

THE FUTURE OF WORK AND DIGITAL WELLBEING: Protecting employees in a COVID-19-shaped world

Allianz  Partners

 UK Country File

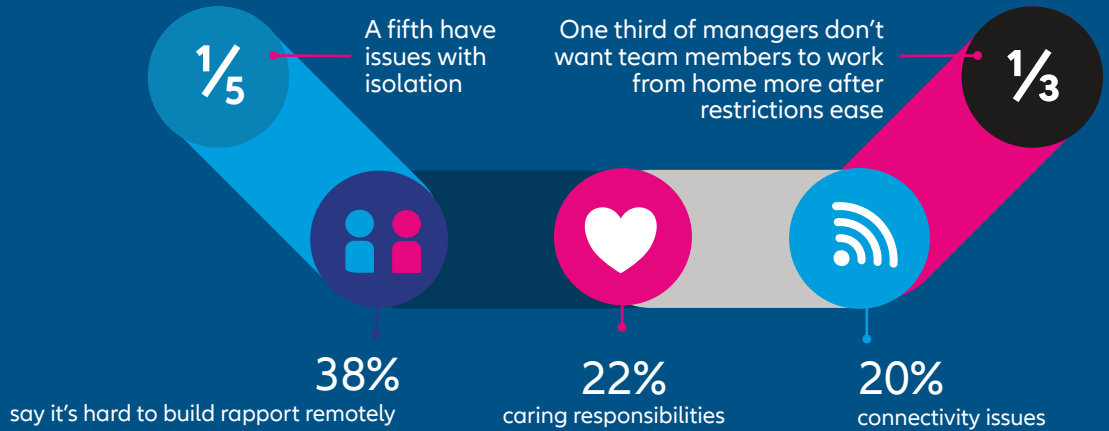
Key findings:

- 32% never worked from home before
- 20% worked from home less than once a week
- Isolation is a key problem for employees
- 75% using / planning to use support services

Since lockdown:

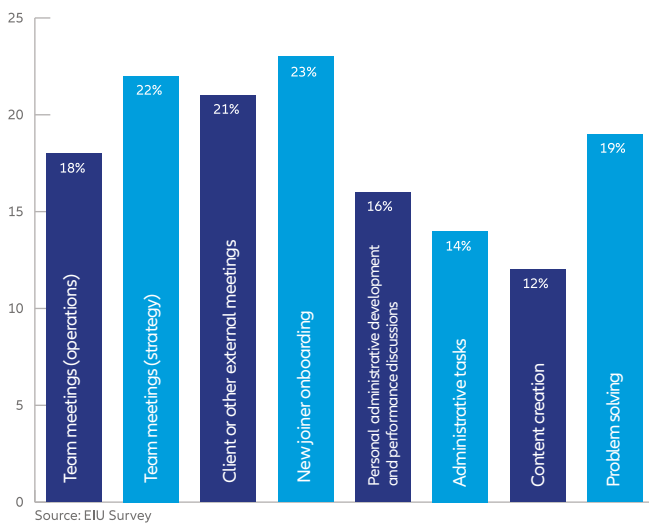
- 76% want to work from home more post-COVID-19
- Almost two-thirds want to work remotely 3+ days a week
- 3 in 4 now feel more comfortable applying to a remote position

What challenges persist around remote working?



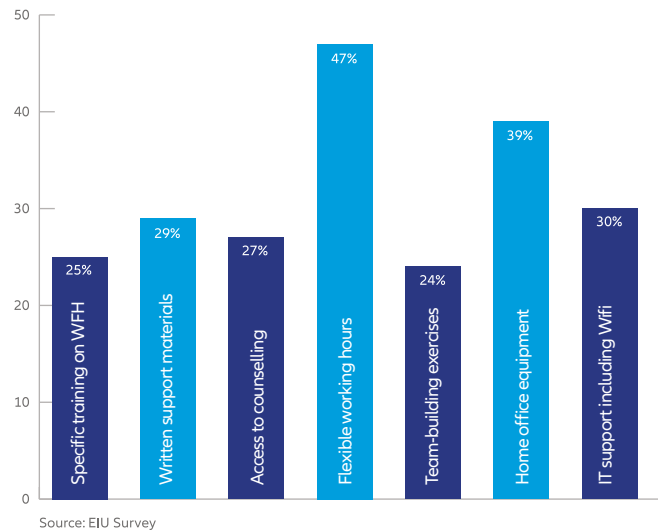
Employees in the UK struggle more with tasks that involve other people

% of people who feel uncomfortable doing ___ from home



Employees in the UK can access support across the board

% of employees in the UK who are using or planning to use ___ support



Looking ahead:

UK employees face relatively high levels of isolation issues and find it difficult to build rapport with their co-workers remotely. To combat this, employers should:

- ✓ Tackle isolation through conversation and support around mental wellbeing
- ✓ Create a culture where everyone in a team feels comfortable accessing support
- ✓ Ask managers to report new metrics on uptake of flexible work policies
- ✓ Identify the teams where policies are not being used and work with them to overcome negative perceptions

These results are based on a survey of people who reported working from home more during the pandemic, conducted by the Economist Intelligence Unit in June 2020

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United Arab Emirates Country File

Key findings:

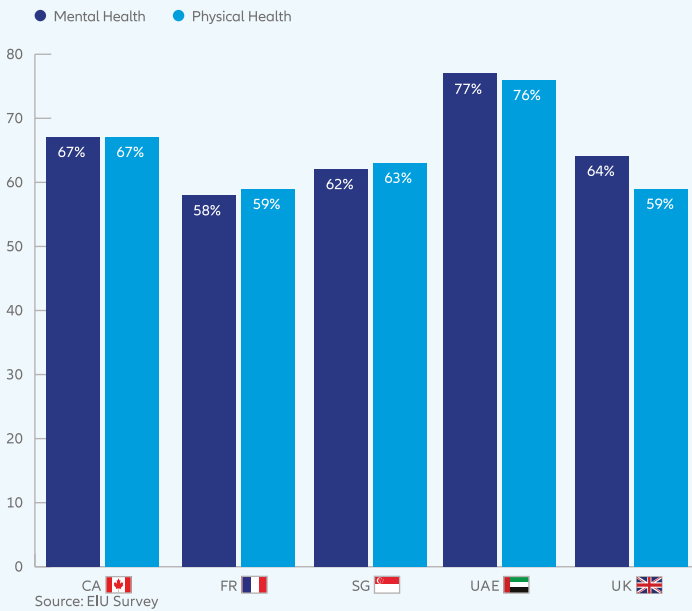
- 74% of those who started working from home more during lockdown want to continue to do so
- Many employers have been offering their workforce comprehensive support throughout lockdown

Since lockdown:

- 90% feel more comfortable doing at least 1 of their work-related tasks remotely
- 76% of managers would be more comfortable with their juniors working from home at least 3 days a week
- Almost 7 in 10 feel their team achieves just as much working from home as in the office

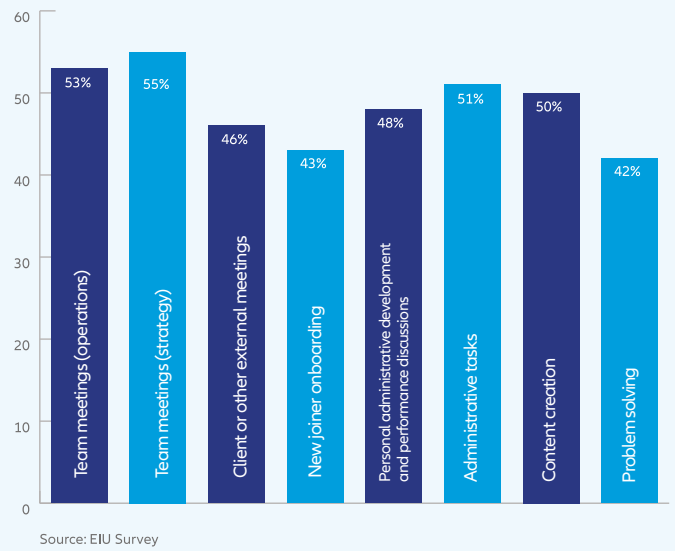
Most employees in the UAE feel they have received sufficient support in terms of wellbeing

% of employees who felt sufficiently supported in terms of mental and physical wellbeing, by country



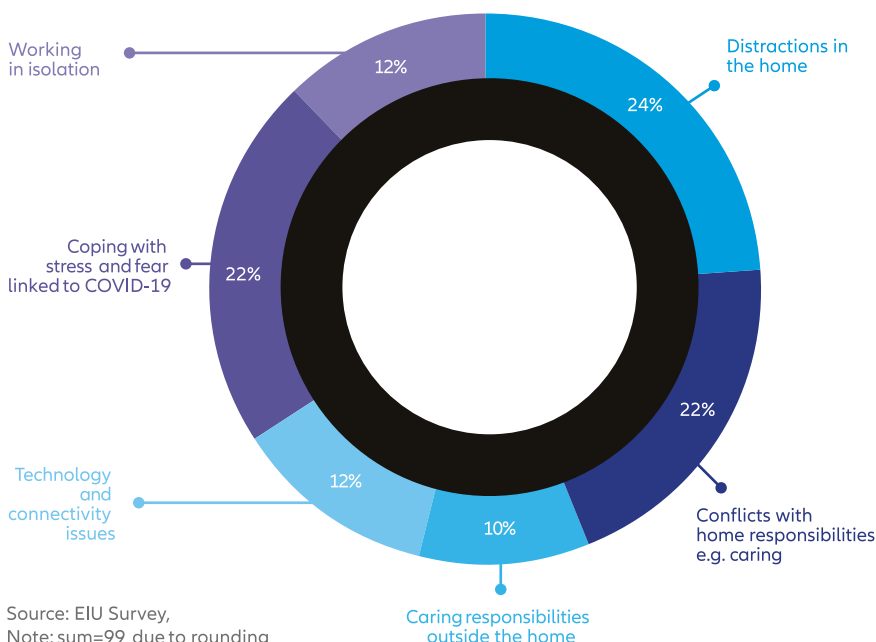
Employees in the UAE are more comfortable performing routine tasks remotely since COVID-19

% of people who feel more comfortable doing ____ remotely since the lockdown



UAE employees face struggles with distractions in the home and COVID-19 related stress

% of respondents who see ____ as their greatest challenge working from home



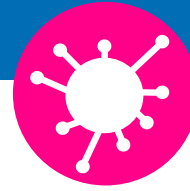
Looking ahead:

Though employers in the UAE have done a lot to help their workforce transition to remote working during COVID-19, there are important next steps to ensure the practice's long-term sustainability:

- ✓ Update policies and communicate to employees that support systems are here to stay
- ✓ Attract and retain top talent by making a public commitment to remote working
- ✓ Ensure employees have access to the technical equipment they need to work effectively

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France Country File



Key findings:

- Workers in France reported higher than average discomfort performing their job remotely
- There is a lack of sufficient support around mental wellbeing
- More than 80% had worked from home at some point before the pandemic
- 61% did so once or more a week

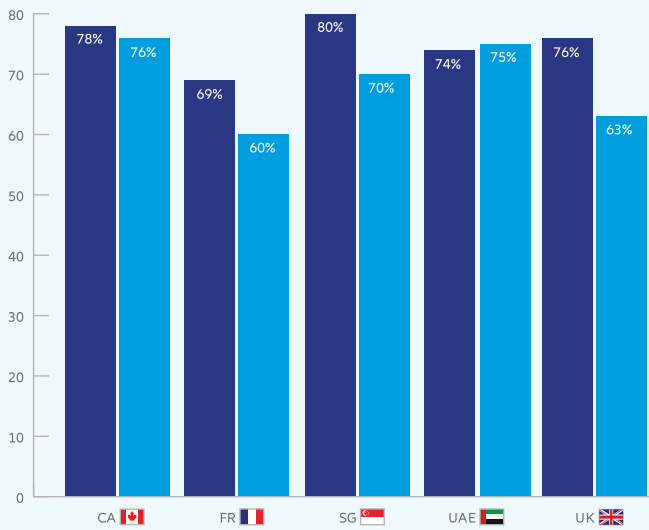
Since lockdown:

- 69% would like to work from home more
- Despite this, only 60% of managers are happy for their direct reports to work remotely more after the pandemic

Managers in France are relatively less comfortable with their juniors working from home more post pandemic

% of people who want to work from home more vs. managers happy for a junior to do so, by country

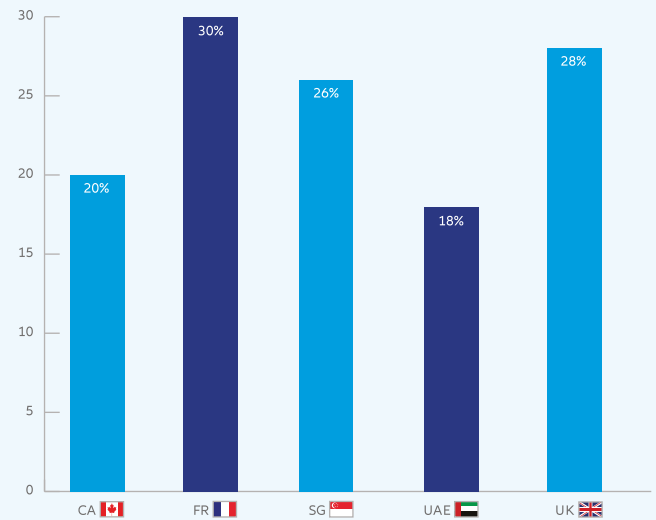
- I want to work from home more often following the lifting of restrictions
- I will be more open to a junior member of my team working from home frequently



Source: EIU Survey

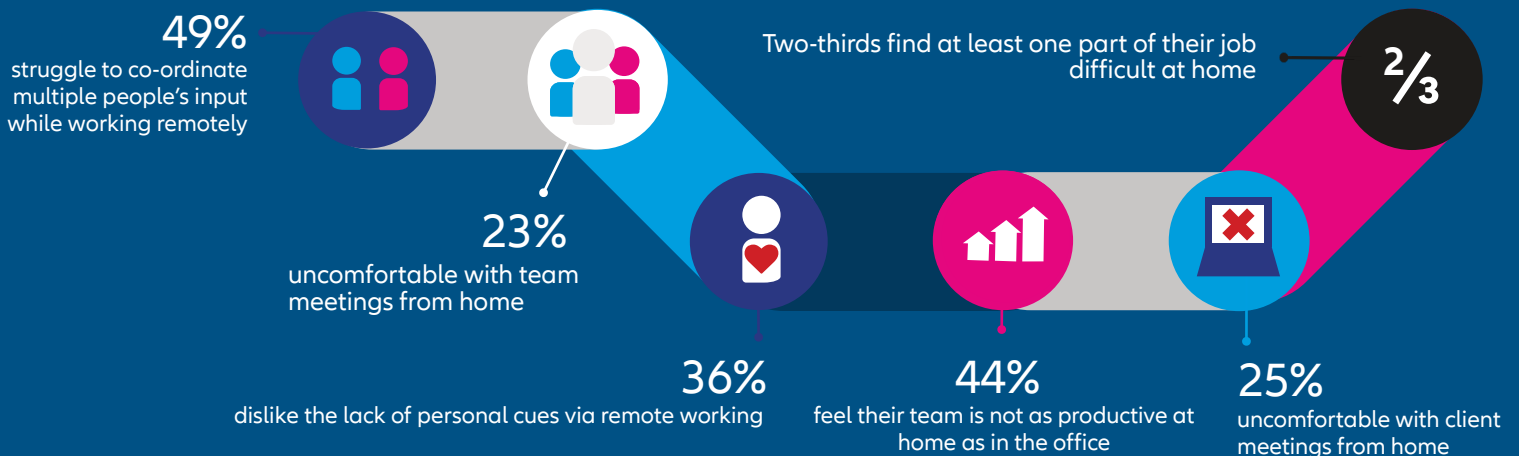
Workers in France are keen to access support for mental wellbeing

% of people who would like access to counselling services but it's not on offer from their employer, by country



Source: EIU Survey

What challenges persist around remote working?



Next steps:

Though employers in France have done a lot to help their workforce transition to remote working during COVID-19, there are important next steps to ensure the practice's long-term sustainability:

- ✓ Create a culture where parents and carers are more comfortable taking advantage of flexibility
- ✓ Upskilling managers to close gaps in support around remote working, including employee mental wellbeing

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 Canada Country File

Key findings:

- Almost 1/3 of employees had not worked from home before COVID-19
- 70% feel their team is just as productive while working from home.
- 83% of people reported using or planning to use support offered by their employer during this time
- 67% felt sufficiently supported by their employer during this time

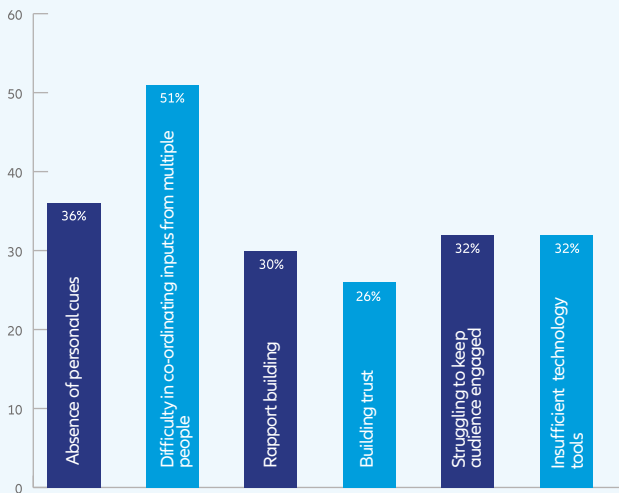
After lockdown:



78%

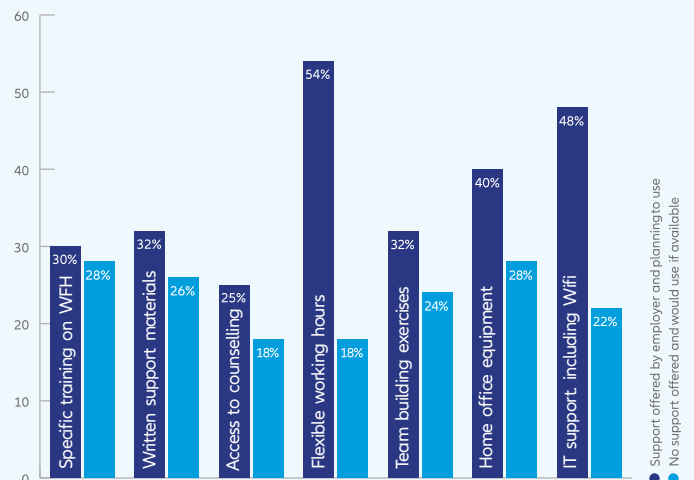
want to work from home more often when restrictions are lifted

Over half of the employees in Canada are struggling to co-ordinate with colleagues
% of respondents struggling due to __ while working from home



Source: EIU Survey

Canadian employers have provided support for the mental and physical wellbeing of employees
% of respondents who feel sufficiently supported in __ by their employers



Source: EIU Survey

● Support offered by employer and planning to use
● No support offered and would use if available


What challenges persist around remote working?

55%
find at least one part of their job difficult at home

more than 50%
struggle to co-ordinate multiple people's input while working remotely

50%
reported a worsening of their mental health during the lockdown restrictions

While 67% received support from their employers in mental and physical health aspects - almost 1/3 of people feel they have not received sufficient support

1/2

Next steps:

Despite employers in Canada offering support services to staff, there is a significant gap in employees feeling sufficiently supported and many do not feel comfortable accessing mental health support at work. To combat this, employers should:

- ✓ Take active steps to ensure employees feel comfortable talking about their mental health
- ✓ Support individuals and their lifestyles, but also foster an overall healthy culture in the workplace

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Singapore Country File

Key findings:

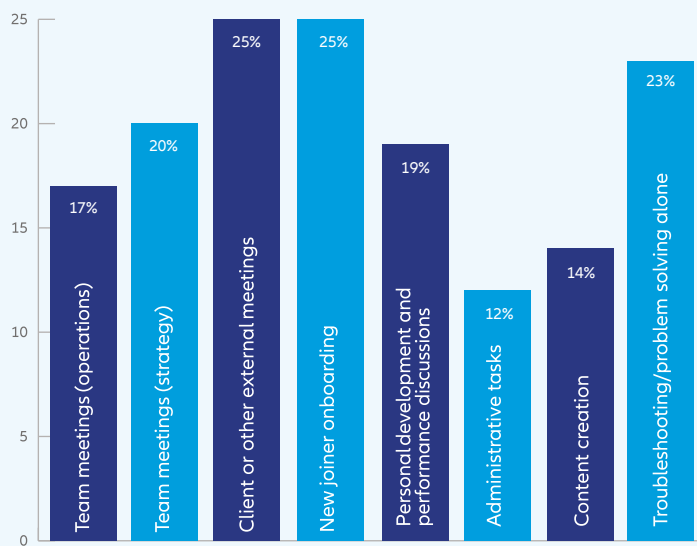
- The transition to fully remote working has been easier than in other countries
- Before Covid, almost 50% worked remotely for at least half of the week
- The pandemic is likely to boost levels of remote working even further

After lockdown:

- 80% want to work from home more often and 75% would like to work from home for 3+ days in a week
- 80% feel there is a need for guidance and rules around working from home in their organisation
- 70% of managers will be more open to a junior member of their team working from home frequently.

Employees in Singapore still struggle with some tasks while working from home

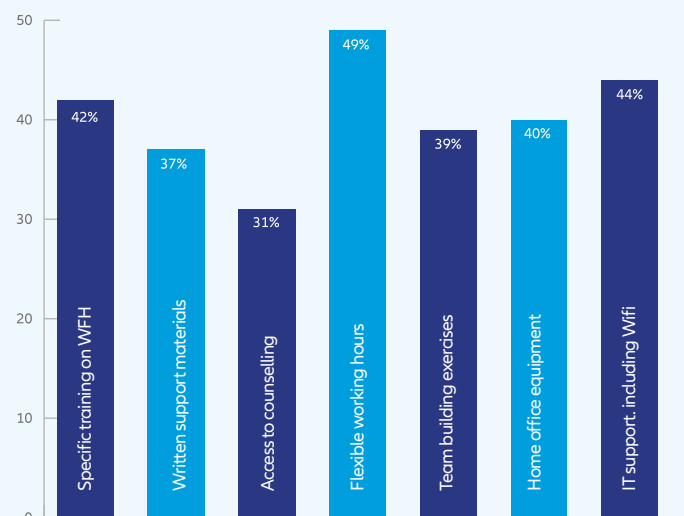
% of employees in Singapore not comfortable doing __



Source: EIU Survey

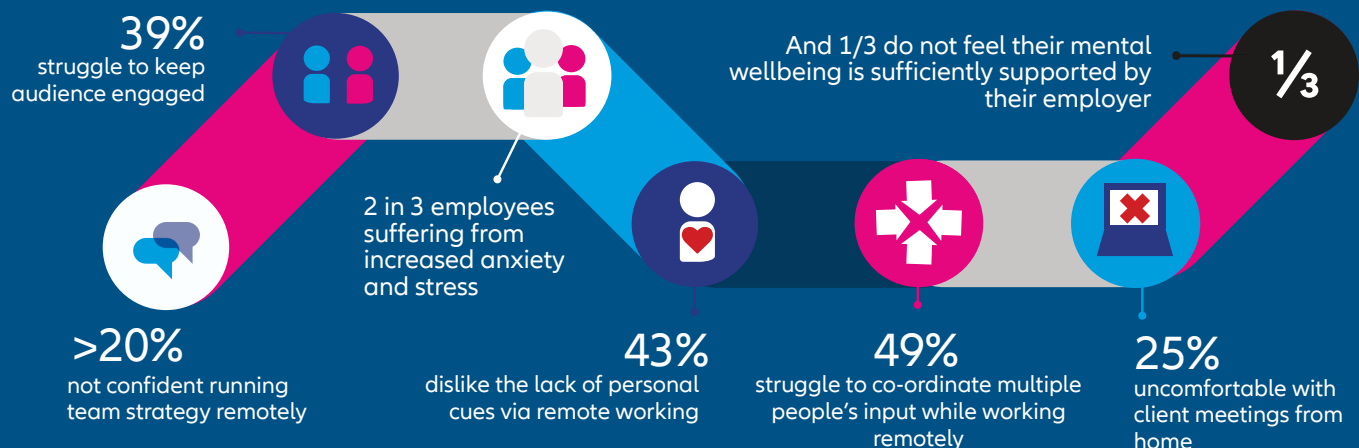
Employees in Singapore are actively supported by their companies

% of employees who were offered __ as support while working from home and are using/planning to use it



Source: EIU Survey

What challenges persist around remote working?



Next steps:

Employees in Singapore are well-experienced in working from home, but employers need to take action to better support their workforces by:

- ✓ Ensuring mental wellbeing support is accessible and useful to all employees
- ✓ Clarifying workplace policies and support materials for remote working