MERCER MARSH BENEFITS™

How are Britain's Healthiest Workplaces Getting Results?

BRITAIN'S HEALTHIEST WORKPLACE

MARSH & McLENNAN COMPANIES

Today's Speakers

STEPHEN HEMPENSTALL

Principal
Mercer Marsh Benefits

stephen.hempenstall@mercermarshbenefits.com

MIKE NAULLS

Regional Growth Leader
Mercer Marsh Benefits

mike.naulls@mercermarshbenefits.com

Britain's Healthiest Workplace 2019

One of the largest initiatives in the UK that seeks to understand the impact of employee health and engagement on productivity.

THE STUDY PARTNERS

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Vitality HEALTH INSURANCE

FT FINANCIAL TIMES

UNIVERSITY OF CAMBRIDGE

RAND EUROPE

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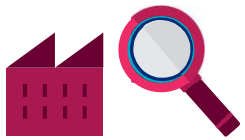

EMPLOYER SURVEY

450 unique companies

EMPLOYEE SURVEY

158,000+ individuals

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2018 KEY FINDINGS

% OF PEOPLE AT RISK

18.6%
BMI body mass classed as obese (body mass index >30)

65.2%
Nutrition – do not eat at least 5 fruit or veg per day

30.1%
Physical Activity
150 minutes or less moderate to high-intensity sessions per week

10.6%
Currently Smoking
Cigarettes/cigars/pipes

29.5%
Chronic Conditions
At least one chronic condition

29.8%
Alcohol
Exceeding recommended units

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WHAT WORRIES EMPLOYEES?

Work-related Stress
58.1%

A lot of Financial Concerns
9.6%

Sleep Deprivation
(less than 7 hrs a night)
37.2%

Mental Wellbeing
Symptoms of severe depression
7.9%

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Company A – Investment Bank

CLIENT SITUATION

- Starting from a strong position, advanced health and wellbeing strategy and numerous interventions.
- Top 3 risk factors in 2015 were MSK, Nutrition, Alcohol – 33.4% of employees drinking over the recommended units per week
- Self reported absenteeism & presenteeism was **10.9% loss of productivity = c£22m pa**

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SUBSTANCE ABUSE
AIM: SUPPORT

- ✓ Smoking cessation nurse and work shops
- ✓ Hypnosis
- ✓ Alcohol work shops
- ✓ More non alcoholic drink choice – alcohol free Oktoberfest!
- ✓ Prescription drug seminar

NUTRITION
AIM: EDUCATION

- ✓ Employed a nutritionist - One nutrition – voice and message
- ✓ Created a fat tax! Making healthier foods more attractive financially
- ✓ Healthy food markers on food tops
- ✓ Healthy Weight Programme
- ✓ Encourage grow your own
- ✓ Cooking workshops

MUSCULOSKELETAL
AIM: MOVEMENT

- ✓ Created an electronic assessment with exercises
- ✓ Introduced a Back school
- ✓ Sit - stand desk education to move
- ✓ Free health memberships

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Company A – Investment Bank

KEY IMPACTS ACHIEVED

- Self reported absenteeism & presenteeism was **9.3% = c£19m pa in 2016**
- A saving to the Bank **of £3m per annum** in the cost of lost productivity.
- Sustained behaviour change and culture of health
- Key risk factors reduced – Alcohol from 33% to 29%, Sleep, Work related stress.
- Further reduction to **7% in 2017 from 10.9% in 2015 = saving of c £8m pa**
- **An improvement of almost 36%!**

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Company B – Data Analytics Organisation

CLIENT SITUATION

- A high performance culture needs an environment and tools to help people be their best selves – fit, engaged and productive
- Desire to have an evidence based strategy & stronger insights to better inform their strategy and build the business case
- **11.2% productivity loss = c£17m pa**

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	Average number of interventions offered by the organisations	Average number of interventions of which employees are aware	Average number of interventions in which employees engage
Bottom 5	**10.6**	**5.4**	**1.8**
BHW average	**31.0**	**10.4**	**3.4**
Top 5	**52.1**	**21.1**	**10.3**
COMPANY B	22.0	7.6	2.8

RANKINGS PER CATEGORY (OUT OF 139)

Physical activity	76
Mental health	**93**
Stress	78
Financial concerns	61
Musculoskeletal	**100**
Alcohol	**99**
Nutrition	81
Productivity	83

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Company B – Data Analytics Organisation

ACTION TAKEN

- Created and launched a wellbeing strategy and programme with clear branding and focusing on 3 key pillars ; Money, Lifestyle and Health
- Supported by leading edge globally scaleable benefits management platform Darwin
- Introduced a number of new benefits and interventions
- Communicated hidden benefits

MONEY

- Salary Finance (Loans / Savings)
- Financial Education
- Mercer Harmonise Money

LIFESTYLE

- Holiday Buy
- Holiday Sell
- Flexible & Agile Working

HEALTH

- Gym Discounts
- GP24/7 Service
- LiveSmart Blood Analysis
- Mental Health Awareness
- Mercer Harmonise Health
- Sleep
- Nutrition

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Company C - Global Engineering Company

CLIENT SITUATION

- Improving employee engagement is a key strategic target
- Lack of coordinated Health & Wellbeing strategy
- Insurance costs and sickness absence rates were worrying
- Improve retention and attraction rates – being seen as an employer of choice

Company C - Global Engineering Company

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KEY IMPACTS ACHIEVED

- **€2.5m worth of savings** achieved from Mercer broking activity
- Global approach to Health, Wellbeing & Benefits – leading to increased job satisfaction scores by **10%**
- Employee engagement scores have increased by **11%**

AUDIT

- Health Dashboard & Mercer audit identified gaps in compliance, and cost efficiencies
- Wellbeing was not understood, nor any coordination of services

STAKEHOLDERS

- Mercer demonstrated link between employee engagement, Health & productivity
- Mercer supported business case & 'buy in' process with Leadership Team

IMPLEMENTATION

- Created Health & Wellness brand
- New approach was Leadership led
- Consistent messaging
- Aligned Health, Wellbeing & Benefits under one strategy

OPTIMIZE

- Savings through benefits redesign & broking
- Health & Wellbeing branding applied to all countries
- Health incentives developed

EVOLVE

- Reduced insurance costs
- Reduction in absences
- Increased employee engagement
- Now data rich, the client makes more informed decisions

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Health & Wellbeing Approach - Summary

01 — STRATEGIC JOINED-UP FRAMEWORK

- Based on data-driven assessment
- Sector insights and benchmarks

02 — HOLISTIC & INTEGRATED UNDERSTANDING OF EMPLOYEES' NEEDS

- Minimum: bio-psycho-social model
- Financial wellbeing
- Purpose, trust, sense of belonging

03 — EVIDENCE-BASED IMPLEMENTATION / SERVICES

- Effective health pathways
- Measurable outcomes

04 — EMBEDDING H&W INTO ORGANISATIONAL CULTURE

- Good work
- Work life

05 — H&W AS NEW FRONTIER IN THE D&I DISCOURSE

- Personalisation
- Intersectionality

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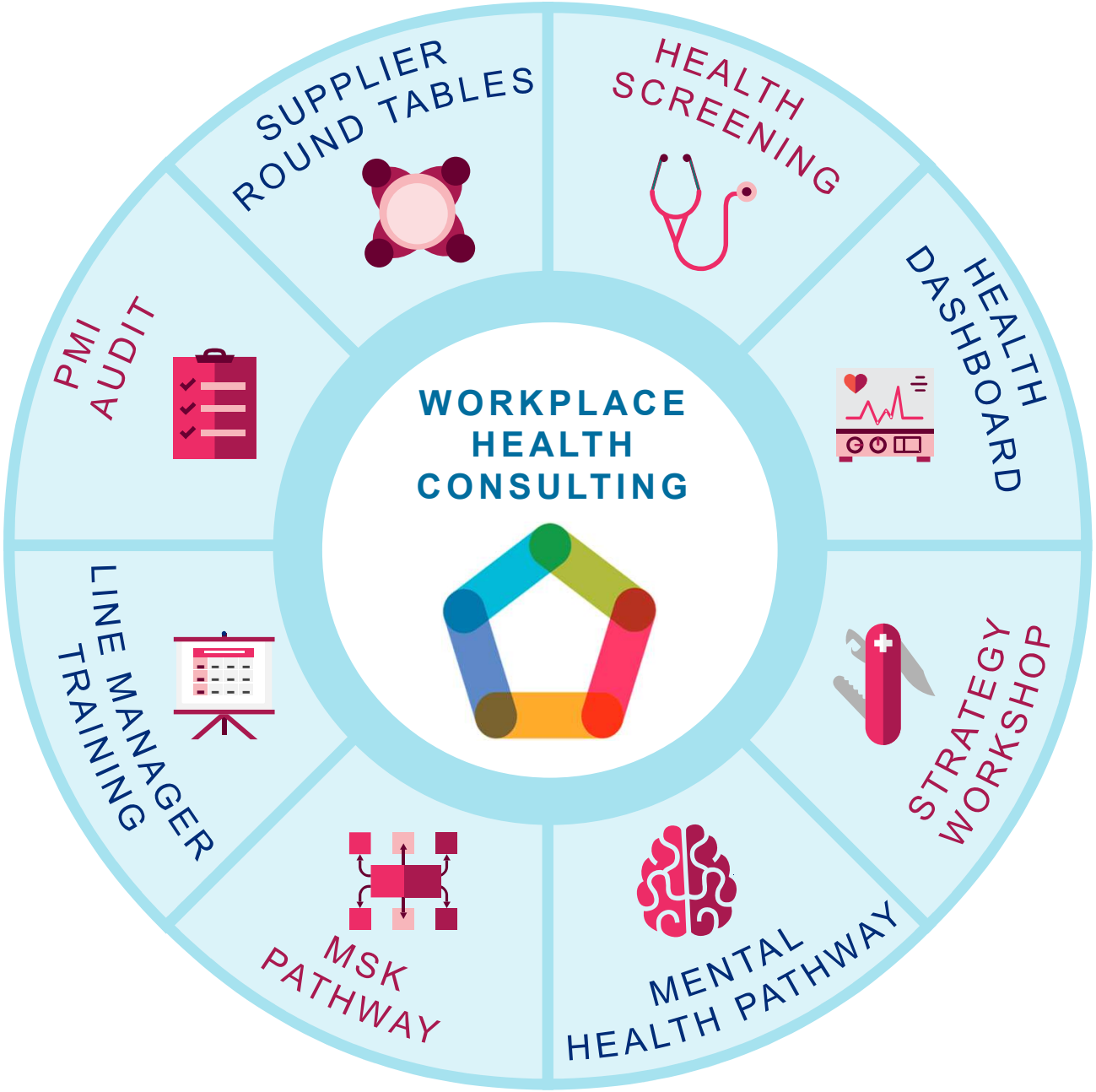
How Can Mercer Marsh Benefits Help?



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To submit a question while in full screen mode, use the Q&A button, on the floating panel, on the top of your screen.

CLICK HERE TO ASK A QUESTION TO "ALL PANELISTS"

STEPHEN HEMPENSTALL

Mercer Marsh Benefits

MIKE NAULLS

Mercer Marsh Benefits

FEEDBACK

Please take the time to fill out the feedback form at the end of this webcast so we can continue to improve.

The feedback form will pop-up in a new window when the session ends.

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Next Steps

Register now at
www.healthiestworkplace.co.uk

Take part in the survey
by 28 June

Get support from
Mercer Marsh Benefits
email: mercer.uk@mercer.com

ABOUT MERCER MARSH BENEFITS

Mercer Marsh Benefits provides clients with a single source for managing the costs, people risks, and complexities of employee benefits. The network is a combination of Mercer and Marsh local offices around the world, plus country correspondents who have been selected based on specific criteria. Our benefits experts, located in 135 countries and servicing clients in more than 150 countries, are deeply knowledgeable about their local markets. Through our locally established businesses, we have a unique common platform which allows us to serve clients with global consistency and locally unique solutions.

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