



Insurance Brokers &
Consultants

PULSE SURVEY WELLNESS

We are committed to understanding and anticipating our network's needs - especially during times of uncertainty.

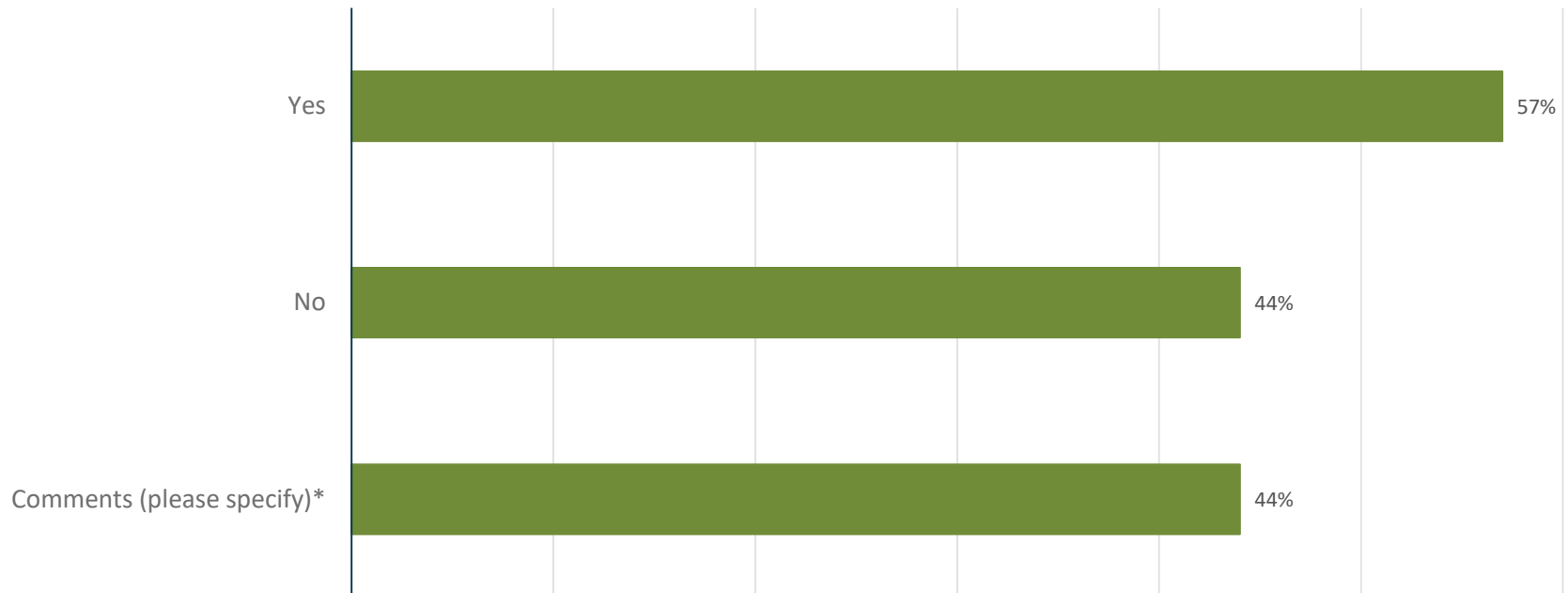
To help gauge observations, experiences and expectations surrounding the Coronavirus pandemic, we executed a Pulse Survey series.

This presentation presents results from the Wellness pulse survey.

SURVEY RESPONSES

Due to the COVID-19 pandemic and at-home work environments, have you shifted any of your wellness efforts to a virtual approach, or launched any virtual wellness initiatives?

Question Type: Single Select with free text comment ● Answered: 41 ● Skipped: 0



**See Appendix A for top free text response trends.*

All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

Please check all that apply. This question is to determine if your approach to employee wellness/health programming has changed due to the impact of COVID-19.

Question Type: Multi-Select (table) • Answered: 41 • Skipped: 0

Over 80% offered these programs before pandemic

- Lifestyle coaching (e.g., weight and stress management, etc.)
- Condition management (e.g., diabetes and cholesterol management, etc.)
- Financial wellness (e.g., education for budgeting, saving, or investing, etc.)
- Tobacco cessation
- Subsidized fitness tracking devices
- Walking/standing desks

50% or more now offer these programs due to pandemic

- A virtual wellness vendor for at-home fitness classes
- COVID-19 testing

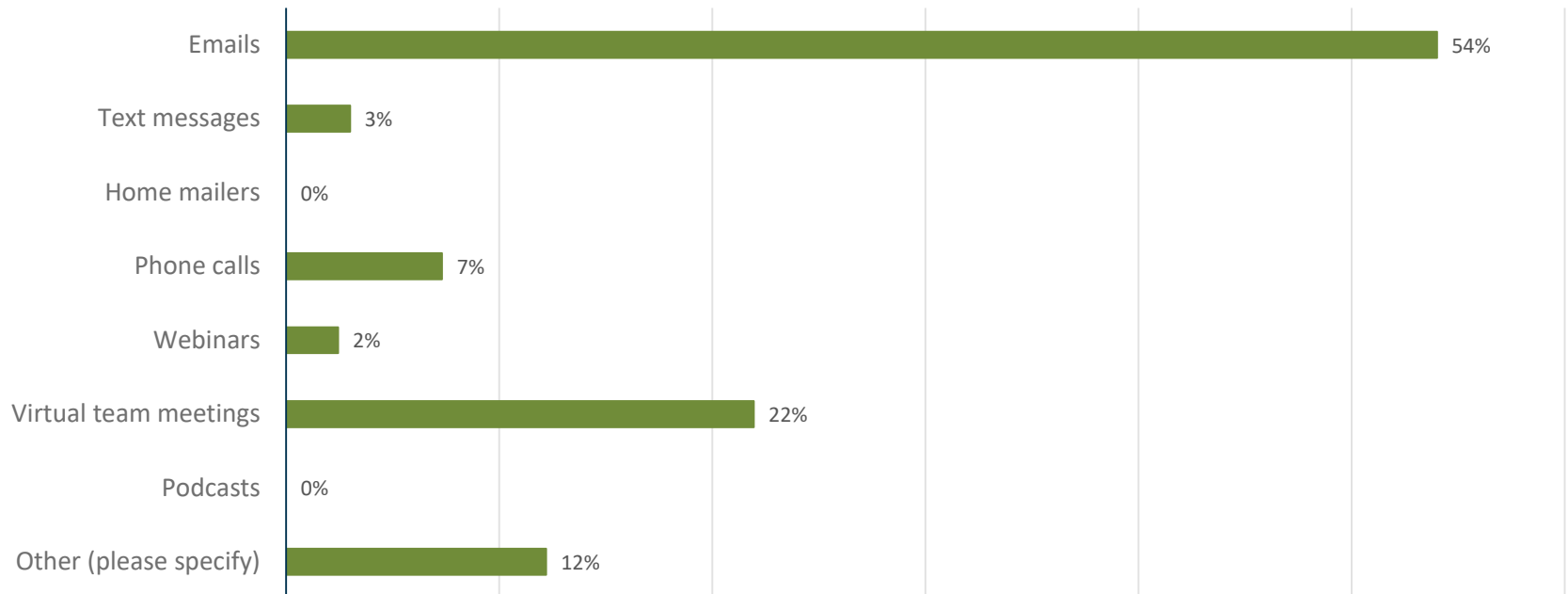
Over 25% will offer these programs due to the pandemic

- COVID-19 testing
- Virtual health fairs

SURVEY RESPONSES

What is the most effective mode of communication for your employees during this time?

Question Type: Single Select ● Answered: 41 ● Skipped: 0



All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

Please check all that apply. This question is to determine if your approach to incentives has changed due to the impact of COVID-19.

Question Type: Multi-Select (table) • Answered: 41 • Skipped: 0

Over 80% contributed to these incentives before pandemic

- Insurance premium reductions
- Raffles
- Contributions to health accounts
- Gift cards
- SWAG (e.g., water bottles, T-shirts)
- We do not offer incentives to promote participation

37% now offer these incentives due to pandemic

- Reduced deductibles and/or copays

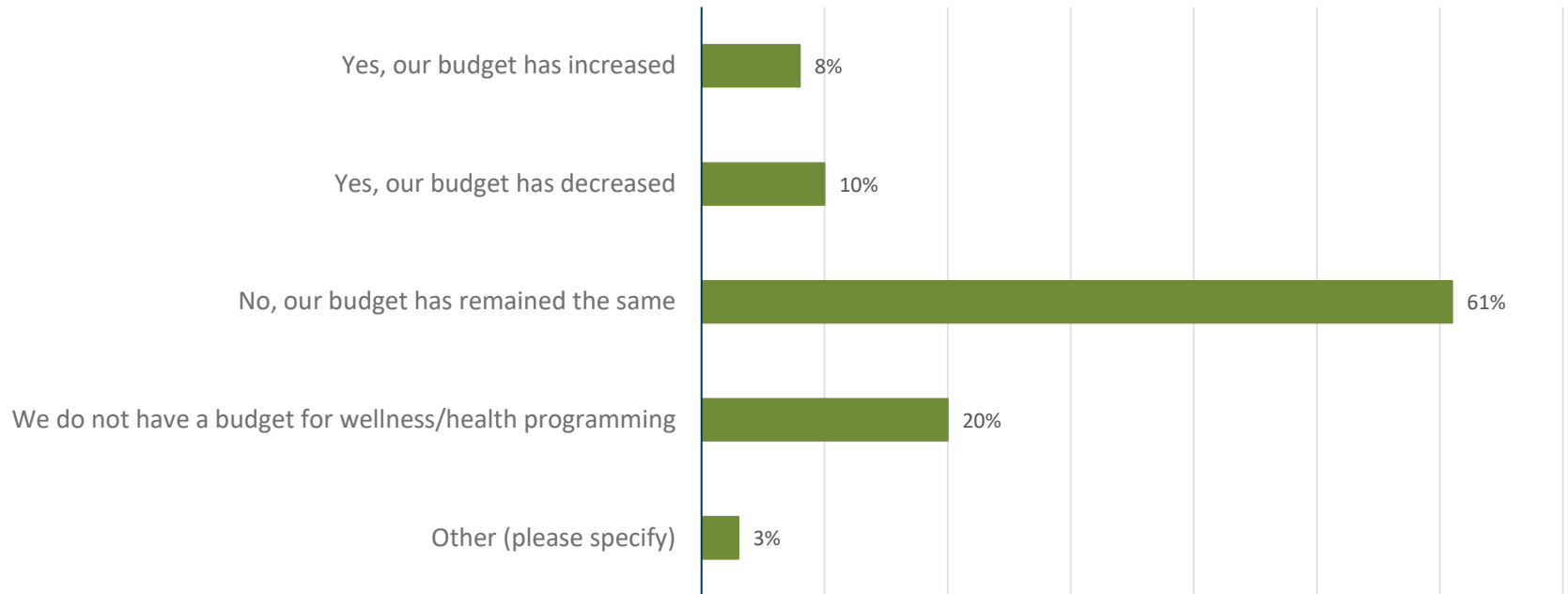
Some respondents will offer these incentives due to the pandemic

- Gift cards
- SWAG (e.g., water bottles, T-shirts)
- Non-profit/charity donations
- We do not offer incentives to promote participation

SURVEY RESPONSES

During the COVID-19 pandemic, has your budget for wellness/health programming been impacted?

Question Type: Single Select ● Answered: 41 ● Skipped: 0

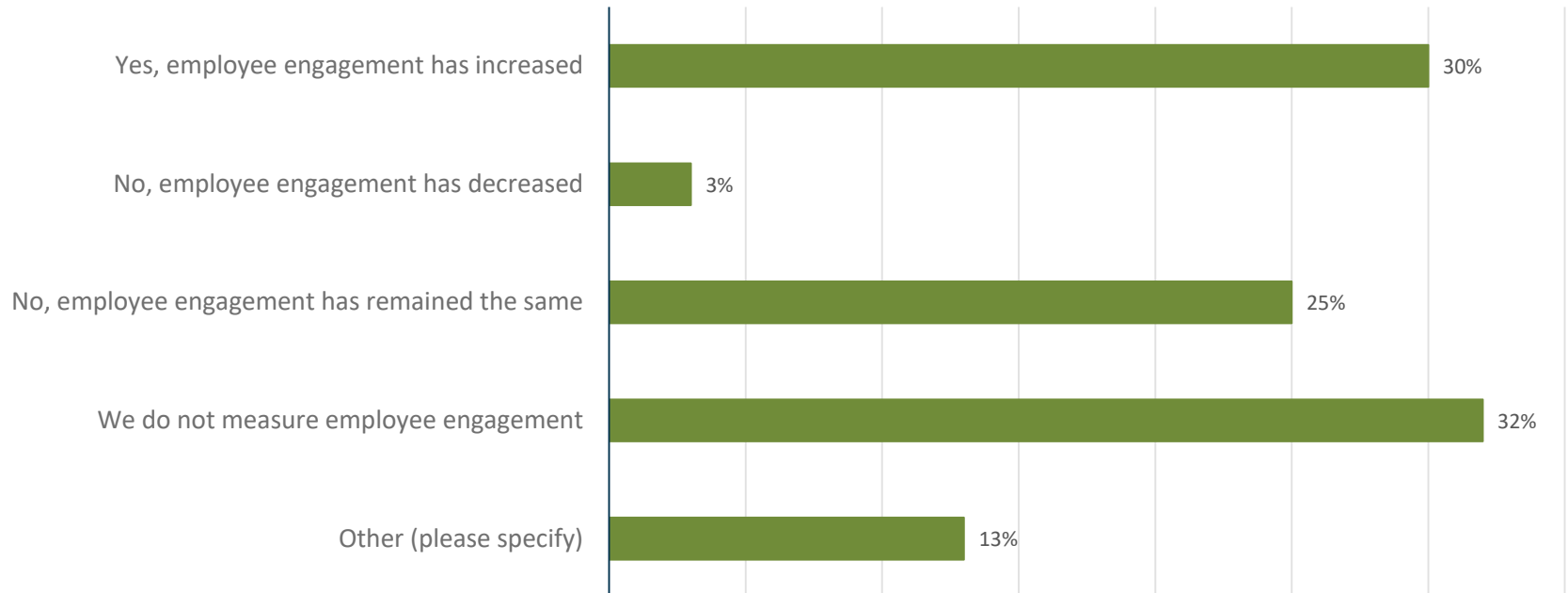


All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

Due to the impact of COVID-19, have you seen more employee engagement in wellness/health-related programming?

Question Type: Single Select ● Answered: 41 ● Skipped: 0



All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

Are there other ways you believe the COVID-19 pandemic will impact your wellness/health program approach? Please describe.

Question Type: Free Text ● Answered: 21 ● Skipped: 20

Key Takeaways

Incorporate
emotional
health
offerings

Incorporate
physical health
programs

Consider
moving
in-person
meetings to
virtual

SURVEY RESPONSES

What is your industry?

Question Type: Free Text • Answered: 41 • Skipped: 0

20+
Industries

Highest Responses:

Manufacturing (14.63%)
Energy (9.76%)
Government/Military (7.32%)
Real Estate (7.32%)

Accounting	Healthcare/Medical
Advertising	Insurance
Business/Professional Services	Legal
Construction/Home Improvement	Manufacturing
Consulting	Non-Profit
Education	Real Estate
Energy	Retail
Engineering/Architecture	Transportation/Distribution
Finance/Banking	Other
Government/Military	

SURVEY RESPONSES

Participating Companies

Question Type: Free Text • Answered: 41 • Skipped: 0



41
Companies
Represented

RESULTS SUMMARY

Important Considerations & Findings

Employee Engagement in Wellness Programs

- **30%** of respondents have experienced an increase in employee engagement in wellness programs; **28%** have experienced a decline.
- **32%** of respondents do not currently measure employee engagement in wellness programs.

Changes to Wellness Programs due to the Pandemic

- Over **57%** have moved to a virtual wellness program offering.
- **50%** of respondents have implemented a virtual at-home fitness format.

Effective Communication with Employees

- **54%** of respondents prefer email as the most effective mode of communication with their employees.
- Podcasts, home mailers, webinars and text messages are reported as the least effective mode of communication.



APPENDIX

APPENDIX A

Due to the COVID-19 pandemic and at-home work environments, have you shifted any of your wellness efforts to a virtual approach, or launched any virtual wellness initiatives?

Free text response for the 'Comments (please specify)' option.

- Wellness trainings are still organized for a minimal number of employees with strict observation of all safety protocols
- We are allowing employees the option to use their discretion and comfort to choose an at home kit, visiting their primary care provider or going to an approved lab.
- Healthy Hours, caregiver support groups have been done live via Zoom; employees have been challenged to and awarded for completing their own 5Ks in place of participating in our normally hosted monthly 5Ks; fitness classes are offered live via Zoom; health coaching is now provided via email, daily; some Healthy Hours have been converted to self-studies, and several have been offered per week; also mindfulness sessions have been offered once per week via Zoom
- Virtual diabetes management!
- With some employees remote before COVID, we already had some virtual options. We use our own fitbit programs for everything so we have a lot of the bases covered
- Onsite seminars switched to webinars; canceled biometric screenings but added other activities members can do virtually to earn wellness points
- Self care sharing eat and light quick tips to mental health
- Unfortunately, we have not done this, even with all of the wonderful information we've received. It's not for lack of desire, it just hasn't made it to the top of the priority list for the company.
- We had already shifted away from the monthly in person programs.
- We currently do not have a wellness plan
- We haven't shifted anything but publicized what already existed
- Luckily we had rolled out a more robust wellness site in January that offers online challenges. We've added to this offering with some very simple employee engagement activities that are very easy to participate in outside of the site.
- daily wellness emails, virtual AHA walk, mental health check-ins
- We will be rolling out HealthKick @ Home. Not DUE to COVID, but a new offering that they have.
- We have launched wellness challenges while working at home.
- Virtual checkins with our Talent/HR team
- We offer yoga/meditation/boot camp virtually
- Zoom calls with family and friends, more communication on the phone, ordering online from local shops to continue to buy and eat healthy.