNAIRE**

Thank you for taking part in this questionnaire that aims to understand how water and sanitation utilities are considering gender in their policies, practices, and procedures. Input from this questionnaire will feed into a broader study conducted by the World Bank’s Water Global Practice on female employment in water utilities.

Please fill in as many of the data points as possible. If you have any additional data and documents, particularly on staff composition and the policies in place in the utility, we request you to kindly share these with us.

Personal and/or sensitive information received will be kept in strictest confidentiality.

If you have any questions and have additional information to share with us, please contact ­­­­­­­­­­­­Ms. Rebecca Gilsdorf at [rgilsdorf@worldbank.org](mailto:rgilsdorf@worldbank.org) and Kamila Galeza at [kkasprzycka@worldbank.org](mailto:kkasprzycka@worldbank.org).

* Name of Utility: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Country: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Name of person filling out questionnaire: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1. **General HR Information** | **Total number of employees** | | **Licensed engineers** | | **Managers[[1]](#footnote-1)** | |
|
| Men | Women | Men | Women | Men | Women |
| 1. **Total number (currently working in utility)** |  |  |  |  |  |  |
| 1. **Recruited from outside the utility (in past 12 months)** |  |  |  |  |  |  |
| 1. **Promoted from inside the utility (in past 12 months)** |  |  |  |  |  |  |
| 1. **Left the utility (in past 12 months)** |  |  |  |  |  |  |
| 1. **Average salary (in local currency)** |  |  |  |  |  |  |
| 1. **Average no. of years in this position** |  |  |  |  |  |  |

1. **Please provide data, as in the table above, for employees in other job grades, classifications, and departments (disaggregated by sex). This may include, but not be limited to the following categories:**

|  |  |
| --- | --- |
| * Design and construction * Operation and maintenance * Field-level technicians * Administration | * Finance * Accounting * Customer relations * Information Technology |

**Note:** if you do not have the data available broken down by categories, you can send us the raw data

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1. **Training and mentorship** | **Does your utility provide this training/program?** | | | **Total number of employees who received this training (in past 12 months)** | | **Total number of managers who received this training (in past 12 months)** | |
| Yes | No | Don’t know | Men | Women | Men | Women |
| 1. **Technical skills training** |  |  |  |  |  |  |  |
| 1. **Leadership training** |  |  |  |  |  |  |  |
| 1. **Communication training** |  |  |  |  |  |  |  |
| 1. **Training on harassment policies** |  |  |  |  |  |  |  |
| 1. **Other trainings (please specify)\*** |  |  |  |  |  |  |  |
| 1. **Mentorship program** |  |  |  |  |  |  |  |

\*Other trainings: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **Policies in place in the utility** | | **YES** | **NO** | **Please specify** |
| 1. Do you offer employees **flexible work arrangements**? If yes, please specify how many of your employees (disaggregated by sex) used this in the past 12 months. This may include, but not be limited to the following: | |  |  |  |
|  | 1. Part-time employment |  |  |  |
| 1. Options for teleworking/telecommuting [[2]](#footnote-2) |  |  |  |
| 1. Phased return schedule[[3]](#footnote-3) |  |  |  |
| 1. Flexible core hours, or flextime[[4]](#footnote-4) |  |  |  |
| 1. Compressed work schedules [[5]](#footnote-5) |  |  |  |
| 1. Other (please specify) |  |  |  |
| 1. Do you have any official policies for employees to take **maternity leave**? If so, how long is the maternity leave? | |  |  |  |
|  | 1. In the last 12 months, how many of your employees took maternity leave? |  |  |  |
| 1. Do you have any official policies for employees to take **paternity leave**? If so, how long is the paternity leave? | |  |  |  |
|  | 1. In the last 12 months, how many of your employees took paternity leave? |  |  |  |
| 1. Do you have official policies for staff to take **paid family and medical leave?**[[6]](#footnote-6) If so, how long is the paid leave? | |  |  |  |
|  | 1. In the last 12 months, how many of your employees took paid family and medical leave? (please disaggregate by sex) |  |  |  |
| 1. Do you have any rules, regulations, or policies to prevent **sexual harassment** in the workplace? | |  |  |  |
| 1. Do you advertise any **job vacancies** specifying a specific sex? If so, please specify which vacancies these are. | |  |  |  |
| 1. Are any **job assignments or promotions** assigned for a designated sex only? If so, please specify which jobs these are. | |  |  |  |
| 1. Do you have different **pay scales** for male and female staff of the same position? If so, please specify to which positions this pay scale applies. | |  |  |  |
| 1. Do you have different **employee benefits** for male and female staff?[[7]](#footnote-7) If so, please specify which benefits these are. | |  |  |  |
| 1. Do you set **targets for gender composition** of different employment grades or departments? If so, please specify to which grades/departments this applies and what the targets are. | |  |  |  |
| 1. Are any **training opportunities** offered to one sex only? If yes, please specify which trainings these are. | |  |  |  |
| 1. Where are these policies posted/ written down? (Please specify) | |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **Work environment** | | **YES** | **NO** | **DON’T KNOW** |
| 1. Are there separate **toilets/ sanitation facilities** for men and women? | |  |  |  |
|  | 1. In the offices? |  |  |  |
| 1. At treatment plants? |  |  |  |
| 1. At pumping stations? |  |  |  |
| 1. Do all toilets that may be used by women include the following: | |  |  |  |
|  | 1. Safe locks? |  |  |  |
| 1. Disposal bins? |  |  |  |
| 1. Adequate lighting? |  |  |  |
| 1. Handwashing facilities? |  |  |  |
| 1. Are **child care facilities** available? | |  |  |  |
|  | 1. In the offices? |  |  |  |
| 1. At treatment plants? |  |  |  |
| 1. At pumping stations? |  |  |  |
| 1. If child care facilities are not available on premise, is monetary assistance provided for child care facilities? |  |  |  |
| 1. Are **lactation rooms** available? | |  |  |  |
|  | 1. In the offices? |  |  |  |
| 1. At treatment plants? |  |  |  |
| 1. At pumping stations? |  |  |  |
| 1. Are there any other **gender-friendly facilities** you would like to note? | |  | | |

1. Managers are employees in leadership positions and decision-making roles, and can comprise upper, middle, and lower management. This may include, but not be limited to, Chief Executive Officers, Chief Operation Officers, Chief Technology Officers, department heads, directors, chief supervisors, assistant managers, section chiefs, and office managers. [↑](#footnote-ref-1)
2. Teleworking is a work arrangement in which some or all of the work is performed at an off-campus work site.. [↑](#footnote-ref-2)
3. Phased return is a work arrangement, particularly used by parents returning from parental leave, in which hours of work are progressively increased until a final schedule of full or part time hours is reached. [↑](#footnote-ref-3)
4. Flextime allows employees to have some flexibility in the start and end times of their working day. [↑](#footnote-ref-4)
5. A compressed work schedules is an arrangement where employees work longer days or shifts in exchange for a reduction in the number of working days in their work cycle, on a weekly or biweekly basis. [↑](#footnote-ref-5)
6. Paid leave policies allow workers to continue to earn a portion of their pay while they take time away from work to address their own or a family member’s serious health conditions. [↑](#footnote-ref-6)
7. Employee benefits may include, but not be limited to, the following: sick and vacation leave, insurance, access to overtime as well as overtime pay, and retirement programs. [↑](#footnote-ref-7)