



REPORT 2021

# Health and Wellbeing

**CUNDALL**



# Health and Wellbeing Report 2021

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# Cundall Health and Wellbeing Report 2021

## Introduction

At Cundall we continue to be committed to fulfilling our vision to be the best place for talent to grow and flourish. Helping our people take care of their physical and mental health is key to achieving this.

The past 12 months have been particularly challenging for many of us as we live through a global pandemic. The many and far reaching effects of the pandemic have impacted both our physical and mental wellbeing and some will feel this impact more than others. Evidence shows that mental health and wellbeing has worsened during the pandemic on a global scale and the true impact is not yet fully understood.

During these unprecedented times, our aim has been to maintain our focus on the wellbeing of our people and the commitments we made in our Health & Wellbeing Strategy last year. Over the past 12 months we have continued to raise awareness of mental health and to provide wellbeing support.

- Our fully trained Mental Health First Aid team continue to champion health and wellbeing globally and provide support to our people.
- Our dedicated health and wellbeing page on Dr Johnston provides a useful source of health and wellbeing information, support and resource with ongoing updates to help our people during the Covid-19 pandemic and beyond.
- There has been an increase in communication to the global business via the Health and Wellbeing Yammer group. We have taken the opportunity to use this tool to reach out to our people during the pandemic, talk about how we can support ourselves and each other and share useful resources.

- Our mental health awareness training programme launched with a pilot 'general awareness' session to increase understanding of mental health and help to break down the associated stigma. We have also piloted a workshop to help our people managers develop a deeper understanding of mental wellbeing and enable them to open up a conversation with their team, spot the signs of mental ill health and provide appropriate support. It was encouraging to see that these pilot sessions were very well-attended. Almost 50% of our line managers have now had access to the people management training. Over the next 12 months our aim is to roll our mental health awareness training programme out to all regions.
- We have further developed our programme of wellness promotions including webinars on a wide range of physical and mental wellbeing topics such as nutrition, cancer in the workplace and staying physically well whilst working from home. We have continued to raise awareness of wellness days, such as 'World Mental Health Day' and continue to take every opportunity to keep the conversation going about mental health.
- We have piloted (in the UK) a new app-based service called Help@hand, which provides access to online GP consultations, psychological consultations and physiotherapy consultations. If successful, we will look at providing a similar resource in other regions.



- In our strategy we committed to creating new affinity groups and in the last 12 months we have introduced:



**GAIN:** A supportive network for women, non-binary, and intersex (WIN) staff; that works to influence greater gender diversity, representation, and inclusion across the practice.



**Mosaic:** Our ethnicity & culture network provides a forum for people of minority and underrepresented ethnicities and cultures to connect and share experiences and ideas. Mosaic are influential in promoting ethnic diversity, representation and inclusion around the practice



**Kaleidoscope:** Our LGBTQ+ network offers a dedicated forum for Cundall employees who identify within the LGBTQ+ umbrella to connect. Kaleidoscope also works to promote LGBTQ+ inclusion at Cundall.

We have launched our new **Neurodiversity Policy**, **Trans Equality Policy** and **Gender Affirmation (Transitioning at Work) Policy** as well as revising a number of our existing policies to ensure that they are gender inclusive.

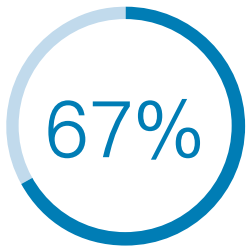
- Now that many of us are working from home on a more regular basis, our Health and Safety team provide workstation assessments upon request for UK staff to meet our ISO45001 accreditation. Recently, we have also issued a global staff workstation assessment survey, and the results are currently being assessed. This was conducted because we have aspirations to roll out the ISO45001 accreditation globally.
- We are currently looking at the lessons we have learned from an enforced period of remote working, and how we can adopt more “agile” ways of working as we move forward, to help support work/life balance for everyone.

Health and wellbeing is one of the six key impact areas in our Sustainability Roadmap, One Planet One Chance. This incorporates a commitment to providing the best workplaces for our employees by focusing on IEQ (Indoor Environment Quality), mental and physical health and wellness. We are also working to ensure that our own sustainability activities align with the UN Sustainable Development Goals, of which “Good Health and Wellbeing” is one.

Our second global health and wellbeing survey provides us with valuable insight into the health and wellbeing of our people during these unprecedented times. It provides an opportunity to compare the results with those of our first survey back in December 2019 and use this data to really focus the wellbeing support we offer over the next 12 months and beyond.

# Health and Wellbeing

## Key Findings



*are unsatisfied with their current levels of physical activity.*



*do not feel that Cundall is a healthy place to work in terms of psychological and emotional health.*



*believe Cundall allow sufficient flexibility to meet personal/family commitments.*



*have suffered from depression in the past 12 months.*



*would describe their mental health as poor or extremely poor since the Covid-19 pandemic.*



*would speak to their line manager about their wellbeing.*



# Physical and Dietary Health

Physical wellness refers to the general health of the body, including exercise, nutrition and general health habits. The World Health Organisation recommends that adults should participate in at least 150 minutes of 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 staff were asked to provide feedback on their own physical activity and nutritional habits. The majority of our staff worked from home for the most part of this year, therefore this section will also show how this influenced our physical activity and dietary habits.

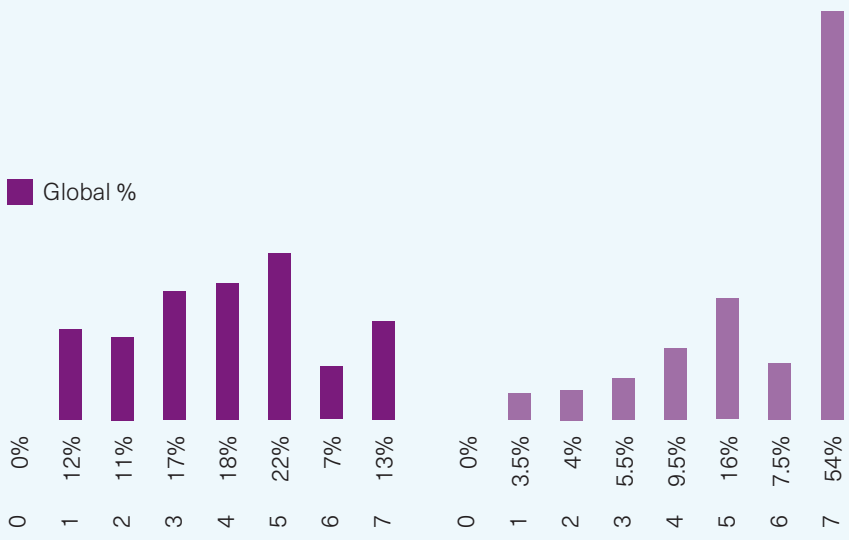
The results show that 78% of people interrupt prolonged sitting by standing up and moving away from their desk at least six times a day. 12% of people indicated that they never eat their lunch away from their desk. In comparison to the last years' results there is a slight improvement in these figures.

Through the lockdown and working from home we have encouraged our people to take part in different health and wellbeing activities (e.g. cycling, walking challenges etc.) as well as organised multiple webinars that detail the importance of regular movement and exercise. However,

the survey shows that 67% of people are still unsatisfied with the amount of exercise they do on a daily basis. The main reasons for this are identified as excessive workload (48%), tiredness (33.5%) and lack of motivation (33.5%). At management and leadership levels excessive workload becomes even more of a barrier to exercise (67.5%), which has slightly increased in comparison to last year.

In relation to nutrition, the survey results demonstrate that only 13% of people consume the recommended five or more portions of fruit and vegetables per day. 54% of people indicated that they consume the recommended six to eight glasses of liquid per day, which has slightly improved in comparison to last year. While working from home, we have still tried to encourage and educate our staff on the importance of healthy nutrition, through organising webinars that detail the benefits of a healthy diet.

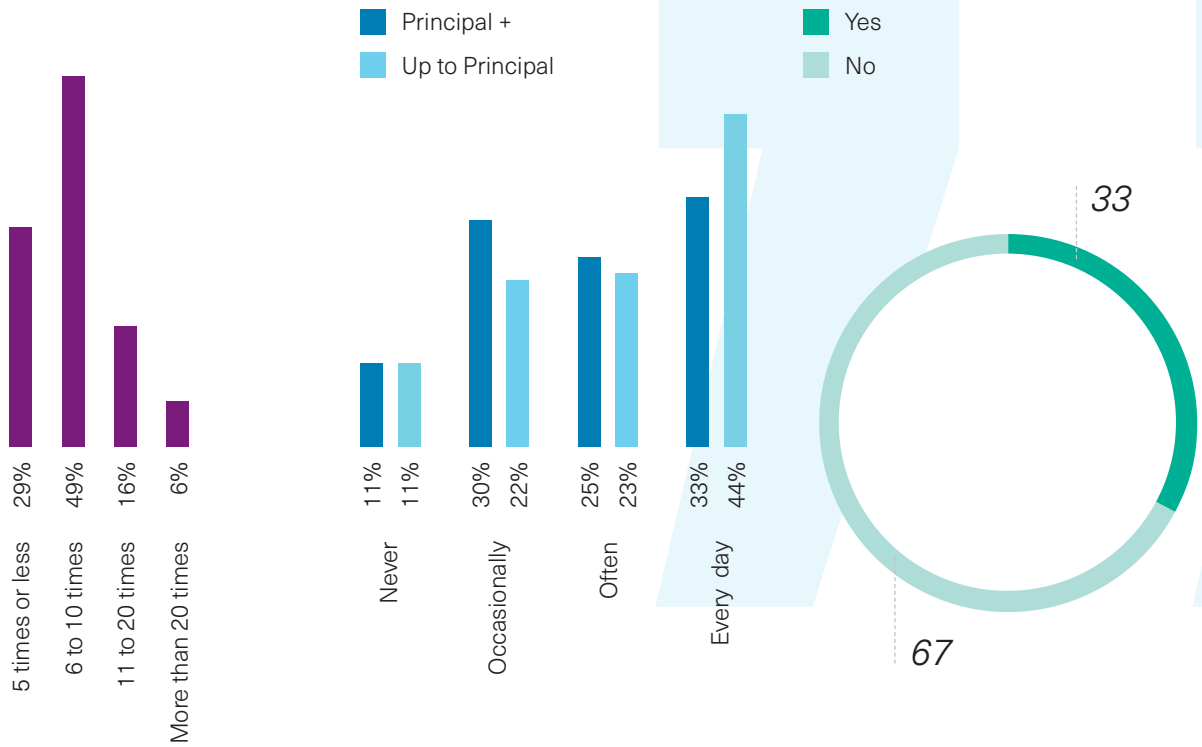
People acknowledge that the current situation has had an impact on motivation in terms of activity levels, however people have suggested that Cundall could help by offering more appropriate gym discounts or running lunchtime exercise classes.



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

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

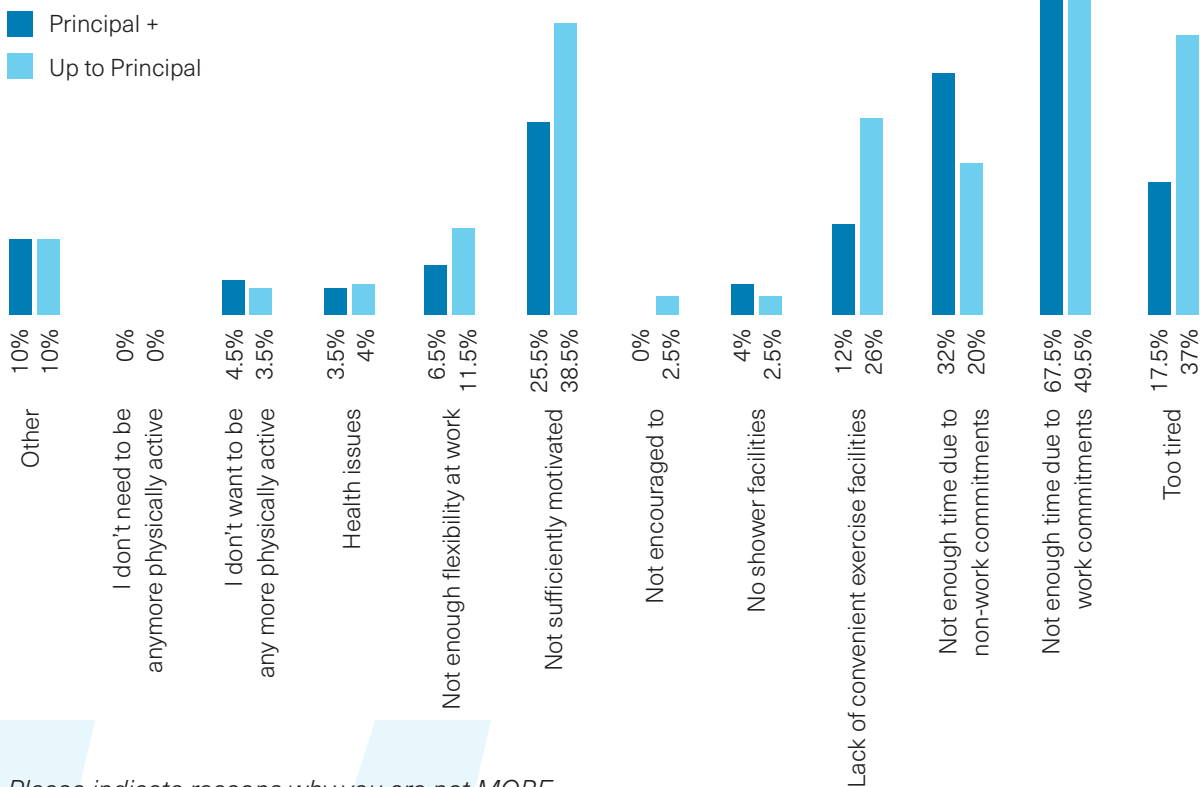




How many times, on a typical day while at your workplace, do you interrupt your sitting, e.g. by standing up, walking somewhere or getting a drink?

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

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



Please indicate reasons why you are not MORE physically active (select all that apply).

# Mental Health and Wellbeing

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 asked people to provide feedback on how they perceived their working environment, their job role, the culture of the business, and their own wellbeing.

10% of respondents do not feel that Cundall is a healthy place to work in terms of psychological and emotional health. If we compare this to last year and analyse it in more detail, we can see that the figure has dropped for those at management and leadership levels. Last year, this category reported that 17% of them do not believe that Cundall is a healthy place to work in terms of psychological and emotional health, while this year only 9% respondents felt this way. Last year's survey also showed that 22% of staff based in Australia felt that their psychological and emotional health is not looked after at Cundall, while this year there was 10% of respondents who felt this way, which is very encouraging. There has, however, been a slight increase in the MENA region, where our staff last year reported that only 5% of them felt that Cundall is not a healthy place for their psychological and emotional health, while this year this has increased to 12%.

75% of respondents feel that the tasks expected of them in their job are fair and aligned with their own skills. If we look at the responses by region, this is much higher for respondents in Europe (87%) and slightly lower in Australia (63%). In comparison to last year, this has slightly improved, especially in the European region – where we see an increase of 34%.

55% of respondents feel that they can deliver an acceptable standard of work whilst also achieving a healthy life balance. While this figure has dropped slightly in comparison to last year (63%), it has increased in certain regions (Asia 73% and Europe 74%). However, there has been a further drop in the UK & Ireland from 63% last year to 51% this year.

69% of respondents are satisfied with the quality of their physical working environment, which is encouraging to see considering we have spent most of last year working from home. Staff based in the MENA region are most satisfied (77%) and the Australian region are least satisfied (60%).

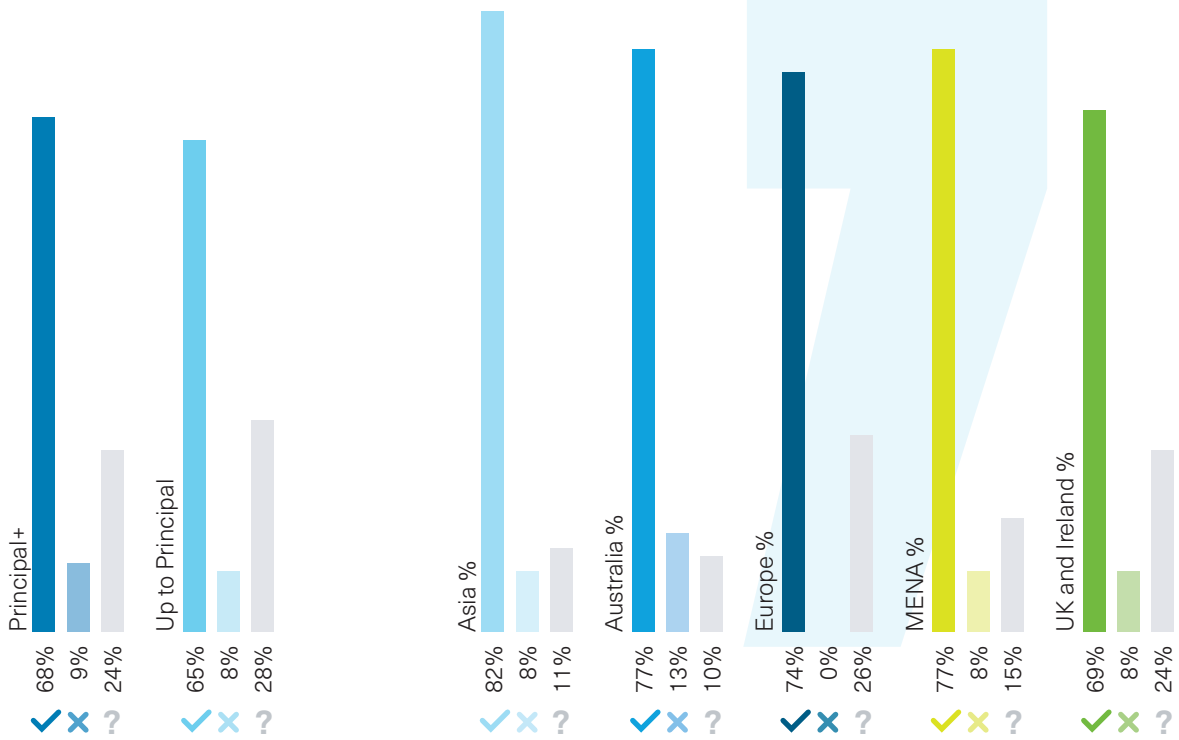
On average, 37% of us feel the need to work or check our emails outside of our standard working day, which has slightly increased from last year (31%). This increases to 46% for both the Asia and MENA regions respectively. There has been a significant drop in this area in the Australian region from 53% to 27%, while in the European region this has increased from 9% to 22%. These increases could be due to our people predominantly working from home over the past year, which can result in a 'blurring of the lines' between work and home life.

Globally, people feel more stressed (defined as "a state of mental or emotional strain/tension as a result of demanding circumstances") during a typical working day than they felt this time last year. We have seen a greater increase in men than women. People at management and leadership grades continue to report feeling more stressed during a typical working day however there has been a sharp increase in people at non-management grades feeling more stressed over the past 12 months.

On average 24% of people reported feeling anxious during a typical working day. This is a slight increase on 18% in 2019. Over the past 12 months men are feeling more anxious (21%, up on 15% last year) whilst women have stayed broadly the same (25%). Regionally, people based in Europe continue to report feeling the least anxious (5%). In 2019, 29% of people in MENA reported that they "often or always" felt anxious during a typical working day however we have seen this number reduce significantly to 16% in 2020.

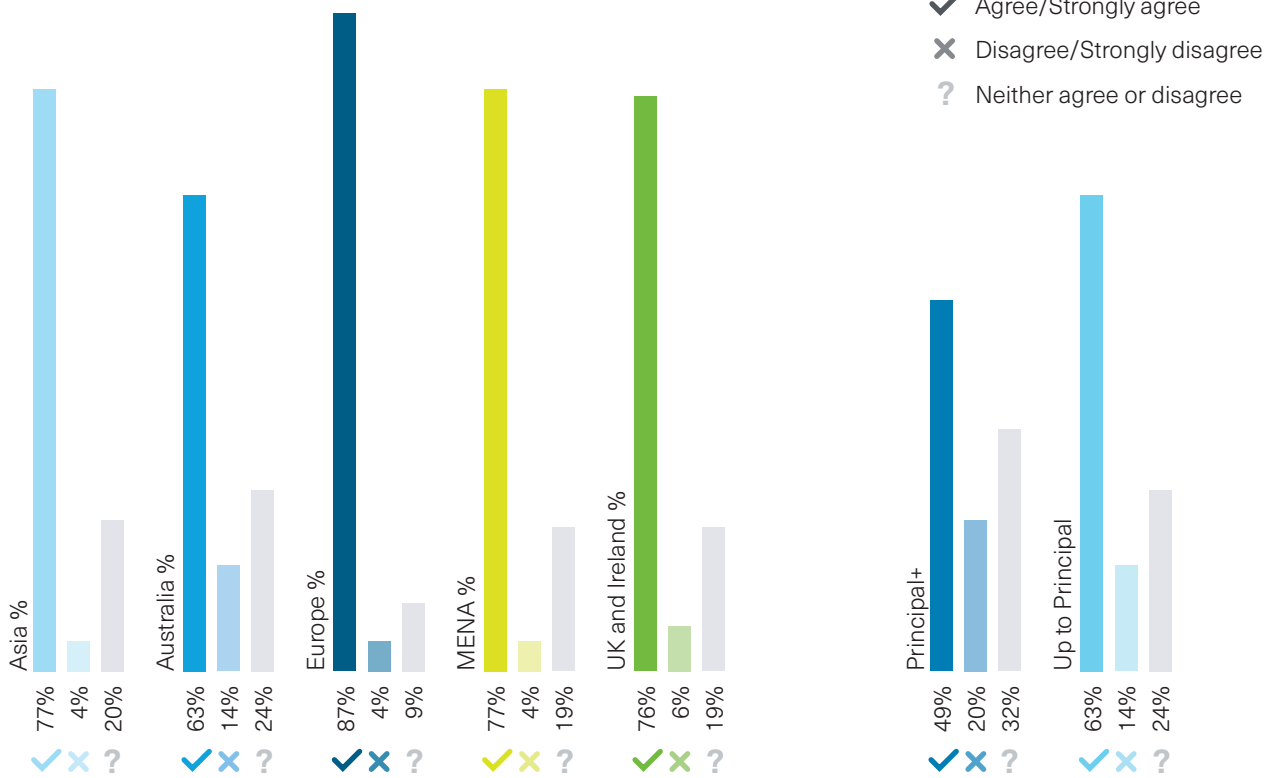
It is unsurprising that we have seen a slight increase in feelings of stress and anxiety as the past 12 months have been extremely challenging for many. It is positive to see that the increases have only been marginal, however it is imperative that we continue to monitor mental health and wellbeing as we move forward and continue to provide appropriate support for our people.

On average, 19% of respondents felt that they had suffered from depression (defined as "feelings of severe unhappiness, despondence and dejection which lasts for 2 weeks or more") in the past 12 months. This has reduced from 22% in 2019. If we drill down to a regional level, we see that this figure is lower in Europe (6%) and Asia (9%) but higher in Australia (28%).



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

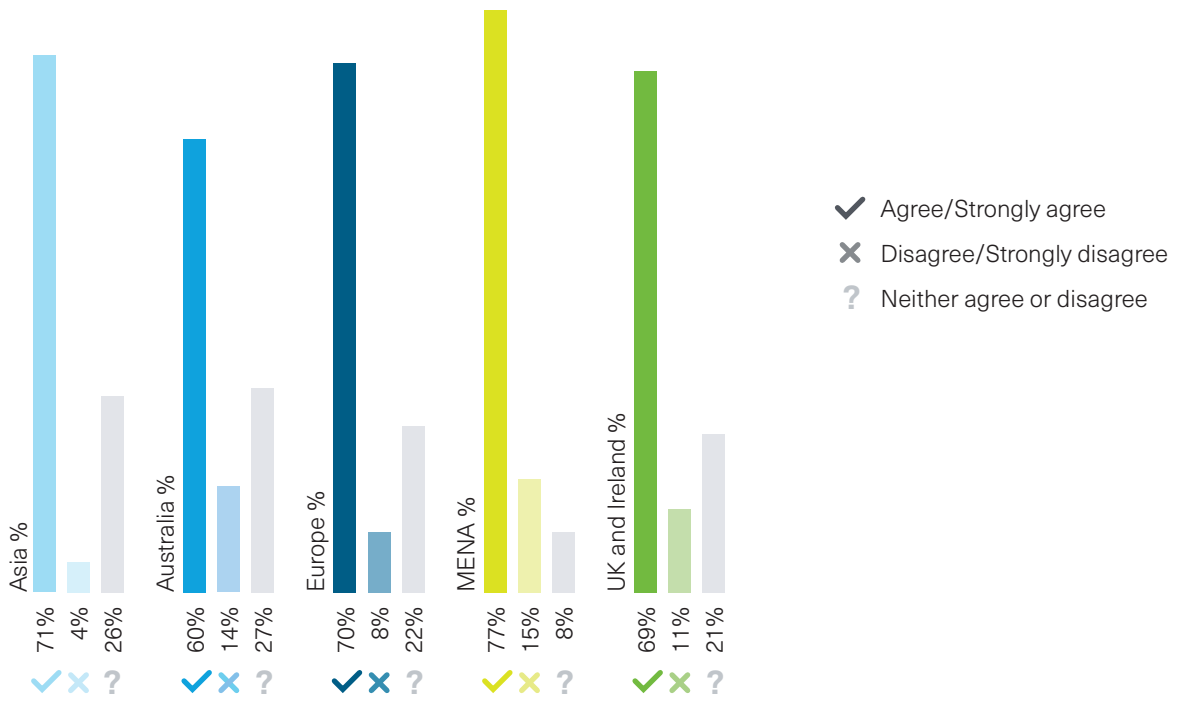
*Cundall allows enough flexibility to meet my personal/family commitments.*



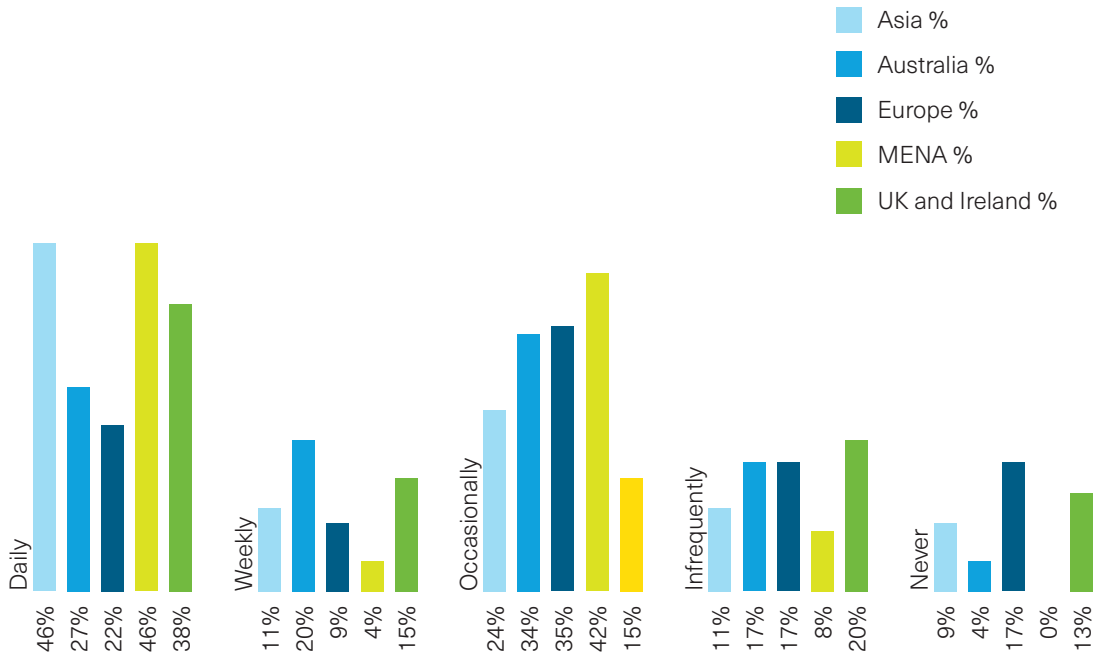
- ✓ Agree/Strongly agree
- ✗ Disagree/Strongly disagree
- ? Neither agree or disagree

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

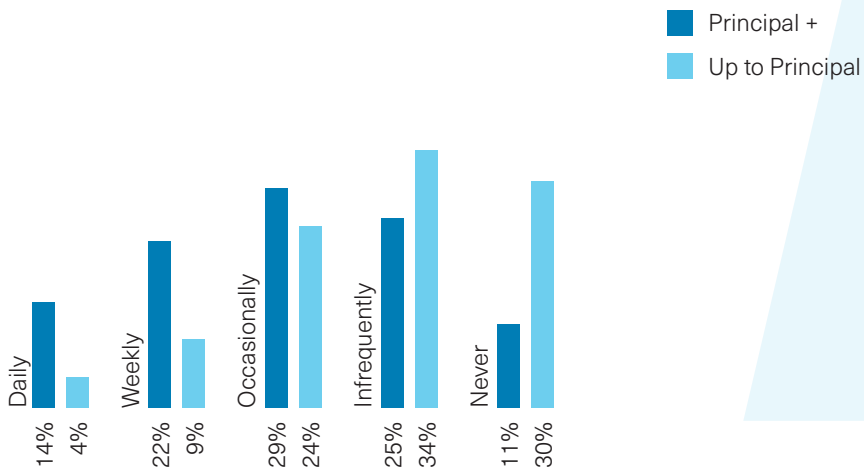
*I feel confident that I can deliver an acceptable standard of work while also achieving a healthy work-life balance.*



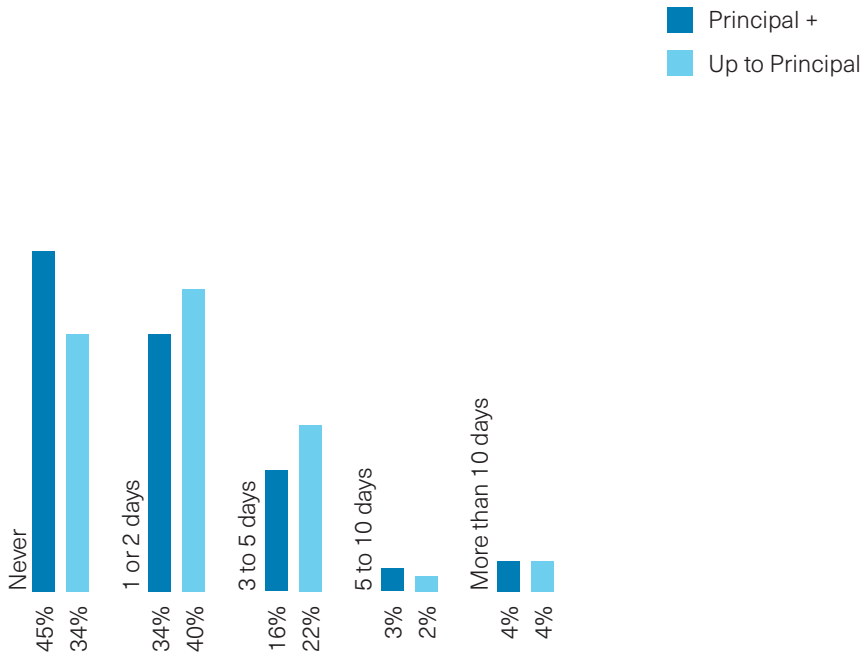
*I am satisfied with the quality of my physical working environment.*



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

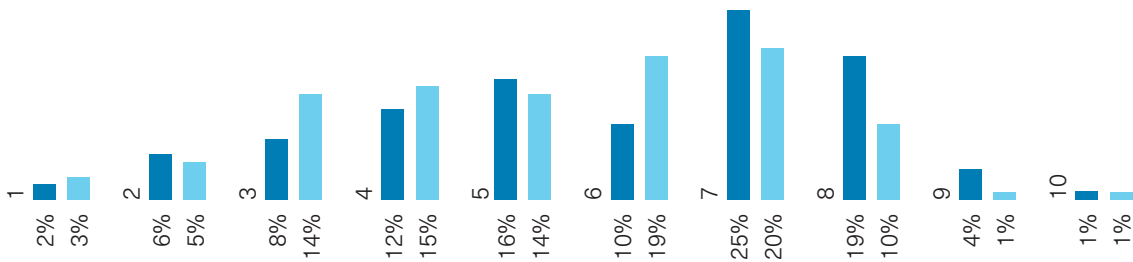


*How often do you go without a lunch break?*

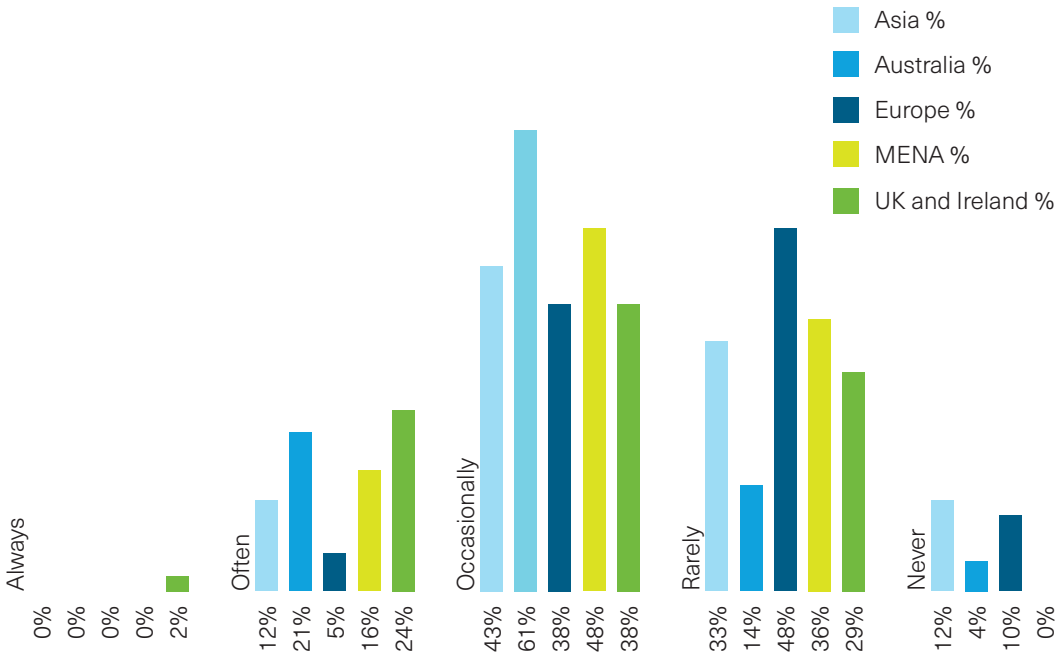


*How many times over the last six months have you attended work when you felt that you were not well enough to do so?*

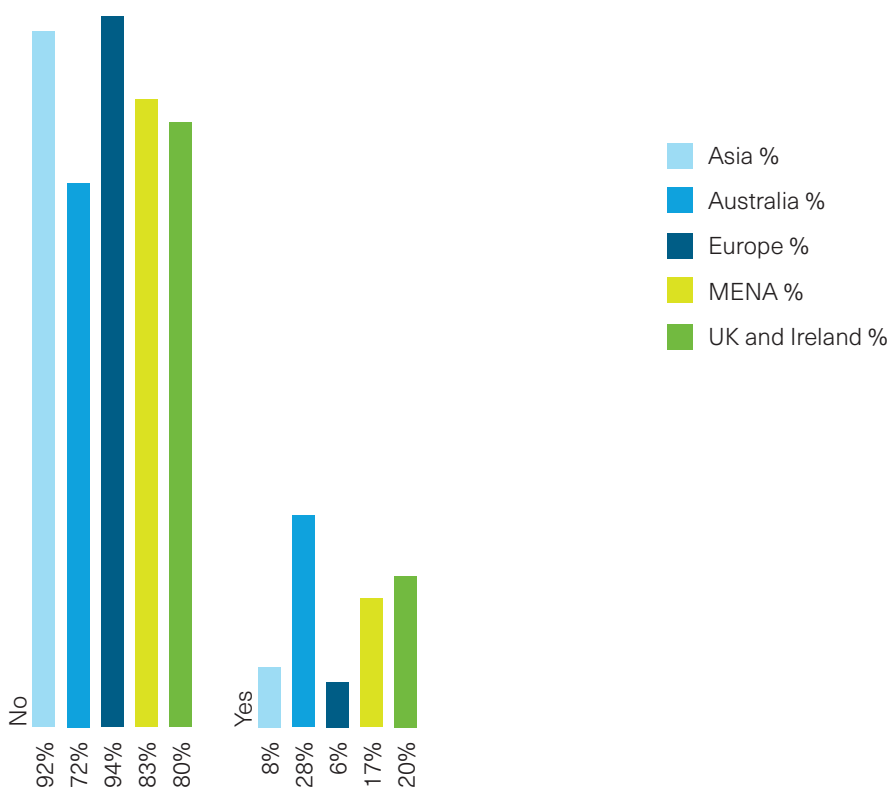
Principal +  
Up to Principal



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 working day?



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 described 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

This year we included a number of questions in the survey specifically relating to the Covid-19 pandemic in order to better understand the impact this has had on our wellbeing over the past 12 months and how we can continue to support our people through these unprecedented times.

Globally 34% of people felt that their mental health was poor or extremely poor as a result of the COVID-19 pandemic. Women were more affected (41%) than men (30%). Regionally, Europe were the least affected at 9% whereas MENA felt most affected at 44%.

21% of people had felt that they needed some support with their mental health over the past 12 months. Regionally, more people based in the UK and Australia reported such feeling with 22% and 38% respectively.

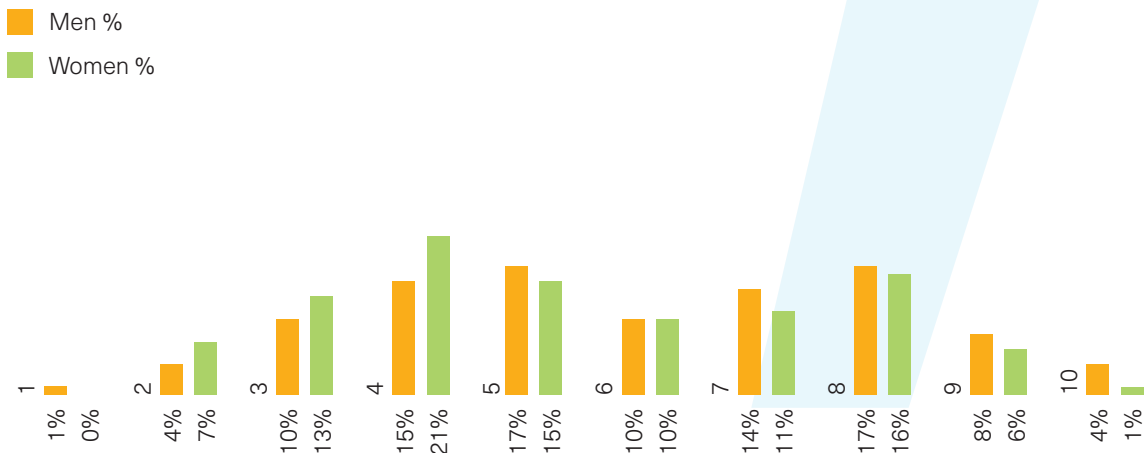
Globally 5% of people have previously spoken to a Mental Health First Aider and the same number had used the Health & Wellbeing pages on Dr Johnston. In the UK, where an Employee Assistance Programme is available, only 3% of people had used this service. We receive consistently positive feedback from people who have used these services. It is important that we continue to promote the resources available so that people feel comfortable to access the right service for them if required.

57% of people stated that the number of hours they worked had increased since the start of the pandemic. 35% stated that there had been no change whilst 8% had seen a decrease in hours. Regionally, MENA has reported the greatest increase in hours at 77%, followed by Australia at 63%. At the lower end of the scale, 43% of people in Europe reported an increase in hours. 52% of people in non-management roles and 67% of people in management roles reported an increase in hours. Some of the survey comments from those in management roles suggest that this differential may be a result of an increased focus on maintaining regular 1-2-1 communication and supporting wellbeing within their team, whilst everyone adjusts to working from home. This can be more time consuming than in the office.

50% of people felt that their productivity had stayed the same since the beginning of the pandemic with 29% reporting an increase and 21% a decrease. By gender, only 13% of women felt that their productivity had decreased compared to 24% of men. The survey comments suggest that in general, opinions on whether working from home is as effective as being in the office are evenly split. Some are finding the isolation and lack of social interaction difficult whilst others are benefiting from increased focus and productivity, as well as an improved work/life balance.

57% of people felt that the work they have been doing has not changed during the pandemic. 19% of people felt that it had changed in a positive way and 24% felt it had changed in a negative way.

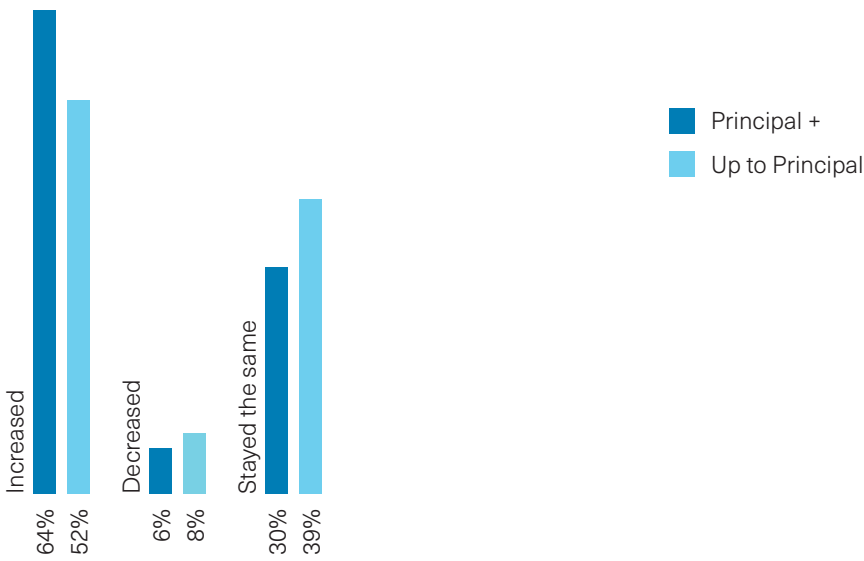




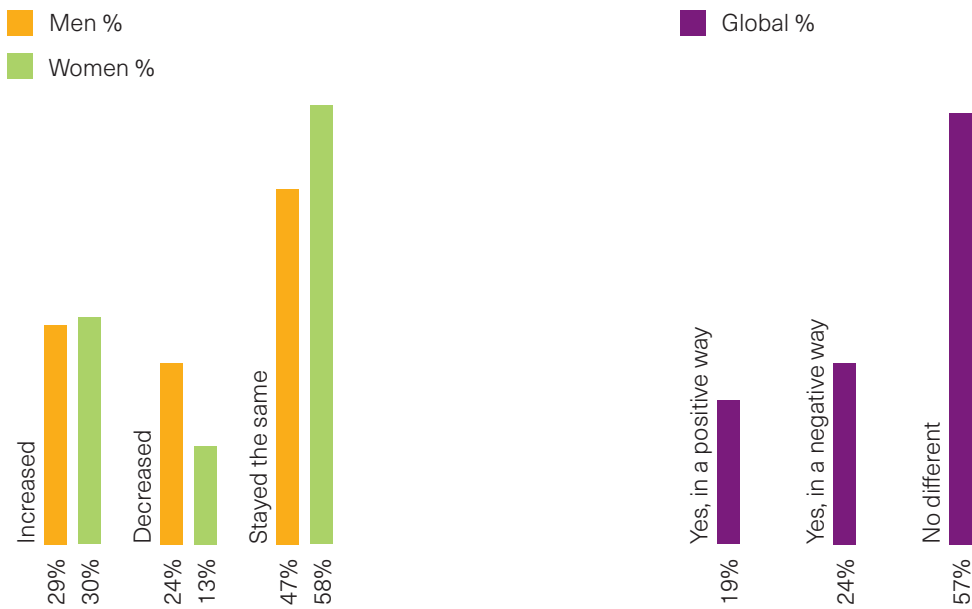
On a scale of 1 to 10 (where 1 is extremely poor and 10 is extremely good), how would you describe your mental health overall since lockdown? (Leave blank if you would prefer not to say)



Have you felt the need for some support with your mental health since lockdown?



*Has the number of hours you are working increased, decreased or stayed the same since lockdown?*



*Do you feel your productivity has generally increased, decreased or stayed the same since lockdown?*

*Has the work you have been doing changed substantially since lockdown?*

# Health and Wellbeing Needs

It would be all too easy to tick a few wellbeing boxes and introduce some token activities to show that we are “doing wellbeing”. But to set an effective, targeted strategy we need to understand where we are right now. That means benchmarking our current reality, spending time auditing what we already offer, as well as considering what we could offer. To continue supporting staff in this area we need first to understand what matters to them in terms of their own wellbeing, and the kind of support that most appeals to them. In this section of the survey we sought to evaluate both how staff have felt about our health and wellbeing initiatives to-date, and what they would like to see from such initiatives in future.

The responses from this section show us that while our Mental Health First Aiders are visible and their purpose is understood, just 18% of people believe they would utilise this service if they had a concern about their own mental health and wellbeing. 53% of people would feel comfortable raising such concerns with their line manager (this is an increase on 43% last year). Survey comments suggest that many people would prefer to talk to family and friends about their wellbeing, which is not unexpected however it is important that other options exist for those who would prefer to speak to someone outside of their family/friend circle.

Though there are some clear regional differences - social events, healthy food/snack initiatives, flexible working opportunities and additional annual leave are the most favoured initiatives related to wellbeing. These were also the most popular initiatives last year. Looking forward, staff are most interested in further opportunities for flexible working, physical activity and stretching/yoga sessions, subsidised gym membership and activities that focus on promoting good mental health (e.g. meditation and mindfulness). Crucially, 75% of staff perceive being too busy/lacking available time as the key barrier to accessing such activities (this is an increase on 60% last year). If we are serious about supporting the health and wellbeing of our people, we need to ensure their participation is both encouraged and facilitated.

## What's Next?

Our annual wellness survey gives us a better understanding of what aspects of health and wellbeing are most important to our staff, and how we can better support our people. By conducting this survey, we can monitor our progress each year and identify areas that are important to focus on annually. 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.

There are many positives to be taken from the results of this year's survey and areas where we can enhance our health and wellbeing provision further. It is encouraging to see the positive impact that our strategy is making. This year has been challenging in many ways; therefore, it is important that we ensure that we continue to provide the best support for our people.

In the interests of transparency and accountability we have published this report externally, and will follow it with an internal webinar and communications to showcase the report and offer opportunities for staff to ask questions and make comments about the survey and findings. It is also important that this report acts as more than a conversation piece or temporary PR spectacle. We will therefore use the data from this health and wellbeing survey to continue to improve and inform our Global Health and Wellbeing Strategy.

If you have any questions about this report, or our health and wellbeing initiatives please contact one of the below:

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Mental Health First Aider



United Nations Sustainable  
Development Goals

**3** GOOD HEALTH  
AND WELL-BEING



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