

# Be Well.

We believe that good work is beneficial for health and that's why we provide comprehensive support to help employees to 'Be Well', remain healthy and grow, both inside and outside of work. Because when employees thrive, productivity thrives too.

## We're here to listen, and support



### Our Employee Assistance Programme (EAP) has provided:

#### Over 31,000

interactions with employees were supported by qualified counsellors from the start

#### Over 11,500

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

#### 29 minutes

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



### Through our Virtual GP:

#### 35%

of users saw a faster return to work using the service

#### 63%

of users avoided taking time off work

#### 19%

of users would have waited for their condition to worsen, if they didn't have the service

#### 93%

of users were satisfied with the service

#### 96%

of users would recommend

# 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 our EAP. This data shows that, as well as enhancing workplace engagement for employers by using our EAP, it also contributes significantly in helping to reduce presenteeism and absenteeism.

### Employees using our EAP have provided their employers with a:

**26% reduction** in presenteeism (continuing to work, when not well)

**24% reduction** absenteeism and workplace distress

### Employees using our EAP have benefited from:

**24% increase** in life satisfaction

**16% average increase** in work engagement (thriving in work)

**24% increase** in overall wellbeing

### Anxiety

Pre-post intervention, average anxiety scores decreased from 10 (moderate anxiety) to 4.8 (mild anxiety) that's a 52% decrease

### Depression

Pre-post intervention, average depression scores decreased from 10.7 (moderate depression) to 5.2 (mild depression) that's a 51% decrease



### Keeping employees healthy and productive

Over 119,000 visits to our wellbeing platform

Almost 55,000 logins to our wellbeing platform

#### Top 3 Platform Hotspots

- 1.Wellbeing Articles
- 2.Wellbeing Webinar Series
- 3.Digital Gym

#### Top read wellbeing articles

- 1.Relationships and family dynamics
- 2.Understanding stress
- 3.Self-care and wellbeing



### Engaging and educating employees about their wellbeing

Over 31,000 digital gym classes taken by employees

Over 27,000 employees reading the wellbeing articles

Over 8,000 meditation sessions listened to

Just under 5,000 employee views of the bespoke wellbeing webinar series on topics including neurodiversity, positive parenting, financial wellbeing and more