Global Employee Health Study Data

Results from our ongoing proprietary research into the employer/employee gap in perceptions of corporate wellness and workplace well-being

Version 1.0 | November 2020
Employee Perspectives
Q1: What are the health issues you are most concerned about when working from home? You can select up to three of the following health issues that concern you most when working from home. If you are not concerned about any of these, then select ‘None of these’.

- Gaining weight: 43%
- Mental health issues such as depression or anxiety: 33%
- Stress: 32%
- Conditions that affect your bones, muscles and joints (e.g. lower back pain): 31%
- Fatigue or not sleeping: 27%
- Contracting coronavirus (Covid-19): 16%
- Flu and common viral and seasonal diseases (excluding Covid-19): 12%
- Serious illness such as cancer: 7%
- None of these: 8%

N = 4,011
What are the health issues you are most concerned about when working from home?

- Gaining weight
- Mental health issues such as depression or anxiety
- Stress
- Conditions that affect your bones, muscles and joints (e.g. lower back pain)
- Fatigue or not sleeping
- Contracting coronavirus (Covid-19)
- Flu and common viral and seasonal diseases (excluding Covid-19)
- Serious illness such as cancer
- None of these

**Health concerns when working from home by Region**

- **Total**
- **SGP**
- **UAE**
- **UK**
- **US**

N = 4,011
**Health concerns when working in the office**

**Total**

**Q2**: What are the health issues you are most concerned about when working in the office? As before, you can select up to three of the following health issues that concern you most. If you are not concerned about any of these, then select 'None of these'.

<table>
<thead>
<tr>
<th>Health Issue</th>
<th>Concerned Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracting coronavirus (Covid-19)</td>
<td>48%</td>
</tr>
<tr>
<td>Stress</td>
<td>43%</td>
</tr>
<tr>
<td>Flu and common viral and seasonal diseases (excluding Covid-19)</td>
<td>32%</td>
</tr>
<tr>
<td>Mental health issues such as depression or anxiety</td>
<td>23%</td>
</tr>
<tr>
<td>Conditions that affect your bones, muscles and joints (e.g., lower back pain)</td>
<td>22%</td>
</tr>
<tr>
<td>Fatigue or not sleeping</td>
<td>18%</td>
</tr>
<tr>
<td>Gaining weight</td>
<td>18%</td>
</tr>
<tr>
<td>Serious illness such as cancer</td>
<td>3%</td>
</tr>
<tr>
<td>None of these</td>
<td>9%</td>
</tr>
</tbody>
</table>

*N = 4,011*
What are the health issues you are most concerned about when working in the office?

<table>
<thead>
<tr>
<th>Health Issue</th>
<th>Total</th>
<th>SGP</th>
<th>UAE</th>
<th>UK</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracting coronavirus (Covid-19)</td>
<td>52%</td>
<td>48%</td>
<td>43%</td>
<td>46%</td>
<td>48%</td>
</tr>
<tr>
<td>Stress</td>
<td>48%</td>
<td>48%</td>
<td>48%</td>
<td>48%</td>
<td>48%</td>
</tr>
<tr>
<td>Flu and common viral and seasonal diseases (excluding Covid-19)</td>
<td>38%</td>
<td>38%</td>
<td>33%</td>
<td>35%</td>
<td>27%</td>
</tr>
<tr>
<td>Mental health issues such as depression or anxiety</td>
<td>23%</td>
<td>23%</td>
<td>23%</td>
<td>21%</td>
<td>23%</td>
</tr>
<tr>
<td>Conditions that affect your bones, muscles and joints (e.g. lower back pain)</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Fatigue or not sleeping</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Gaining weight</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Serious illness such as cancer</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>None of these</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

N = 4,011
Q3: How would you rate the level of support provided by your employer for each of the following aspects of health and well-being when working from home? Please rate each as either ‘Good’, ‘Adequate’ or ‘Poor’.

- General wellness
- Mental health issues such as depression or anxiety
- Serious illness such as cancer
- Eating habits and diet
- Conditions that affect your bones, muscles and joints (e.g. lower back pain)
- Stress
- Problems with addiction such as cigarettes or substance abuse

How would you rate the level of support provided by your employer when working from home?
How would you rate the level of support provided by your employer when working from home? (Chart totals answering “good” only)

- General wellness: 38% (Total), 38% (SGP), 36% (UAE), 37% (UK), 40% (US)
- Mental health issues such as depression or anxiety: 40% (Total), 36% (SGP), 40% (UAE), 32% (UK), 33% (US)
- Serious illness such as cancer: 37% (Total), 36% (SGP), 37% (UAE), 32% (UK), 33% (US)
- Eating habits and diet: 38% (Total), 38% (SGP), 38% (UAE), 37% (UK), 36% (US)
- Conditions that affect your bones, muscles and joints (e.g. lower back pain): 32% (Total), 27% (SGP), 24% (UAE), 25% (UK), 23% (US)
- Stress: 28% (Total), 27% (SGP), 27% (UAE), 25% (UK), 24% (US)
- Problems with addiction such as cigarettes or substance abuse: 27% (Total), 26% (SGP), 24% (UAE), 23% (UK), 22% (US)

Employer support: when working from home by Region

N = 4,011
How would you rate the level of support provided by your employer when working in the office?

- **General wellness**
  - 36% Good
  - 46% Adequate
  - 18% Poor

- **Serious illness such as cancer**
  - 33% Good
  - 42% Adequate
  - 25% Poor

- **Stress**
  - 32% Good
  - 45% Adequate
  - 23% Poor

- **Mental health issues such as depression or anxiety**
  - 32% Good
  - 44% Adequate
  - 24% Poor

- **Eating habits and diet**
  - 31% Good
  - 48% Adequate
  - 21% Poor

- **Conditions that affect your bones, muscles and joints (e.g. lower back pain)**
  - 27% Good
  - 54% Adequate
  - 19% Poor

- **Problems with addiction such as cigarettes or substance abuse**
  - 27% Good
  - 50% Adequate
  - 23% Poor

Q4: How would you rate the level of support provided by your employer for each of the following aspects of health and well-being when working in the office? Please rate each as either ‘Good’, ‘Adequate’ or ‘Poor’.

N = 4,011
How would you rate the level of support provided by your employer when working in the office?

(Chart totals answering good only)

- **General wellness:**
  - Total: 36%
  - SGP: 35%
  - UAE: 32%
  - UK: 32%
  - US: 32%

- **Serious illness such as cancer:**
  - Total: 34%
  - SGP: 34%
  - UAE: 34%
  - UK: 33%
  - US: 34%

- **Stress:**
  - Total: 37%
  - SGP: 37%
  - UAE: 31%
  - UK: 32%
  - US: 35%

- **Mental health issues such as depression or anxiety:**
  - Total: 39%
  - SGP: 39%
  - UAE: 31%
  - UK: 32%
  - US: 32%

- **Eating habits and diet:**
  - Total: 39%
  - SGP: 34%
  - UAE: 31%
  - UK: 28%
  - US: 24%

- **Conditions that affect your bones, muscles and joints (e.g. lower back pain):**
  - Total: 32%
  - SGP: 27%
  - UAE: 27%
  - UK: 27%
  - US: 27%

- **Problems with addiction such as cigarettes or substance abuse:**
  - Total: 33%
  - SGP: 24%
  - UAE: 27%
  - UK: 27%
  - US: 28%

N = 4,011
Q5: Is mental health care provision from your employer now, more or less important to you in the context of the workplace (wherever you work) than it was before the impact of Covid-19 in your country?

N = 4,011

- More: 68%
- Same: 21%
- Less: 11%
Is mental health care provision from your employer now, more or less important to you?

- More
  - Total: 68%
  - SGP: 69%
  - UAE: 72%
  - UK: 72%
  - US: 76%

- Same
  - Total: 55%
  - SGP: 21%
  - UAE: 18%
  - UK: 16%
  - US: 16%

- Less
  - Total: 11%
  - SGP: 11%
  - UAE: 13%
  - UK: 12%
  - US: 12%

N = 4,011
Q6: Is physical health care provision from your employer now, more or less important to you in the context of the workplace (wherever you work) than it was before the impact of Covid-19 in your country?

N = 4,011
Is physical health care provision from your employer now, more or less important to you?

N = 4,011
The overall perspective on the importance of physical and mental health and the level of anxiety both in the office and at home is translated into almost two thirds of respondents feeling that their employer should be spending more on health benefits and resources to help them stay healthy. Around a third felt they were happy with the health benefits and resources their employer provides – and very few felt that their employer should be spending less (just over 1%).

Q7: Do you think your employer should be spending more on health benefits and resources to help you stay healthy (wherever you work)? Please choose the statement you agree with most.
Do you think your employer should be spending more on health benefits and resources?

- Yes, I think my employer should spend more on health benefits and resources: 63%, 67%, 66%, 68%
- No, I think my employer should spend less on health benefits and resources: 2%, 2%, 1%, 2%
- No, I am happy with the health benefits and resources my employer provides: 28%, 28%, 28%, 28%
- I don't know: 3%, 5%, 5%, 6%, 3%

Total: N = 4,011
Q8: In which of the following ways has your employer improved support for your health and well-being in the last six months? Tick all that apply. If your employer has not improved support at all in the last six months, select this option.

- Allowed flexible working times (e.g. to help with childcare or other commitments)
- Provided support for mental health through technology (e.g. access to mindfulness apps or telephone or video counselling)
- Provided support for physical health through technology (e.g. access to fitness apps or online fitness resources)
- Established a clear lunch break or encouraged people to take regular breaks
- Communicated regularly about health support available
- Supported my remote working, regardless of my location (e.g. allowing working from home country so I can be close to my family)*
- Made Covid-19 testing available
- Arranged social activities online with colleagues (e.g. quizzes or virtual happy hours)
- My employer has not improved support for health and well-being over the last six months

N = 4,011
*N=1,332
In which ways has your employer improved support for your health and well-being in the last six months?

- Allowed flexible working times (e.g. to help with childcare or other commitments)
- Provided support for mental health through technology (e.g. access to mindfulness apps or telephone or video counselling)
- Provided support for physical health through technology (e.g. access to fitness apps or online fitness resources)
- Established a clear lunch break or encouraged people to take regular breaks
- Communicated regularly about health support available
- Supported my remote working, regardless of my location (e.g. allowing working from home country so I can be close to my family)*
- Made Covid-19 testing available
- Arranged social activities online with colleagues (e.g. quizzes or virtual happy hours)
- My employer has not improved support for health and well-being over the last six months

<table>
<thead>
<tr>
<th>Region</th>
<th>Total</th>
<th>SGP</th>
<th>UAE</th>
<th>UK</th>
<th>US</th>
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<tbody>
<tr>
<td>N = 4,012</td>
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<tr>
<td>N=1,332 *</td>
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<td></td>
<td>10%</td>
<td>9%</td>
<td>9%</td>
<td>9%</td>
<td>9%</td>
</tr>
</tbody>
</table>
Q9: Apart from salary and job security, which of the following has the biggest impact on your likelihood to join or stay with an employer? You can select up to three options.

- Positive work culture (employees generally feeling valued, happy at work and treated with respect)
- Annual leave entitlement
- Ability to work from home
- A comprehensive health benefits package
- Flexible working hours and working days
- A clear policy on supporting those with physical health issues (e.g. chronic or ongoing medical conditions)
- A clear policy on supporting those with mental health issues (e.g. stress, anxiety, depression)
- Easy access to employee assistance programmes
- The geographical location of the workplace
- Good maternity or paternity leave
- Easy access to healthy lifestyle options and advice during the work day (e.g. nutrition, fitness or mindfulness)
- Ability to be geographically mobile

Which of the following has the biggest impact on your likelihood to join or stay with an employer?

N = 4,011
Which of the following has the biggest impact on your likelihood to join an employer?

- Positive work culture (employees generally feeling valued, happy at work and treated with respect)
- Annual leave entitlement
- Ability to work from home
- A comprehensive health benefits package
- Flexible working hours and working days
- A clear policy on supporting those with physical health issues (e.g. chronic or ongoing medical conditions)
- A clear policy on supporting those with mental health issues (e.g. stress, anxiety, depression)
- Easy access to employee assistance programmes
- The geographical location of the workplace
- Good maternity or paternity leave
- Easy access to healthy lifestyle options and advice during the work day (e.g. nutrition, fitness or mindfulness)
- Ability to be geographically mobile

Likelihood to join an employer by Region

- Total
- SGP
- UAE
- UK
- US

N = 4,012
Which of the following has the biggest impact on your likelihood to stay with an employer?

- Flexible working hours and working days
- Positive work culture (employees generally feeling valued, happy at work and treated with respect)
- Annual leave entitlement
- Ability to work from home
- A comprehensive health benefits package
- The geographical location of the workplace
- Good maternity or paternity leave
- Easy access to employee assistance programmes
- A clear policy on supporting those with physical health issues (e.g. chronic or ongoing medical conditions)
- Easy access to healthy lifestyle options and advice during the work day (e.g. nutrition, fitness or mindfulness)
- Ability to be geographically mobile
- A clear policy on supporting those with mental health issues (e.g. stress, anxiety, depression)

Likelihood to stay with an employer by Region

- Total
- SGP
- UAE
- UK
- US

N = 4,012
Q10: Which of the following health related areas do you feel your employer will need to improve to be attractive to candidates in the future? Tick all that apply. If you do not feel that your employer will need to improve any of these in the future, then select 'None of the above'.

N = 4,012
Which health related areas do you feel your employer will need to improve to be attractive to candidates?

- Flexible working for all (56% total, 51% SGP, 54% UAE, 47% UK, 49% US)
- Work culture (51% total, 47% SGP, 49% UAE, 44% UK, 40% US)
- Access to mental health care support (47% total, 38% SGP, 38% UAE, 40% UK, 40% US)
- Provision of health benefits (42% total, 37% SGP, 42% UAE, 42% UK, 34% US)
- Provision of private medical insurance* (34% total, 30% SGP, 34% UAE, 34% UK, 31% US)
- Access to medical care and treatment for physical health issues (34% total, 28% SGP, 28% UAE, 29% UK, 22% US)
- Annual leave entitlement (32% total, 27% SGP, 32% UAE, 27% UK, 27% US)

* Asked as 'Provision of Enhanced Private Medical Benefits' in the UAE

N = 4,011
Q11: To what extent have any of the following negatively impacted your performance at work since the outbreak of Covid-19 in your country? For each, please indicate whether it has had a 'Significant impact', 'Some impact' or 'No significant impact' on your performance.

<table>
<thead>
<tr>
<th>Negative Impact</th>
<th>Significant Impact</th>
<th>Some Impact</th>
<th>No Significant Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress resulting from being locked down alone</td>
<td>37%</td>
<td>33%</td>
<td>30%</td>
</tr>
<tr>
<td>My mental health (e.g., anxiety, depression, etc)</td>
<td>32%</td>
<td>42%</td>
<td>26%</td>
</tr>
<tr>
<td>Worrying about being furloughed, pay cuts or losing my job</td>
<td>32%</td>
<td>38%</td>
<td>29%</td>
</tr>
<tr>
<td>Long working hours</td>
<td>32%</td>
<td>38%</td>
<td>30%</td>
</tr>
<tr>
<td>Worrying about contracting coronavirus</td>
<td>31%</td>
<td>45%</td>
<td>23%</td>
</tr>
<tr>
<td>Stress resulting from being locked down with friends, family or house mates</td>
<td>26%</td>
<td>39%</td>
<td>34%</td>
</tr>
<tr>
<td>My remote working set up (e.g., not having a proper desk)</td>
<td>24%</td>
<td>43%</td>
<td>34%</td>
</tr>
<tr>
<td>Blurred lines between work and home life</td>
<td>24%</td>
<td>43%</td>
<td>33%</td>
</tr>
<tr>
<td>Pressure on partner relationship / marriage</td>
<td>21%</td>
<td>32%</td>
<td>46%</td>
</tr>
<tr>
<td>Stress from juggling work and home-schooling children</td>
<td>21%</td>
<td>26%</td>
<td>53%</td>
</tr>
<tr>
<td>Being unwell after contracting coronavirus</td>
<td>18%</td>
<td>42%</td>
<td>40%</td>
</tr>
<tr>
<td>Worrying about an at-risk family member contracting coronavirus</td>
<td>12%</td>
<td>46%</td>
<td>42%</td>
</tr>
<tr>
<td>A common physical illness (e.g., a cold or gastrointestinal illness)</td>
<td>11%</td>
<td>33%</td>
<td>56%</td>
</tr>
<tr>
<td>Senior leadership were not available to discuss my job concerns</td>
<td>11%</td>
<td>23%</td>
<td>67%</td>
</tr>
<tr>
<td>A chronic physical medical condition (e.g., high blood pressure or asthma)</td>
<td>8%</td>
<td>8%</td>
<td>84%</td>
</tr>
<tr>
<td>Senior leadership did not communicate about health support available</td>
<td>5%</td>
<td>19%</td>
<td>76%</td>
</tr>
<tr>
<td>Being unwell after contracting coronavirus</td>
<td>5%</td>
<td>14%</td>
<td>81%</td>
</tr>
</tbody>
</table>

N = 4,011
What has negatively impacted your performance at work since the outbreak of Covid-19 in your country?

- Stress resulting from being locked down alone: 73% Total, 77% UAE, 70% US
- My mental health (e.g. anxiety, depression, etc): 79% Total, 77% UAE, 70% US
- Worrying about being furloughed, pay cuts or losing my job: 72% Total, 77% UAE, 70% US
- Long working hours: 74% Total, 77% UAE, 70% US
- Worrying about contracting coronavirus: 81% Total, 77% UAE, 70% US
- Stress resulting from being locked down with friends, family or house mates: 71% Total, 77% UAE, 70% US
- My remote working set up (e.g. not having a proper desk): 67% Total, 71% UAE, 67% US
- Pressure on partner relationship / marriage: 54% Total, 55% UAE, 55% US

Negative impacts on performance at work by Region

N = 4,011
What has negatively impacted your performance at work since the outbreak of Covid-19 in your country?

<table>
<thead>
<tr>
<th>Negative Impact</th>
<th>Total</th>
<th>SGP</th>
<th>UAE</th>
<th>UK</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress from juggling work and home-schooling children</td>
<td>53%</td>
<td>48%</td>
<td>47%</td>
<td>46%</td>
<td>42%</td>
</tr>
<tr>
<td>Being expected to do more with less because of budget cuts</td>
<td>66%</td>
<td>63%</td>
<td>54%</td>
<td>58%</td>
<td>57%</td>
</tr>
<tr>
<td>Worrying about an at-risk family member contracting coronavirus</td>
<td>58%</td>
<td>59%</td>
<td>57%</td>
<td>58%</td>
<td>58%</td>
</tr>
<tr>
<td>A common physical illness (e.g., a cold or gastrointestinal illness)</td>
<td>49%</td>
<td>49%</td>
<td>44%</td>
<td>43%</td>
<td>44%</td>
</tr>
<tr>
<td>Senior leadership were not available to discuss my job concerns</td>
<td>38%</td>
<td>33%</td>
<td>30%</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>A chronic physical condition (e.g., high blood pressure or asthma)</td>
<td>33%</td>
<td>33%</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Senior leadership did not communicate about health support available</td>
<td>25%</td>
<td>23%</td>
<td>20%</td>
<td>25%</td>
<td>20%</td>
</tr>
<tr>
<td>Being unwell after contracting coronavirus</td>
<td>20%</td>
<td>22%</td>
<td>19%</td>
<td>23%</td>
<td>19%</td>
</tr>
</tbody>
</table>

N = 4,011
Q12: Which of the following factors related to health would help you be more productive either in the office or while working from home? Tick any that apply.

- Knowing my family is healthy and safe: 57%
- Knowing any health support my family or partner might need is covered by my employer: 55%
- Knowing that physical health support is available if I need it: 47%
- Knowing that mental health support is available if I need it: 46%
- Benefits provided by my employer to support physical health (e.g., free gym membership): 35%
- Benefits provided by my employer to support mental health (e.g., free subscription to a meditation app): 28%
- Access to green spaces to use during break times: 24%
- None of the above: 5%

N = 4,011
Which factors related to health would help you be more productive at work?

- Knowing my family is healthy and safe
- Knowing any health support my family or partner might need is covered by my employer
- Knowing that physical health support is available if I need it
- Knowing that mental health support is available if I need it
- Benefits provided by my employer to support physical health (e.g., free gym membership)
- Benefits provided by my employer to support mental health (e.g., free subscription to a meditation app)
- Access to green spaces to use during break times
- None of the above

Health provisions to increase productivity by Region

N = 4,011
<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would return to the office if my employer ensured necessary measures for social distancing and sanitation</td>
<td>36%</td>
<td>42%</td>
<td>14%</td>
<td>19%</td>
<td></td>
</tr>
<tr>
<td>I would return to the office if I could work remotely for part of the week</td>
<td>31%</td>
<td>50%</td>
<td>12%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>I would want to return to the office if my employer changed workplace policies around health and well-being</td>
<td>24%</td>
<td>41%</td>
<td>23%</td>
<td>5%</td>
<td>8%</td>
</tr>
<tr>
<td>I want to work from the office full time</td>
<td>24%</td>
<td>37%</td>
<td>23%</td>
<td>14%</td>
<td>3%</td>
</tr>
<tr>
<td>I worked remotely before the Covid-19 pandemic and will continue to do so</td>
<td>23%</td>
<td>27%</td>
<td>20%</td>
<td>19%</td>
<td>12%</td>
</tr>
<tr>
<td>I am not concerned about the safety of returning to the office, but want to continue working from home</td>
<td>18%</td>
<td>19%</td>
<td>29%</td>
<td>14%</td>
<td>20%</td>
</tr>
<tr>
<td>I will need to continue working remotely to manage childcare</td>
<td>17%</td>
<td>29%</td>
<td>14%</td>
<td>15%</td>
<td>25%</td>
</tr>
<tr>
<td>My employer isn't giving me the option to work from home</td>
<td>17%</td>
<td>25%</td>
<td>28%</td>
<td>22%</td>
<td>7%</td>
</tr>
<tr>
<td>I would only return to the office for in-person meetings</td>
<td>16%</td>
<td>25%</td>
<td>45%</td>
<td>10%</td>
<td>9%</td>
</tr>
<tr>
<td>I do not want to return to the office until there is a vaccine for Covid-19</td>
<td>11%</td>
<td>19%</td>
<td>41%</td>
<td>25%</td>
<td>4%</td>
</tr>
<tr>
<td>I no longer wish to consider an international assignment*</td>
<td>8%</td>
<td>8%</td>
<td>64%</td>
<td>20%</td>
<td>4%</td>
</tr>
<tr>
<td>I no longer wish to be globally mobile*</td>
<td>4%</td>
<td>12%</td>
<td>60%</td>
<td>24%</td>
<td></td>
</tr>
</tbody>
</table>

Q13: To what extent do you agree or disagree with the following statements related to your likelihood of returning to the office full time in the next six months? Please rate each on a scale of 1 to 4, where 1 is ‘Strongly Disagree’ and 4 is ‘Strongly Agree’. 

N = 4,011
*N=1,332
Do you agree with these statements related to your likelihood of returning to the office?

% agreeing only

- I would return to the office if I could work remotely for part of the week
- I would return to the office if my employer ensured necessary measures for social distancing and sanitation
- I would only return to the office if the company provided paid sick leave
- I want to work from the office full time
- I worked remotely before the Covid-19 pandemic and will continue to do so
- I worked remotely before the Covid-19 pandemic and will want to return to the office
- I would want to return to the office if my employer changed workplace policies around health and well-being
- I need to return to the office for in-person meetings
- I would only return to the office if my employer isn’t giving me the option to work from home
- I am not concerned about the safety of returning to the office, but want to continue working from home
- I no longer wish to consider an international assignment
- I no longer wish to be globally mobile

N = 4,011
*N=1,332

Likelihood to return to the office by Region

- Total
- SGP
- UAE
- UK
- US
Do you agree with these statements related to health and healthy living?

- **My physical health is more important to me than it was a year ago**: 50% Strongly Agree, 39% Agree, 5% Neither, 10% Disagree, 6% Strongly Disagree
- **My mental health is more important to me than it was a year ago**: 45% Strongly Agree, 39% Agree, 10% Neither, 6% Disagree, 4% Strongly Disagree
- **Access to quality health care is more important to me than it was a year ago**: 42% Strongly Agree, 45% Agree, 8% Neither, 3% Disagree, 2% Strongly Disagree
- **Having comprehensive health insurance is more important to me than it was a year ago**: 40% Strongly Agree, 37% Agree, 15% Neither, 4% Disagree, 4% Strongly Disagree
- **I spend more time reading about health symptoms online than I did a year ago**: 36% Strongly Agree, 41% Agree, 16% Neither, 5% Disagree, 3% Strongly Disagree
- **I am more interested in activities that support mental health, such as meditation, than I was a year ago**: 36% Strongly Agree, 39% Agree, 19% Neither, 4% Disagree, 3% Strongly Disagree
- **I am more likely to get a health check than I was a year ago**: 34% Strongly Agree, 41% Agree, 18% Neither, 4% Disagree, 3% Strongly Disagree
- **I am more interested in fitness and nutrition than I was a year ago**: 33% Strongly Agree, 36% Agree, 19% Neither, 8% Disagree, 3% Strongly Disagree
- **My concerns around my own mental or physical health have not changed over the past year**: 11% Strongly Agree, 12% Agree, 53% Neither, 21% Disagree, 4% Strongly Disagree

Q14: Finally, to what extent do you agree or disagree with the following statements related to health and healthy living? Please rate each on a scale of 1 to 4, where 1 is ‘Strongly Disagree’ and 4 is ‘Strongly Agree’. N = 4,011
Do you agree with these statements related to health and healthy living? (% agreeing only)

- **My physical health is more important to me than it was a year ago**: 91%
- **Access to quality healthcare is more important to me than it was a year ago**: 89%
- **My mental health is more important to me than it was a year ago**: 90%
- **Having comprehensive health insurance is more important to me than it was a year ago**: 91%
- **I spend more time reading about health symptoms online than I did a year ago**: 85%
- **I am more likely to get a health check than I was a year ago**: 82%
- **I am more interested in activities that support mental health, such as meditation, than I was a year ago**: 77%
- **I am more interested in fitness and nutrition than I was a year ago**: 78%
- **My concerns around my own mental or physical health have not changed over the past year**: 70%

**Regions**

- Total
- SGP
- UAE
- UK
- US

- **N = 4,011**
Aetna International

Global Employee Health Study 2020

Employer

Health support provided to office-based employees
Total

Q1: How would you rate the level of support you provide to office-based employees (those who are usually office-based, even if currently working from home) for each of the following aspects of health and well-being? Please rate each as either ‘Good’, ‘Adequate’ or ‘Poor’.

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Good</th>
<th>Adequate</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>General wellness</td>
<td>38%</td>
<td>52%</td>
<td>55%</td>
</tr>
<tr>
<td>Mental health issues such as depression or anxiety</td>
<td>36%</td>
<td>50%</td>
<td>52%</td>
</tr>
<tr>
<td>Serious illness such as cancer</td>
<td>33%</td>
<td>40%</td>
<td>46%</td>
</tr>
<tr>
<td>Stress</td>
<td>14%</td>
<td>46%</td>
<td>40%</td>
</tr>
<tr>
<td>Conditions that affect your bones, muscles and joints (e.g. lower back pain)</td>
<td>28%</td>
<td>51%</td>
<td>54%</td>
</tr>
<tr>
<td>Eating habits and diet</td>
<td>21%</td>
<td>49%</td>
<td>42%</td>
</tr>
<tr>
<td>Problems with addiction such as cigarettes or substance abuse</td>
<td>25%</td>
<td>49%</td>
<td>45%</td>
</tr>
</tbody>
</table>

N = 1,007
Employer Aetna International Global Employee Health Study 2020

Health support provided to office-based employees by Region

How would you rate the level of support you provide to office-based employees?

- General wellness: Singapore 60%, UAE 57%, UK 59%, US 60%
- Mental health issues such as depression or anxiety: Singapore 59%, UAE 57%, UK 59%, US 60%
- Serious illness such as cancer: Singapore 53%, UAE 57%, UK 59%, US 60%
- Stress: Singapore 41%, UAE 44%, UK 47%, US 46%
- Conditions that affect your bones, muscles and joints (e.g. lower back pain): Singapore 48%, UAE 48%, UK 53%, US 59%
- Eating habits and diet: Singapore 26%, UAE 23%, UK 33%, US 33%
- Problems with addiction such as cigarettes or substance abuse: Singapore 16%, UAE 26%, UK 31%, US 33%

N = 1,007
How would you rate the level of support you provide when an employee works from home?

- **Serious illness such as cancer**: 51% Good, 35% Adequate, 14% Poor
- **Stress**: 46% Good, 42% Adequate, 12% Poor
- **General wellness**: 49% Good, 41% Adequate, 10% Poor
- **Conditions that affect your bones, muscles and joints (e.g. lower back pain)**: 42% Good, 39% Adequate, 19% Poor
- **Eating habits and diet**: 41% Good, 38% Adequate, 20% Poor
- **Mental health issues such as depression or anxiety**: 54% Good, 36% Adequate, 9% Poor
- **Problems with addiction such as cigarettes or substance abuse**: 45% Good, 31% Adequate, 24% Poor

Q2: How would you rate the level of support you provide for each of the following aspects of health and well-being when an employee works from home? Please rate each as either ‘Good’, ‘Adequate’ or ‘Poor’. 

N = 1,007
Health support provided to employees working from home by Region

How would you rate the level of support you provide when an employee works from home?

- **Serious illness such as cancer**: 51% (Total), 57% (Singapore), 45% (UAE), 47% (UK), 44% (US)
- **Stress**: 49% (Total), 47% (Singapore), 39% (UAE), 41% (UK), 44% (US)
- **General wellness**: 44% (Total), 43% (Singapore), 34% (UAE), 43% (UK), 45% (US)
- **Conditions that affect your bones, muscles and joints (e.g. lower back pain)**: 45% (Total), 43% (Singapore), 40% (UAE), 39% (UK), 43% (US)
- **Eating habits and diet**: 44% (Total), 43% (Singapore), 36% (UAE), 43% (UK), 46% (US)
- **Mental health issues such as depression or anxiety**: 44% (Total), 43% (Singapore), 36% (UAE), 36% (UK), 44% (US)
- **Problems with addiction such as cigarettes or substance abuse**: 36% (Total), 36% (Singapore), 36% (UAE), 39% (UK), 36% (US)

N = 1,007
Which of the following do you think has the biggest impact on your ability to attract and retain employees?

- Positive work culture (employees generally feeling valued, happy at work and treated with respect)
- Flexible working hours and working days
- Ability to work from home
- Easy access to healthy lifestyle options and advice during the work day (e.g. nutrition, fitness or mindfulness)
- Annual leave entitlement
- A comprehensive health benefits package
- Good maternity or paternity leave
- The geographical location of the workplace
- A clear policy on supporting those with physical health issues (e.g. chronic or ongoing medical conditions)
- Easy access to employee assistance programmes
- A clear policy on supporting those with mental health issues (e.g. stress, anxiety, depression)
- Ability to be geographically mobile

Q3 & 4: Apart from salary and job security, which of the following do you think has the biggest positive impact on your ability to attract and retain employees? You can select up to three options.
Which of the following do you think has the biggest impact on your ability to attract employees?

- Positive work culture (employees generally feeling valued, happy at work and treated with respect)
- Flexible working hours and working days
- Ability to work from home
- Easy access to healthy lifestyle options and advice during the work day (e.g. nutrition, fitness or mindfulness)
- A comprehensive health benefits package
- Annual leave entitlement
- Good maternity or paternity leave
- The geographical location of the workplace
- Easy access to employee assistance programmes
- A clear policy on supporting those with physical health issues (e.g. chronic or ongoing medical conditions)
- A clear policy on supporting those with mental health issues (e.g. stress, anxiety, depression)
- Ability to be geographically mobile

Ability to attract employees by Region

<table>
<thead>
<tr>
<th>Feature</th>
<th>Total</th>
<th>Singapore</th>
<th>UAE</th>
<th>UK</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive work culture</td>
<td>40%</td>
<td>37%</td>
<td>34%</td>
<td>32%</td>
<td>25%</td>
</tr>
<tr>
<td>Flexible working hours and working days</td>
<td>31%</td>
<td>34%</td>
<td>34%</td>
<td>32%</td>
<td>29%</td>
</tr>
<tr>
<td>Ability to work from home</td>
<td>27%</td>
<td>29%</td>
<td>29%</td>
<td>27%</td>
<td>29%</td>
</tr>
<tr>
<td>Easy access to healthy lifestyle options and advice during the work day</td>
<td>26%</td>
<td>26%</td>
<td>27%</td>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>A comprehensive health benefits package</td>
<td>23%</td>
<td>24%</td>
<td>24%</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Annual leave entitlement</td>
<td>21%</td>
<td>21%</td>
<td>21%</td>
<td>23%</td>
<td>21%</td>
</tr>
<tr>
<td>Good maternity or paternity leave</td>
<td>21%</td>
<td>21%</td>
<td>21%</td>
<td>22%</td>
<td>21%</td>
</tr>
<tr>
<td>The geographical location of the workplace</td>
<td>20%</td>
<td>20%</td>
<td>20%</td>
<td>22%</td>
<td>21%</td>
</tr>
<tr>
<td>Easy access to employee assistance programmes</td>
<td>20%</td>
<td>20%</td>
<td>20%</td>
<td>22%</td>
<td>21%</td>
</tr>
<tr>
<td>A clear policy on supporting those with physical health issues</td>
<td>19%</td>
<td>19%</td>
<td>19%</td>
<td>19%</td>
<td>19%</td>
</tr>
<tr>
<td>A clear policy on supporting those with mental health issues</td>
<td>19%</td>
<td>19%</td>
<td>19%</td>
<td>19%</td>
<td>19%</td>
</tr>
<tr>
<td>Ability to be geographically mobile</td>
<td>18%</td>
<td>19%</td>
<td>19%</td>
<td>18%</td>
<td>19%</td>
</tr>
</tbody>
</table>

N = 1,007
## Ability to Retain Employees by Region

Which of the following do you think has the biggest impact on your ability to retain employees?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Total</th>
<th>Singapore</th>
<th>UAE</th>
<th>UK</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive work culture (employees generally feeling valued, happy at work and treated with respect)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flexible working hours and working days</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual leave entitlement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A comprehensive health benefits package</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to work from home</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A clear policy on supporting those with mental health issues (e.g. stress, anxiety, depression)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A clear policy on supporting those with physical health issues (e.g. chronic or ongoing medical conditions)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Easy access to healthy lifestyle options and advice during the work day (e.g. nutrition, fitness or mindfulness)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The geographical location of the workplace</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Easy access to employee assistance programmes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good maternity or paternity leave</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to be geographically mobile</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

N = 1,007
Q5: Which of the following health related services and benefits have you improved since Covid-19 impacted your country or your employees? Tick all that apply. If you have made no changes in the last six months, select this option.

N = 1,007
In which ways have you improved support for your employees' health and well-being in the last six months?

- Flexible working times (e.g. to help with childcare or other commitments)
- Support for physical health through technology (e.g. access to fitness apps or online fitness resources)
- Support for mental health through technology (e.g. access to mindfulness apps or telephone or video counselling)
- Communication about health support available
- Time off in the day (e.g. a clear lunch break or encouraged people to take regular breaks)
- Social activities online with colleagues (e.g. quizzes or virtual happy hours)
- Diet and lifestyle advice
- General wellbeing support
- Covid-19 testing made available
- We have made no changes to health related benefits and services over the last six months

Employee support in the last six months by Region

N = 1,007
Employer
Aetna
International
Global Employee Health Study 2020

What health related services and benefits do you currently offer or are you considering offering?

- Flexible working for all
- Enhanced benefits in private medical insurance cover (asked in UAE only)**
- Policies to provide time off to care for children or elderly relatives
- Access to private medical insurance (not asked in UAE)*
- Offering reimbursements for ergonomic home office set up
- Mental health support - virtual and in person counselling, etc
- Mental health support - mindfulness apps
- Physical health support - gym membership or discounts
- Physical health support - diet guidance
- Physical health support - digital physiotherapy support

Q6: What health related services and benefits do you currently offer or are you considering offering?

N = 1,007
• = 757
** = 250
What health related services and benefits do you currently offer?

Benefits and services offered by Region

Flexible working for all
Enhanced benefits in private medical insurance cover (asked in UAE only)**
Policies to provide time off to care for children or elderly relatives
Access to private medical insurance (not asked in UAE)*
Offering reimbursements for ergonomic home set up
Mental health support - virtual and in person counselling, etc
Mental health support - mindfulness apps
Physical health support - gym membership or discounts
Physical health support - diet guidance
Physical health support - digital physiotherapy support

N = 1,007
• = 757
** = 250
Which of the following statements do you agree with?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Covid-19 has increased employee expectations around the range and scale of health and wellness benefits offered by employers</td>
<td>66%</td>
</tr>
<tr>
<td>Covid-19 has forced my company to re-think its flexible and remote working policies</td>
<td>65%</td>
</tr>
<tr>
<td>There is now greater expectation for employers to take more responsibility for an employee’s health beyond the office/workplace</td>
<td>63%</td>
</tr>
<tr>
<td>I expect my organisation to permanently change its working practices as a result of the Covid-19 pandemic</td>
<td>47%</td>
</tr>
<tr>
<td>My company should increase the amount it spends on employee health benefits</td>
<td>34%</td>
</tr>
<tr>
<td>My company already spends enough on employee health benefits</td>
<td>26%</td>
</tr>
<tr>
<td>None of the above</td>
<td>1%</td>
</tr>
</tbody>
</table>

N = 1,007
Which of the following statements do you agree with?

- Covid-19 has increased employee expectations around the range and scale of health and wellness benefits offered by employers
- Covid-19 has forced my company to re-think its flexible and remote working policies
- There is now greater expectation for employers to take more responsibility for an employee’s health beyond the office/workplace
- I expect my organisation to permanently change its working practices as a result of the Covid-19 pandemic
- My company should increase the amount it spends on employee health benefits
- My company already spends enough on employee health benefits
- None of the above

Views on employer health and support provision by Region

- Singapore
- UAE
- UK
- US

N = 1,007
### Views on sick days and holiday entitlement

#### Total

Q8: To what extent do you agree or disagree with the following statements? Please rate each on a scale from 1 to 5, where 1 is ‘Strongly Disagree’ and 5 is ‘Strongly Agree’.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees take fewer sick days when they work from home</td>
<td>23%</td>
<td>40%</td>
<td>24%</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>Employees have taken less individual sick days because of Covid-19</td>
<td>20%</td>
<td>42%</td>
<td>22%</td>
<td>10%</td>
<td>6%</td>
</tr>
<tr>
<td>As a company we could do more to reduce the number of sick days employees take by offering better health and wellbeing support</td>
<td>19%</td>
<td>42%</td>
<td>29%</td>
<td>7%</td>
<td>3%</td>
</tr>
<tr>
<td>My company could do more to ensure people take time off when they are sick</td>
<td>18%</td>
<td>37%</td>
<td>25%</td>
<td>16%</td>
<td>5%</td>
</tr>
<tr>
<td>Employees do not fully understand the cost of sick days to the company</td>
<td>21%</td>
<td>28%</td>
<td>36%</td>
<td>9%</td>
<td>5%</td>
</tr>
<tr>
<td>Employees at my company have not used up their holiday entitlement because of the impact of Covid-19</td>
<td>16%</td>
<td>33%</td>
<td>31%</td>
<td>13%</td>
<td>7%</td>
</tr>
<tr>
<td>Employees at my company regularly do not use up their holiday entitlement</td>
<td>16%</td>
<td>30%</td>
<td>36%</td>
<td>9%</td>
<td>8%</td>
</tr>
<tr>
<td>Employees at my company do not take enough sick days</td>
<td>12%</td>
<td>34%</td>
<td>34%</td>
<td>12%</td>
<td>8%</td>
</tr>
<tr>
<td>Sometimes employees at my company take sick days when they could make other arrangements</td>
<td>20%</td>
<td>23%</td>
<td>40%</td>
<td>11%</td>
<td>6%</td>
</tr>
<tr>
<td>Employees at my company take too many sick days</td>
<td>5%</td>
<td>11%</td>
<td>44%</td>
<td>28%</td>
<td>13%</td>
</tr>
</tbody>
</table>

N = 1,007
To what extent do you agree or disagree with the following statements?

- Employees have taken less individual sick days because of Covid-19
- Employees take fewer sick days when they work from home
- As a company we could do more to reduce the number of sick days employees take by offering better health and wellbeing support
- My company could do more to ensure people take time off when they are sick
- Employees at my company have not used up their holiday entitlement because of the impact of Covid-19
- Employees do not fully understand the cost of sick days to the company
- Employees at my company regularly do not use up their holiday entitlement
- Employees at my company do not take enough sick days
- Employees at my company take too many sick days
- Sometimes employees at my company take sick days when they could make other arrangements
- Employees at my company take too many sick days

Views on sick days and holiday entitlement by Region

N = 1,007
Q8: Finally, thinking about the pressures you face in your current role, which of the following statements do you agree with? Tick all that apply. If you do not agree with any of these statements, then tick 'None of the above'.

- I am concerned about the mental health of some employees if they are forced to work back in the office: 52%
- I am concerned that working from home without any social interaction with colleagues will have a long term negative impact on some employees’ mental health: 40%
- I / my team are under increased pressure to protect the well-being of our staff: 32%
- I am concerned that working from home will have a long term negative impact on some employees’ physical health: 28%
- I / my team are under pressure to get teams back into the office: 27%
- I am concerned about the productivity of employees working at home: 25%
- Helping to manage furloughs and budget cuts has made me feel more stressed: 25%
- I am worried about being asked to enforce social distancing measures and other Covid-related policies when employees return to the office: 21%
- I am concerned about the productivity of employees working in the office: 14%
- I am concerned about the well-being of international or globally mobile assignees: 13%
- I am worried about ensuring my company is compliant with the latest government guidelines on Covid-19 (not asked in UAE)*: 11%
- Remote working makes it challenging to effectively support employee well-being: 11%
- None of the above: 4%

N = 1,007
* = 757
Pressures faced by employers by Region

<table>
<thead>
<tr>
<th>Statement</th>
<th>Total</th>
<th>Singapore</th>
<th>UAE</th>
<th>UK</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am concerned about the mental health of some employees if they are forced to work back in the office</td>
<td>52%</td>
<td>52%</td>
<td>50%</td>
<td>49%</td>
<td></td>
</tr>
<tr>
<td>Am concerned that working from home without any social interaction with colleagues will have a long term negative impact on some employees’ mental health</td>
<td>40%</td>
<td>40%</td>
<td>45%</td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td>I / my team are under increased pressure to protect the well-being of our staff</td>
<td>41%</td>
<td>42%</td>
<td>32%</td>
<td>32%</td>
<td></td>
</tr>
<tr>
<td>Am concerned that working from home will have a long term negative impact on some employees’ physical health</td>
<td>27%</td>
<td>29%</td>
<td>28%</td>
<td>28%</td>
<td></td>
</tr>
<tr>
<td>I / my team are under pressure to get teams back into the office</td>
<td>23%</td>
<td>27%</td>
<td>27%</td>
<td>26%</td>
<td></td>
</tr>
<tr>
<td>I am concerned about the productivity of employees working from home</td>
<td>29%</td>
<td>29%</td>
<td>29%</td>
<td>26%</td>
<td></td>
</tr>
</tbody>
</table>

N = 1,007
Which of the following statements do you agree with?

- 25% Helping to manage furloughs and budget cuts has made me feel more stressed
- 27% I am worried about being asked to enforce social distancing measures and other Covid-related policies when employees return to the office
- 26% I am concerned about the productivity of employees working in the office
- 22% I am concerned about the well-being of international or globally mobile assignees
- 22% I am worried about ensuring my company is compliant with the latest government guidelines on Covid-19 (not asked in UAE)*
- 18% Remote working makes it challenging to effectively support employee well-being
- 4% None of the above

* = 757
The study looked at the attitudes and behaviour of office-based employees and employers (individuals with decision making responsibility for employee support and benefits). The study covered health and healthy living, concerns of and impact on employees and the level of support offered by employers. A particular focus was placed on the response to, and impact of, the global Coronavirus pandemic.

Surveying was conducted via online panels, telephone surveys, targeted social media recruitment and free-found recruitment conducted amongst office-based employees and senior decision makers within employers.

Minimum of 1000 employee responses and 250 employer responses in each of the 4 target countries:

- Singapore
- UAE
- UK
- US

Employee respondents were employed across the full range of business sizes and sectors – and represented employees at all organisational levels. A limit was set on the number of respondents from in small businesses of under 200 employees.

A minimum income threshold of at least the national average income was applied for each country to ensure appropriate employee respondents but at a level that included mass market.

Profiling characteristics that were captured, and which form the basis of cross-breaks for more detailed analysis included:

- Gender (Employee)
- Age (Employee)
- Employment Status and Level (Employee)
- Income (Employee)
- Role (Employer)
- Employer Industry (Employee and Employer)
- Company Size (Employee and Employer)

Average survey completion time was 12 minutes got employees and 9 minutes for employers.

Fieldwork was conducted between the 2nd and 23rd September 2020.
Aetna International