

Be Well.

We believe that good work is beneficial for health and that's why we provide comprehensive wellbeing support through [Spark](#) to help employees 'Be Well', remain healthy and grow. Because when employees thrive, productivity thrives too.

Here to listen, and support



Our Employee Assistance Programme (EAP) has provided:

Over 30,000

interactions with employees were supported by qualified counsellors from the start

Just under 6,000

counselling sessions were delivered. Where relevant, for employees covered by our group income protection, they could be supported by up to eight structured counselling sessions.

9 second

response time to calls. If employees need support, they can be confident that there are qualified counsellors on hand to help.

30 minutes

average call length. Meaning employees are getting comprehensive support in the moment.



Delivering quality care to help employees stay healthy

4.5 out of 5 satisfaction score

by employees using the EAP, means the support is meeting their expectations.

57 NPS* Score for Virtual Primary Care

meaning employees are receiving a great service from the Virtual GP and online Physio practitioners as shown by the impressive Net Promoter Score (NPS).

Improving the wellbeing of employees and businesses across the UK



We know how important it is for employers to be assured that their wellbeing investments are delivering on their promises. That's why we monitor and report on key outcomes achieved through the wellbeing support provided with our group protection products. This data shows that, as well as enhancing workplace engagement for employers, the support also contributes significantly in helping to reduce presenteeism and absenteeism.

Employees using our EAP have provided their employers with a:

21% reduction in presenteeism (continuing to work, when not well)

24% reduction absenteeism and workplace distress

Employees using our EAP have benefited from:

25% increase in life satisfaction

13% average increase in engagement (helping them to thrive at work)

Reduced anxiety

Pre-post intervention, average anxiety scores decreased from 10.3 (moderate anxiety) to 4.9 (minimal anxiety) that's a 52% decrease

Decrease in depression

Pre-post intervention, average depression scores decreased from 10.6 (moderate depression) to 4.8 (minimal depression) that's a 54% decrease



Keeping employees healthy and productive

Over 164,000 visits to our wellbeing platform

Over 59,000 logins to our wellbeing platform

Top 3 Platform Hotspots

- 1.EAP
- 2.Wellbeing studio webinars
- 3.Digital gym

Top read wellbeing articles

- 1.Dealing with anxiety
- 2.Relationships and family dynamics
- 3.Understanding stress



Engaging and educating employees about their wellbeing

Over 130,000 visits to our digital gym

Over 26,000 employees reading the wellbeing articles

Over 11,000 meditation sessions listened to

Over 3,500 employee views

of the bespoke wellbeing webinar series on topics including neurodiversity, positive parenting, financial wellbeing and more