

REPORT 2022

Health and Wellbeing

CUNDALL



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Introduction

We have set out in our vision and values that Cundall is, and should continuously strive to be, the best place for talent to grow and flourish. Supporting our people to take care of their physical and mental health is key to achieving this.

The many and far-reaching effects of the Covid-19 pandemic are yet to be fully understood and it is likely that the pandemic will continue to affect both the physical and mental health and wellbeing of people well into the future. It is more important now than ever to maintain our focus on the wellbeing of our people and to the commitments we have made in our health and wellbeing strategy and sustainability roadmap.

We have seen lots of great things happening around the business since our last health and wellbeing survey and report, which was published in March 2021:-

- Following the successful **mental health awareness training programme** pilot, we rolled this out to the global business. There were two workshops available;
  - The U-First **wellbeing workshops** were open to everyone, and they provided an opportunity to raise awareness of mental wellbeing and resilience and provided tools and strategies to support people.
  - The **People Manager workshops** were designed to help our people managers develop a deeper understanding of mental wellbeing and enable them to start a conversation about mental health, spot the signs of mental ill health and provide appropriate support.

Over the course of 2022 we will be developing this programme further so watch out for more information.

- Our **Mental Health First Aid Team** continue to provide support to our people and champion health and wellbeing globally. The team have benefited from additional training over the past 12 months to keep their skills and knowledge up to date. The amount of support provided by the team doubled in 2021 suggesting that people feel more comfortable approaching a member of the team for a chat.
- You may have noticed that our Mental Health First Aid Team now have their MHFA title included on their **email signature**. This helps to raises awareness of the team within Cundall and demonstrates our commitment to the wellbeing of our people both internally and externally.

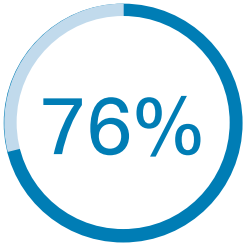


- Our ongoing programme of **awareness communications/events** on a wide range of wellbeing topics allow us all to better look after our own wellbeing as well as those around us. Some of the highlights from the past year include:-

  - A live 7-week mindfulness course held by a qualified mindfulness teacher
  - Financial wellbeing webinars to help us make the most of our money
  - Local drop-in sessions to provide an opportunity for people to socially connect again face to face (e.g. the recent pancake day events)
  - Promotion of physical wellbeing including a live webinar on nutrition and hydration, Dr Johnston news articles on the importance of sleep and men's health as well as online yoga and pilates classes and global walking and cycle challenges.
  - We launched our menopause support pages on Dr Johnston

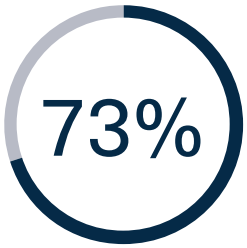
Cundall's Sustainability Roadmap sets out real and measurable targets in order to deliver positive change in the world. Health and Wellbeing is one of six key impact areas in this roadmap, with a focus on encouraging active, social, meaningful lives and to promote good health and wellbeing. It was positive to see an increase in our sustainability roadmap wellness score following analysis of our most recent survey data.

Key Findings



*are satisfied with the quality of their physical working environment, up from **69%** last year.*

*believe Cundall allow sufficient flexibility to meet personal/family commitments, up from **70%** last year.*



described their mental health as the same or better than this time last year.



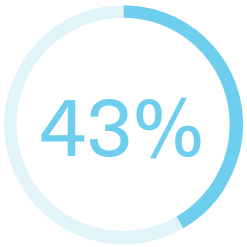
felt that Cundall supported their health and wellbeing overall.



felt supported in their return to the office environment post lockdown.



*feel that Cundall is a healthy place to work in terms of psychological and emotional health, up from **62%** last year.*



*felt that they would speak to a mental health first aider if they had a concern about their own or a colleague's mental health, up from **18%** last year.*



felt that they would speak to their line manager about their wellbeing, which is the same as last year.



Health and wellbeing Survey Data

Physical and Dietary Health

Our physical and mental wellbeing are intrinsically linked. The physical and mental health benefits of moderate exercise are well documented, but there is growing research demonstrating that what we eat and drink impacts both our physical and mental health and wellbeing. The World Health Organisation recommends that adults should participate in at least 150 minutes of moderate exercise every week. With work accounting for a large proportion of our waking time, it can be easy to fall short of this weekly quota. Therefore, we recognise that supporting physical activity and healthy diet are important in promoting the general health, productivity and motivation of our people. In this section of the survey people were asked to provide feedback on their own physical activity and nutritional habits.

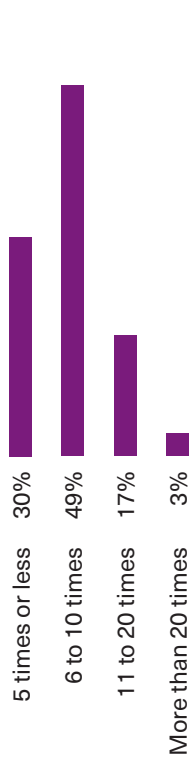
The results show that 70% of people interrupt prolonged sitting by standing up and moving away from their desk at least six times a day, which is about the same as last year. 7.1% of people indicated that they never eat their lunch away from their desk, which is a positive improvement on 12% last year and 16% in 2019. 8.8% of males never eat lunch away from their desk compared to 4.8% of females.

Despite reporting that the introduction of agile working has allowed a better work/life balance and an opportunity to take more physical exercise, 68.2% of respondents are still unsatisfied with the amount of exercise they do daily. This is about the same as last year (67%). The main reasons for this are identified as work commitments (46.7%), tiredness (42.9%) and lack of motivation (38.2%). 73% of females are unsatisfied with the amount of exercise they do daily compared to 62.9% of males.

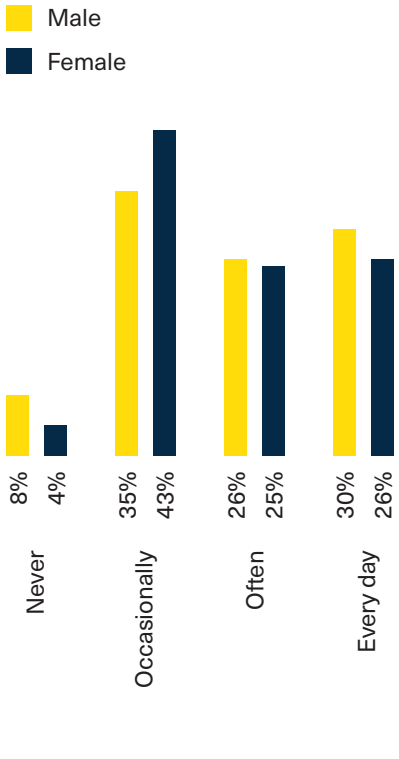
In relation to nutrition, only 11.8% of respondents consume the recommended five or more portions of fruit and vegetables per day, 7 days a week. The region with the highest consumption of fruit and vegetables was Asia at 16.7%.

48.6% of people indicated that they consume the recommended six to eight glasses of liquid per day, 7 days a week, which is slightly lower than last year (54%).

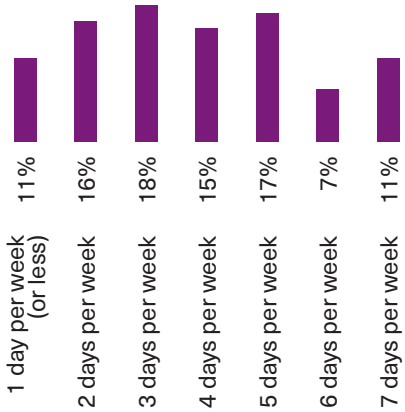
We have continued to encourage and educate our staff on the importance of healthy nutrition, through organising webinars that detail the benefits of a healthy diet as well as physical challenges. People have indicated that they would also like to see more organised physical activities, such as sports, lunchtime walks or yoga and discounted gym memberships. The provision of office fruit/healthy snacks was voted one of the top three most valued wellbeing initiatives.



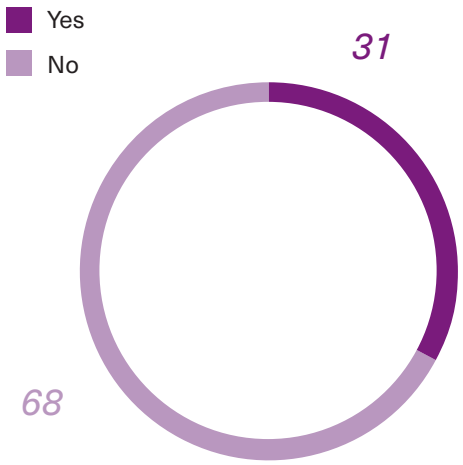
How many times, on a typical day while at your office/home workstation, do you interrupt your sitting, e.g. by standing up, walking somewhere or getting a drink?



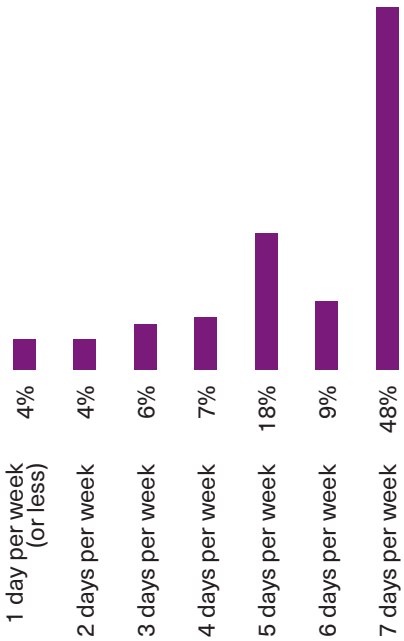
How many times each week do you eat lunch away from your desk/home workstation?



Approximately how many days per week do you usually consume 5 (or more) portions of fruit and/or vegetables?



Are you satisfied with how much physical activity / exercise you do?



Approximately how many days per week do you usually consume 1.2 litres (six to eight glasses) of fluid (including water, tea, coffee, fruit juice or squash)?

Mental Health and Wellbeing

Mental health is not just the absence of mental disorder. It is defined as a state of well-being in which every individual realises their own potential, can cope with the normal stresses of life, can work productively, and is able to contribute to their community.

The workplace can have a huge impact on mental health and, equally, mental health can have a significant impact on performance. It is important that we understand and regularly review how our people would describe their own mental wellbeing so that we can target the support we offer. In this section the survey, we asked people to provide feedback on how they perceived their working environment, their job role, the culture of the business, and their own wellbeing.

70.1% of respondents feel that Cundall is a healthy place to work in terms of psychological and emotional health. This has increased from 62% last year. More males agree with this statement than females at 75.7% and 69.8% respectively. Regionally, only 45.8% of people in Australia felt that Cundall is a healthy place to work in terms of psychological and emotional health, a decrease from 67% last year. 72.5% of people in the UK & Ireland agree with this statement, which is an increase from 59% last year.

76.8% of respondents feel that Cundall allows enough flexibility to meet their personal/family commitments. By region, 81.2% of people in the UK & Ireland agree with this statement, which is an increase from 69% last year.

76.7% of respondents feel that the tasks expected of them in their job are fair and aligned with their own skills. More males agreed with this statement than females at 80.5% and 75.8% respectively. Regionally, 78.4% of people in Europe feel that the tasks expected of them in their job are fair and aligned with their own skills, which is a decrease from 87% last year. In contrast, 70.8% of people in Australia agree, which is an increase from 63% last year.

60.6% of respondents feel that they can deliver an acceptable standard of work whilst also achieving a healthy work-life balance, up from 55% last year. Regionally only 45.8% of people in Australia agree with this statement compared to 70% in Europe. People at management and leadership grades agree with this statement less than people in other grades at 54.4% and 68.8% respectively.

76.1% of respondents are satisfied with the quality of their physical working environment, up from 69% last year. By region, MENA are the most satisfied at 83.3% and Asia the least satisfied at 66.7%.

21.8% of respondents go without a lunch break either daily or weekly, down on 24% last year. Males are more likely to do this than females at 21.9% and 18.3% respectively. Regionally, people in Australia are most likely to do this, at 29.2% compared to only 5.6% in Europe. If we look at the data by grade, 29.6% of people at management and leadership grades will go without a lunch break either daily or weekly compared to only 14.2% of people at other grades.

45.5% of respondents work or check work emails outside of their standard working day on either a daily or weekly basis, down from 51% last year. In 2019, (before the start of imposed periods of home working) this figure stood at 42%, suggesting that the much higher figure in 2020 may have been a reaction to the sudden transition to enforced home working and that in 2021 people have started to better adapt to hybrid working by setting boundaries around work/home-life. Males are more likely to regularly work or check work emails outside of their standard working day than females, at 49.2% and 32.8% respectively. If we look at the data by grade, 63.2% of people at management and leadership grades will regularly work or check work emails outside of their standard working day compared to only 31.9% of people at other grades.

Research suggests that people take shorter and less frequent breaks when working remotely compared to in the office. Research also shows that taking a lunch break and completely switching off after work increases productivity and helps you process and retain information. People at management and leadership grades have an important role to play in encouraging others to adopt these healthy behaviours and lead by example, for example, by taking breaks away from their desk, blocking out their lunch break in Outlook and not sending emails outside of normal working hours.

69.7% of respondents have attended work for at least one day in the past six months when they felt they were not well enough to do so, compared to 89% in 2020 and 76% in 2019. Females were more likely than males to attend work when they felt they were not well enough to do so, at 76% and 63.2% respectively. Regionally, MENA were more likely to do so at 76.7% and Australia were the least likely to do so at 62.5%.



Globally, people feel more stressed (defined as “a state of mental or emotional strain/tension as a result of demanding circumstances”) than they felt two years ago. 42.3% of respondents reported feeling a high level of stress during a typical working day, a slight increase on last year’s figure of 41% and a more marked increase on the 2019 figure of 31%. Regionally, Australia reported an increase from 45% last year to 66.7% this year. 35% of respondents reporting feeling a high level of stress about work outside of work hours, a slight increase on last year’s figure of 32% and a more marked increase in the 2019 figure of 20%. The proportion of people at management and leadership grades who reported feeling a high level of stress about work outside of work hours increased from 33% to 36.3% this year, compared to people at other grades who remained the same as last year, at 29%.

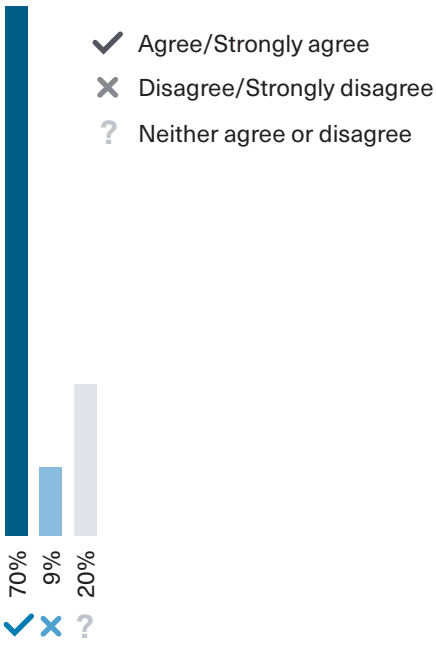
23% of respondents feel anxious during a typical working day, broadly the same as last year (24%) but still higher than in 2019 (18%). Females feel more anxious than males at 28.6% and 18.3% respectively. There are also variations at a regional level with only 4.8% of people reporting feeling anxious during a typical working day in Asia compared to 33.3% in Australia and MENA.

Depression comes in many forms but can typically be defined as “feelings of severe unhappiness, despondence and dejection which last for 2 weeks or more”. Globally, 23.9% of respondents feel that they had suffered from depression in the past 12 months, an increase on 19% last year and 22% in 2019. At a regional level, only 16.7% of people in Asia feel they had suffered from depression in the last 12 months compared to 33.3% in Australia. The latest data in the UK (2021) suggests that the average is around 20%.

The survey results show a general upward trend around stress, anxiety and depression over the past 2 years. It is therefore imperative that we continue to monitor this as we move forward and provide appropriate support for our people.

Respondents were asked to provide any additional comments in relation to mental health and wellbeing and how Cundall can better support people. Here are the top three common themes:-

- More realistic client deadlines would reduce the occurrence of workload peaks and requirement to work overtime. This in turn would reduce stress and anxiety and improve work/life balance
- Line managers should be encouraged to regularly and openly discuss stress and mental wellbeing with their team during their regular 1-2-1 meetings as a matter of course
- People would like to see more small group outdoor activities during/after the working day to help them connect with their colleagues and improve general wellbeing



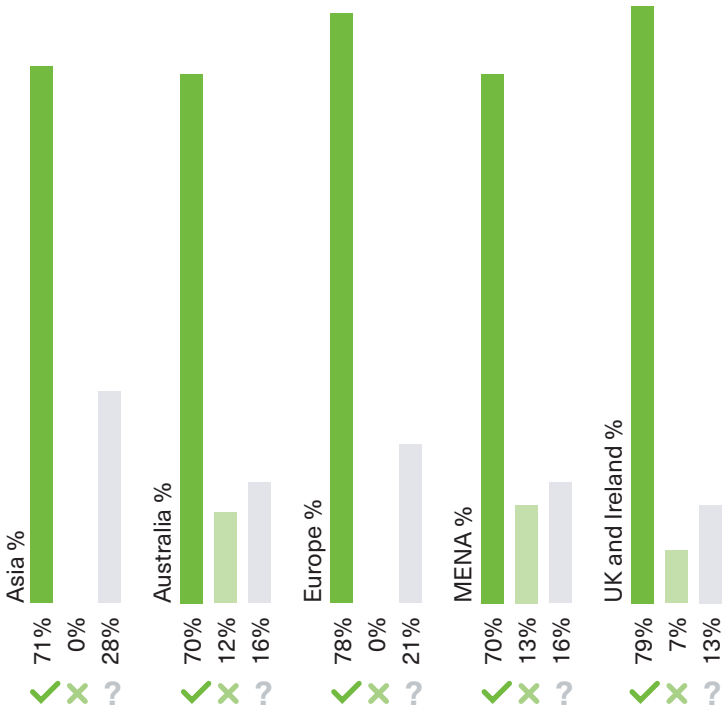
I feel that Cundall is a healthy place to work in terms of my psychological and emotional health.



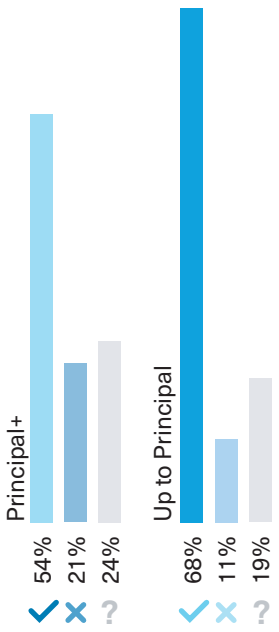
Cundall allows enough flexibility to meet my personal/ family commitments.



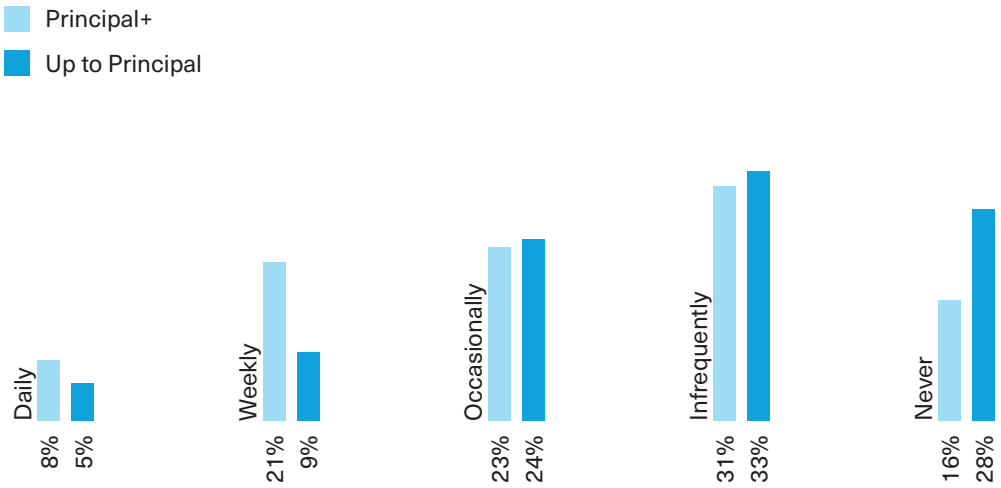
I am satisfied with the quality of my physical working environment.



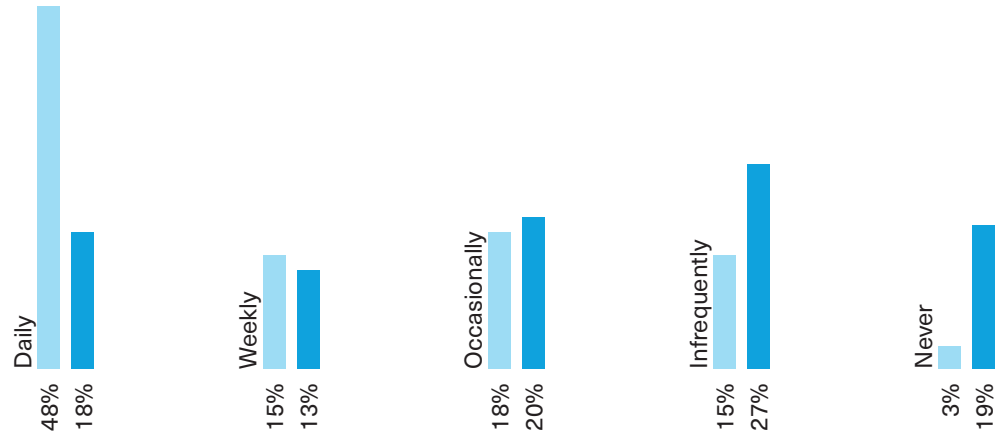
I feel like the tasks expected of me in my job are fair and aligned with my own skills.



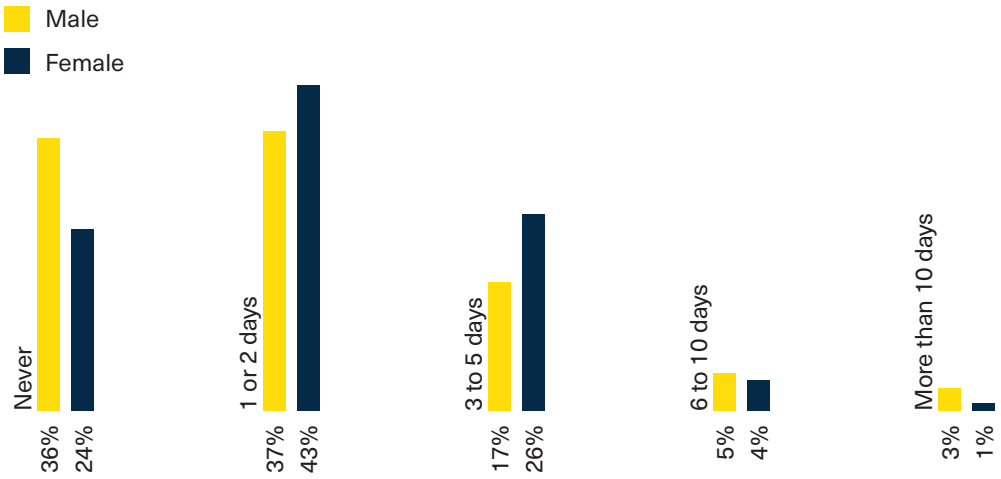
I feel confident that I can deliver an acceptable standard of work while also achieving a healthy work-life balance.



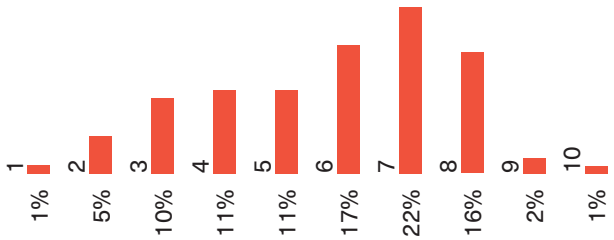
How often do you go without a lunch break?



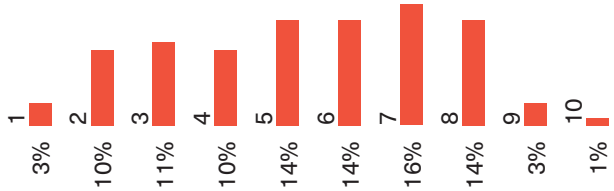
How often do you work or check your emails outside of your standard working day?



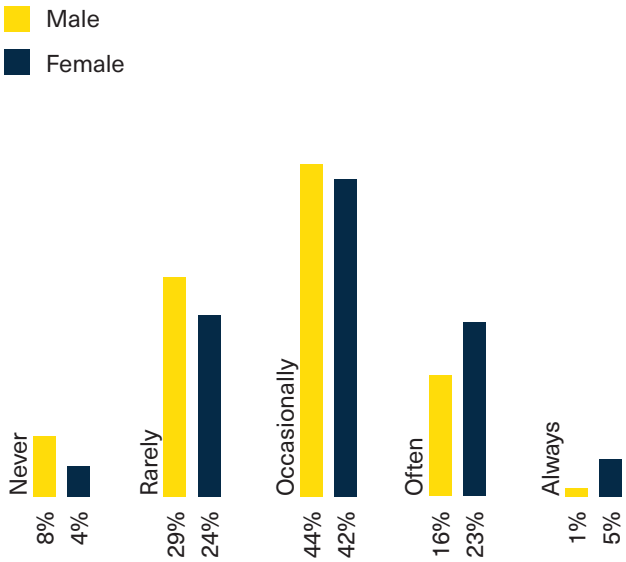
How many times over the last six months have you attended work when you felt that you were not well enough to do so?



Stress can be defined as "a state of mental or emotional strain/tension as a result of demanding circumstances."On a scale of 1 to 10, how stressed do you tend to feel during a typical



On a scale of 1 to 10, how stressed do you tend to feel about work outside of work hours?



Anxiety can be defined as "a feeling of worry, nervousness or unease about something with an uncertain outcome". How frequently do you tend to feel anxiety during a typical working day?



Depression comes in many forms, but can typically be deaned as "feelings of severe unhappiness, despondence and dejection which last for 2 weeks or more"In the last 12 months have you suffered from depression?

Covid-19 ongoing impact

This year we included a number of questions in the survey specifically to help us better understand the ongoing impact Covid-19 has had on our wellbeing over the past 12 months. This section also helps us understand which sources of support we have available at Cundall have been the most effective for our people.

Globally 73.5% of respondents describe their mental health as about the same or better than 12 months ago. Regionally, this was lower in Australia, at 58.3% and higher in Europe at 84%.

Globally, 35.4% of respondents report seeking support (from family, friends or professional services) with their mental health over the past 12 months. This is an increase from 21% last year. Females are more likely to have sought support than males at 48.4% and 28.4% respectively. The proportion of people at management and leadership grades who report seeking support was 24.8% compared to 40.7% of people at other grades.

We asked respondents to rate a number of wellbeing resources, if they had used them in the past 12 months. 69.5% of users had found the mental health first aid team useful. 65.5% of users had found the telephone/online chat services of their employee assistance programme useful. 70.1% of users had found the online resources and toolkits available from their employee assistance programme useful. 75% of users had found the help@hand app (online GP, counselling and physiotherapy consultations) useful. This is also reflected in the ad hoc feedback we receive from people who have accessed these resources. We have also seen an increase in the number of people accessing these resources.

We asked respondents if they had used any other wellbeing resources (either provided by Cundall or outside of work) over the past 12 months. Here are the top three most useful additional resources:-

- Mindfulness/meditation (including both the 7-week mindfulness course we held internally as well as directly sourced apps and podcasts)
- Professional psychological support, counselling, cognitive behavioural therapy
- Talking to friends, family and colleagues

Over the past 12 months, many of us have seen a gradual move from working at home to spending time in the office either on a full time or hybrid basis. Globally, 65% of respondents feel well supported in their return to the office. Regionally, 50% of people in Asia feel well supported compared to 71% in MENA. Respondents were given the opportunity to expand on their answer to this question. Here are the top thee common themes:-

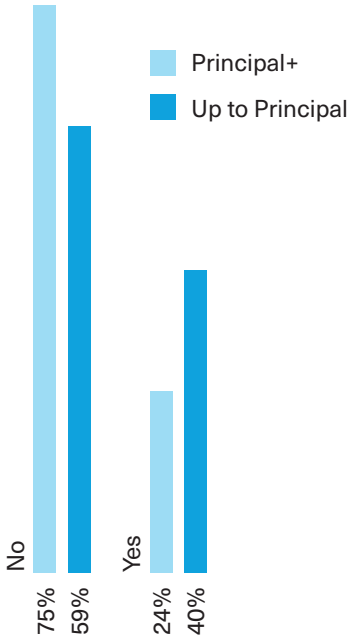
- Some have felt pressure to return to the office before they were comfortable to do so
- Some found that different teams took different approaches to returning to the office and would have preferred clear consistent messaging
- Some have had issues with IT equipment both in the office and at home

60% of respondents feel that Cundall support their overall health and wellbeing. Regionally, 54% of people in Australia and Asia feel supported compared to 66% in MENA. Respondents were given the opportunity to expand on their answer to this question. Here are the top three common themes:-

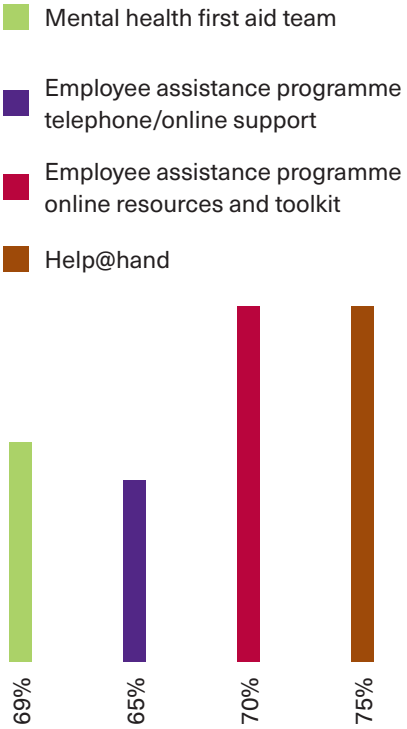
- People feel that the health and wellbeing support at company level was very good, however this was not matched at a team level
- People feel that improved planning and project management, setting more realistic deadlines and managing client expectations would help to reduce stress
- People feel that managers are focused on delivering projects and it would be beneficial for them to equally support wellbeing and work/life balance



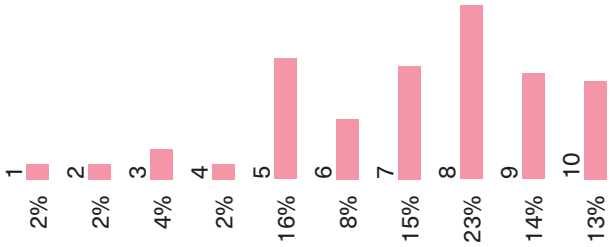
How would you describe your mental health now compared to 12 months ago?



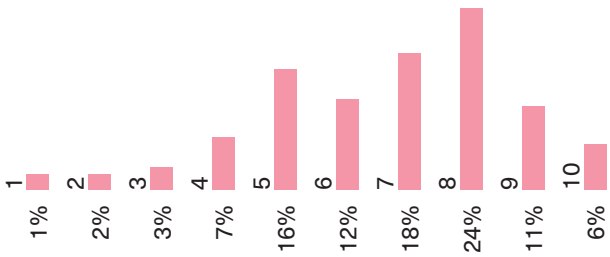
Have you sought support (from family/ friends or professional services) with your mental health in the past 12 months?



If you have used any of the following wellbeing resources in the past 12 months, please rate how useful you found them?



Many of us have seen a gradual move from working at home to spending time in the office either on a full time or hybrid basis. On a scale of 1 to 10, how supported do you feel in your return to the office?



On a scale of 1 to 10, to what extent do you feel that Cundall support your health and wellbeing?

Health and Wellbeing Needs

We are committed to helping our people take care of their physical and mental health and want to understand what matters to you when it come to your own wellbeing. Regularly checking in with our people to understand what matters to them allows us to benchmark what we already offer and target our health and wellbeing strategy going forward.

The responses from this section show us that 43% of people would be likely or highly likely to speak to a Mental Health First Aider if they felt distressed or had concerns about their own, or a colleague's, mental health. This is a huge increase from 18% last year, which suggests that people are now more familiar with the confidential support that the Mental Health First Aid Team can offer. This is also reflected in the amount of support the Mental Health First Aid Team have provided over the past year, which has increased by 48%.

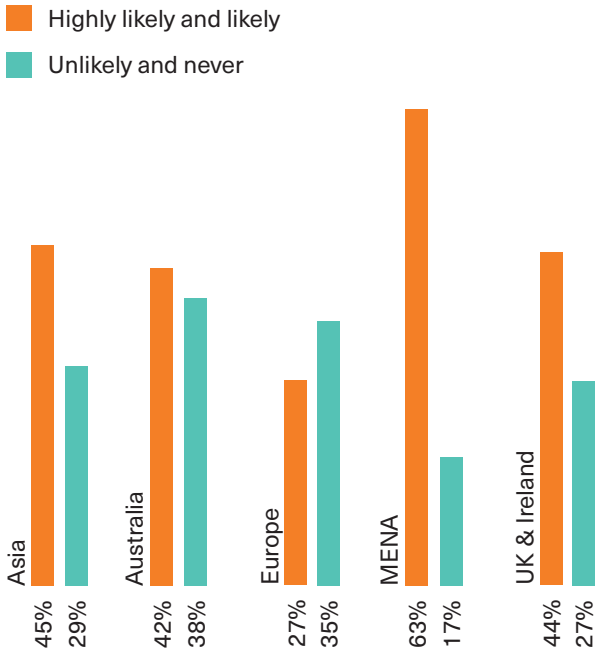
53% of respondents would be likely or highly likely to speak to their line manager about their wellbeing, the same as last year, but up from 43% in 2019. Females were more likely than males to speak to their line manager, at 61% and 53% respectively. Regionally, people in Australia were the most likely to speak to their line manager at 71% and people in Europe were the least likely at 49%. 62% of people at management and leadership grades would speak to their line manager compared to only 53% of people at other grades.

We asked respondents to let us know which health and wellbeing initiatives currently offered at Cundall they most valued. The top four were:-

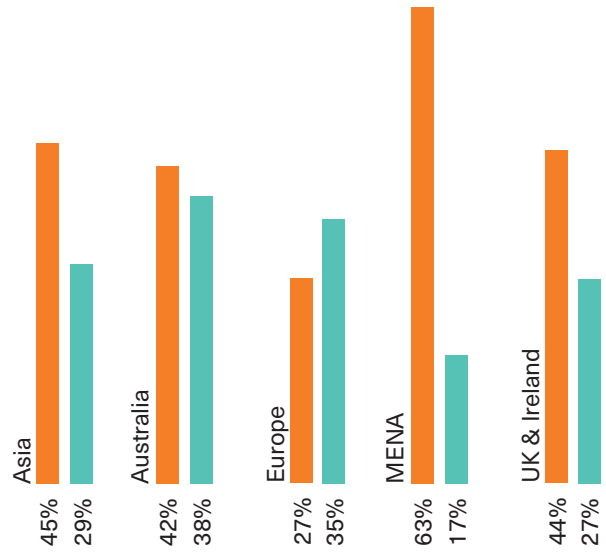
- The Mental Health First Aid Team
- The ability to work in an agile way
- The availability of fruit/healthy snacks in the office
- Wellbeing benefits (e.g. holiday trading, health cover, cycle to work scheme, life insurance, group income protection, health and wellbeing allowance, birthday day off, employee assistance programme and help@ hand app)

Finally, we asked respondents to let us know what health and wellbeing initiatives they would like to see at Cundall in the future. The top four were:-

- Organised activities (e.g. lunchtime walks, sports, yoga, meditation)
- Discounted gym memberships
- More flexibility to work in an agile way (e.g. work from home, travel during off peak times or exercise mid-shift)
- Line manager training around supporting the wellbeing of their team



If you felt distressed or had a concern about your own (or a colleague's) mental health and wellbeing, how likely is it that you would raise it with one of our Mental Health First Aiders?



In terms of your wellbeing, how likely are you to speak to your Line Manager about how you are feeling?

What's Next?

There are many positives to be taken from the results of this year's survey. It is encouraging to see the positive impact that our strategy is making. Our annual wellness survey gives us a better understanding of the physical and mental wellbeing of our people right now as well as the aspects of health and wellbeing are most valued. This information will enable us to better support our people and inform our strategy over the next 12 months. Our business remains committed to providing the very best working environments that promote positive health and wellbeing, and the data from this survey will help us identify the actions we need to take to deliver on this commitment.

If you have any questions about this report, or our health and wellbeing initiatives please contact **Lynne Lynam** (HR Adviser and Mental Health First Aider).



