



new shape of work

give your people
what they want



welcome to brighter

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Give your people what they want

Two new employee research studies

Inside Employees' Minds *Preview*

What

Captures insights on the great resignation – what's top of mind for employees, attraction, retention and engagement considerations as well as perceptions around COVID.

When

Fielded August 20 – August 30, 2021.

Who

2,000 full-time employees age 18+ at companies with 500 or more employees; sample was 1,000 hourly and 1,000 salaried workers.

Where

US Only

Health on Demand *Available now*

What

Captures what employees want from their employer when it comes to the personalization and delivery of health and well-being solutions.

When

Fielded March 6 to April 13, 2021.

Who

Representative samples of 14,096 adult employees globally aged 18–64 years (2,015 US employees).

Where

Brazil, Canada, China, Colombia, France, India, Indonesia, Italy, Mexico, Netherlands, Singapore, UK, US.

what your people
want

What's keeping your workforce up at night?

Results from a conjoint study on employees' top concerns

Physical Health, Work-Life Balance and Mental Health tops the list of concerns amongst all workers



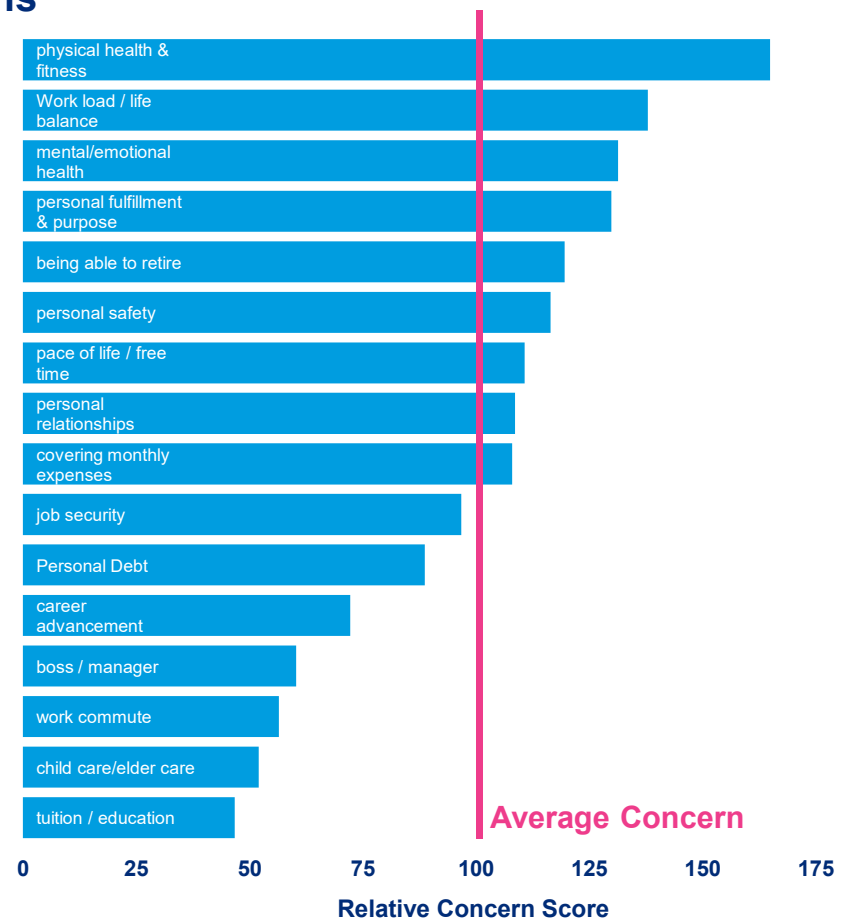
Concerns over Delta have pushed **physical health** to the top of the chart



Balance is a key concern, and employees say burnout is a key reason for them to consider leaving (behind only pay and benefits)

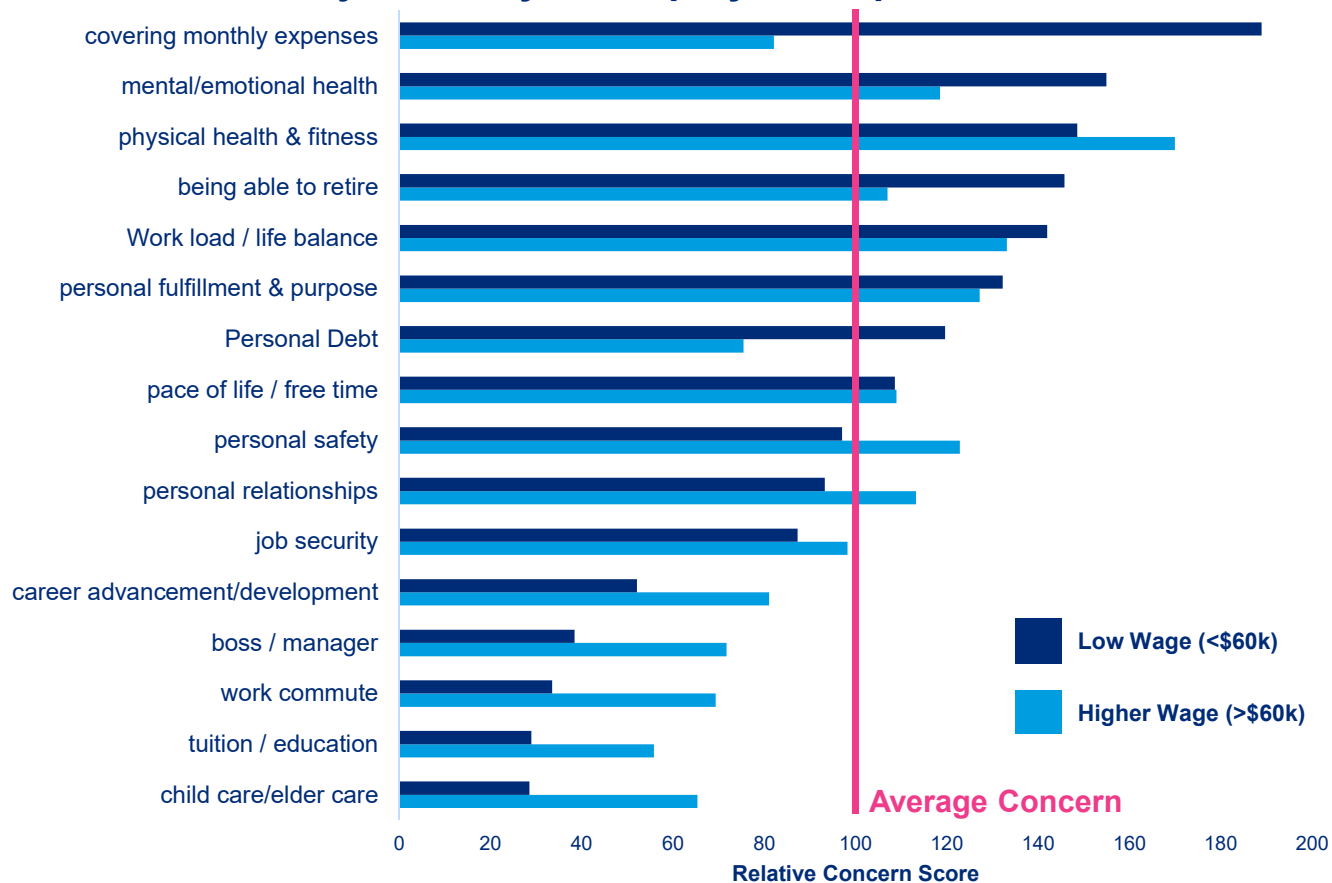


Mental health is a top concern amongst all demographics, but is most pronounced amongst younger workers (<34) where it claims the #1 spot; women, low wage workers and African Americans (where it ranks #2)



A tale of two workforces

Results from a conjoint study on employees' top concerns



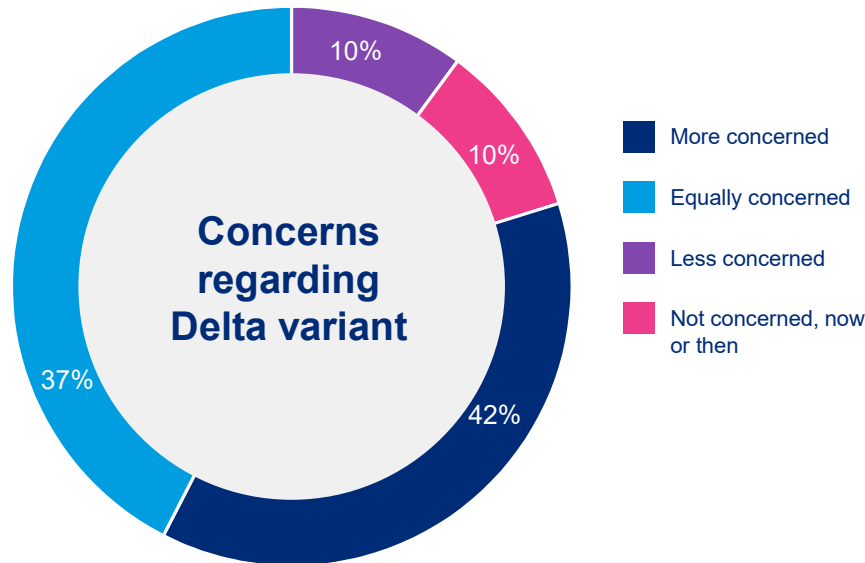
Low wage workers are more worried about making ends meet, physical and mental health, and financial wellness (retirement and debt)

Higher wage workers are most worried about their health, work / life balance and personal fulfilment and purpose

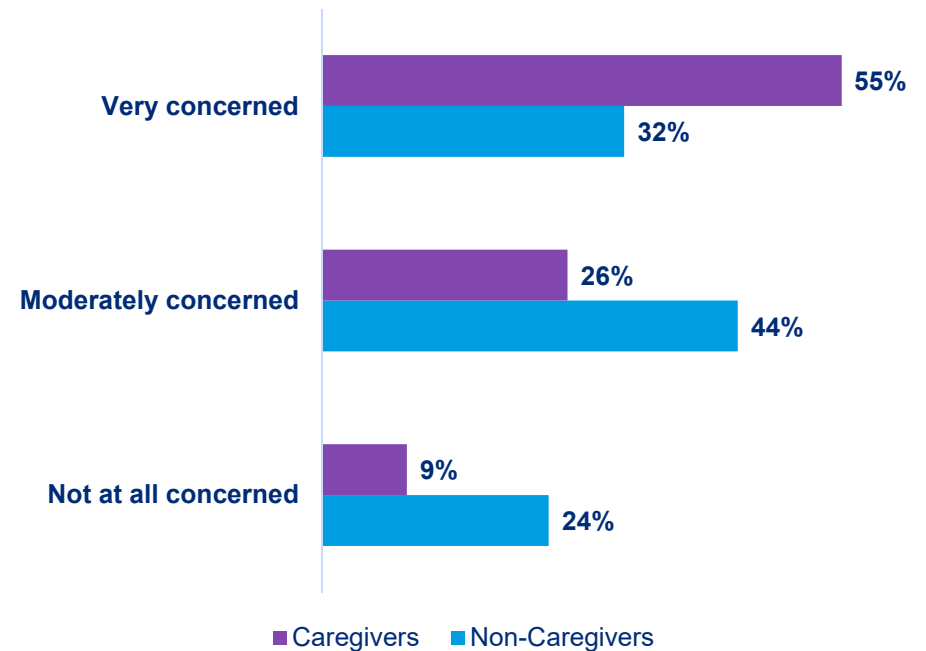
COVID continues to weigh heavily on employees

Concern is most pronounced among caregivers who support vulnerable populations

How would you rate your concerns about COVID now with the Delta variant, compared to June 2021?



If your employer were to require you to return to the office, how concerned would you be for your health and safety?



Excludes don't know and essential worker responses (n=402)

Actions you can take

Four key considerations to help you navigate the hyper-competitive labor market



Prioritize your hourly, front-line and low-wage workforces



Take steps to mitigate burnout and support mental health



Continue to offer flexibility – through the pandemic and beyond

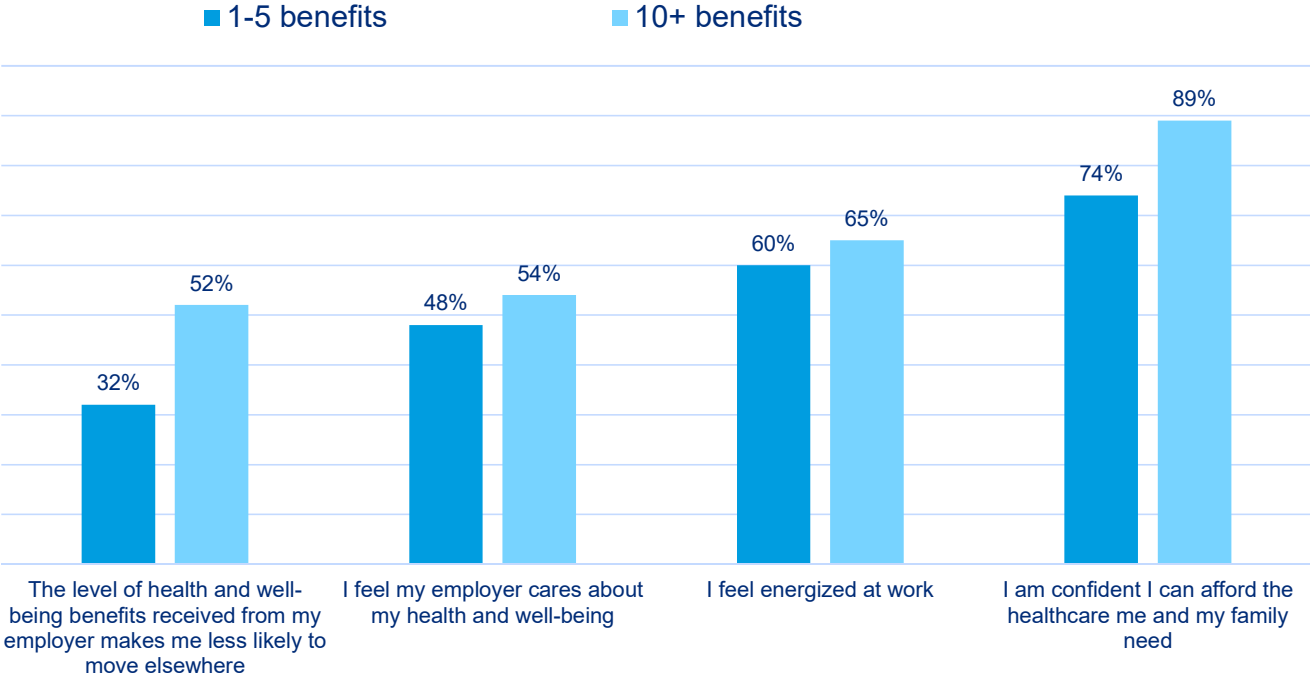
health on demand

**Varied and valued
benefits**



More varied benefits inspire positive feelings in more employees

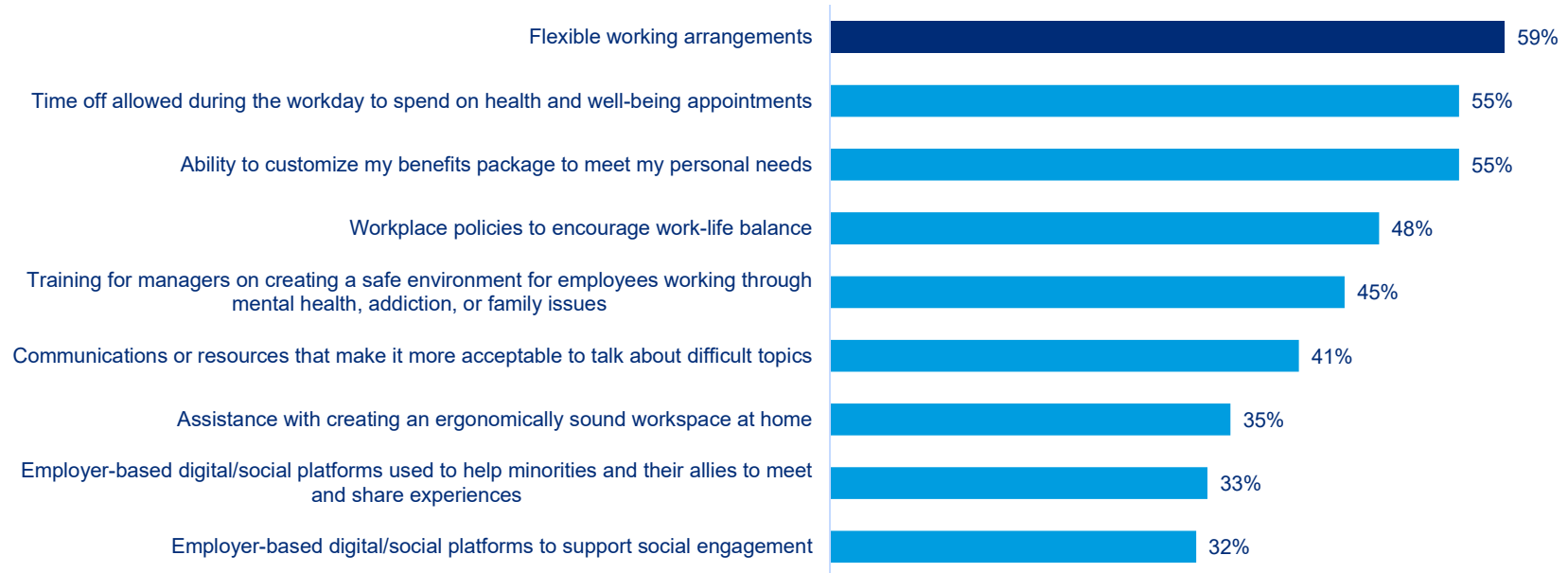
Difference in attitudes among employees who receive...



Workers receiving the most varied health and well-being benefits were the most positive about their employers, their jobs and their ability to afford the care they need.

How valuable to you and your family are employer policies and practices that create a healthy work environment and a sense of community?

US | Percent of employees that rated the below solutions highly valuable or extremely valuable



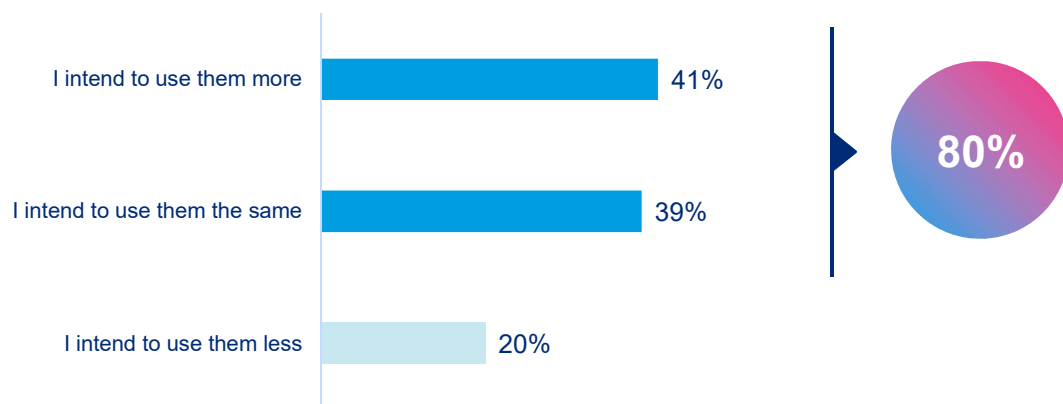
MMB Health on Demand 2021

Digital access to healthcare

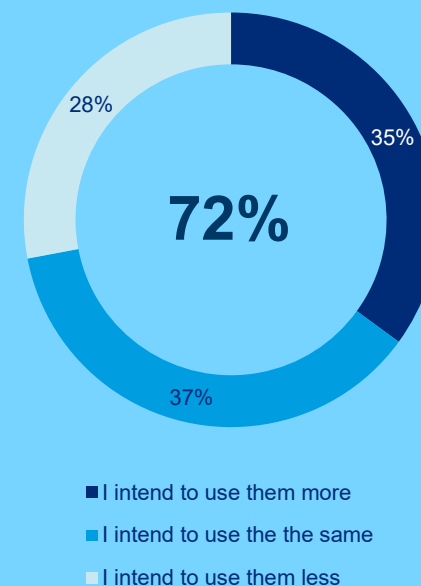
2

Of employees who used telemedicine services during the pandemic, most intend to keep using them

Do you intend to keep using telemedicine (or other digital health solutions) after the COVID-19 pandemic?

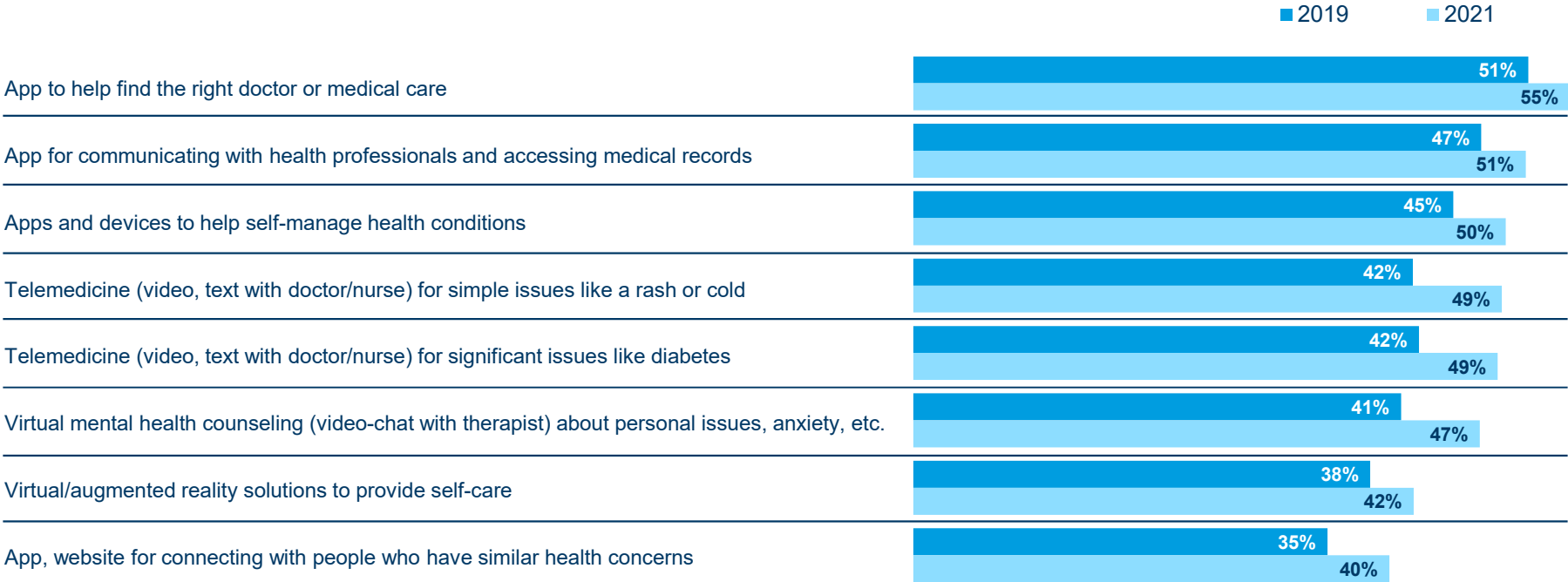


Even among those using telemedicine for the first time during the pandemic, the great majority intends to keep using it



Significantly more employees see a high value in digital health innovations now than in 2019

US | Percent of employees that rated the below solutions highly valuable or extremely valuable

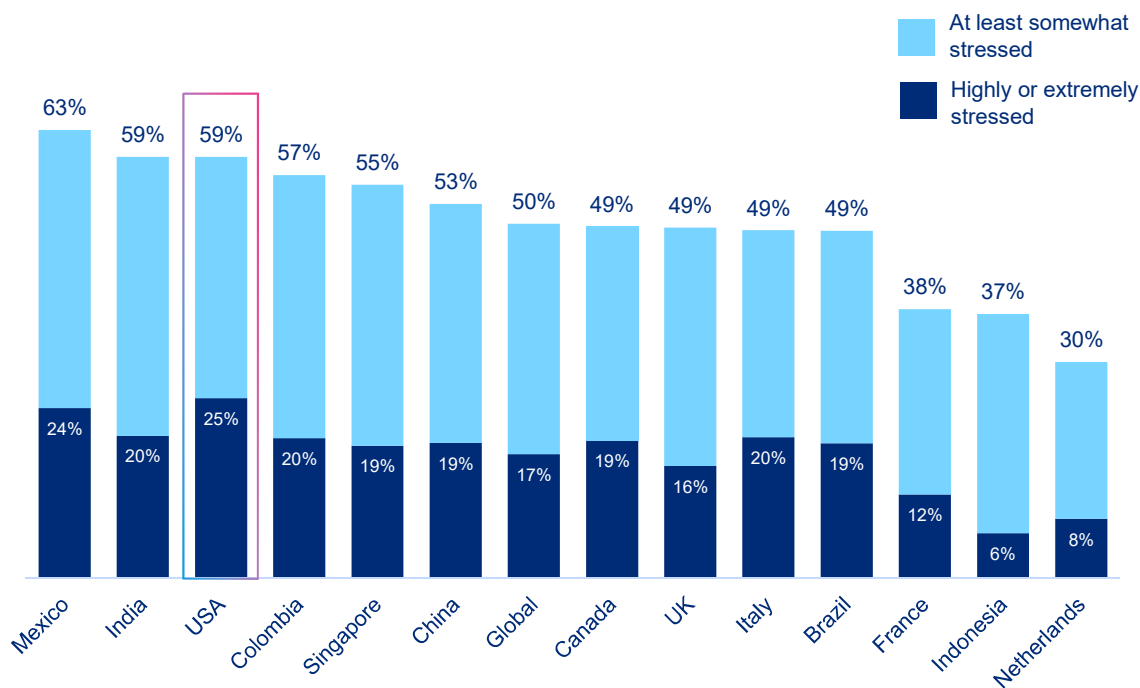


MMB Health on Demand 2019

**Commitment to
mental health**

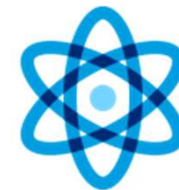
3

Almost half of employees globally feel stressed – and US stress levels are in the top three of the countries surveyed



59%

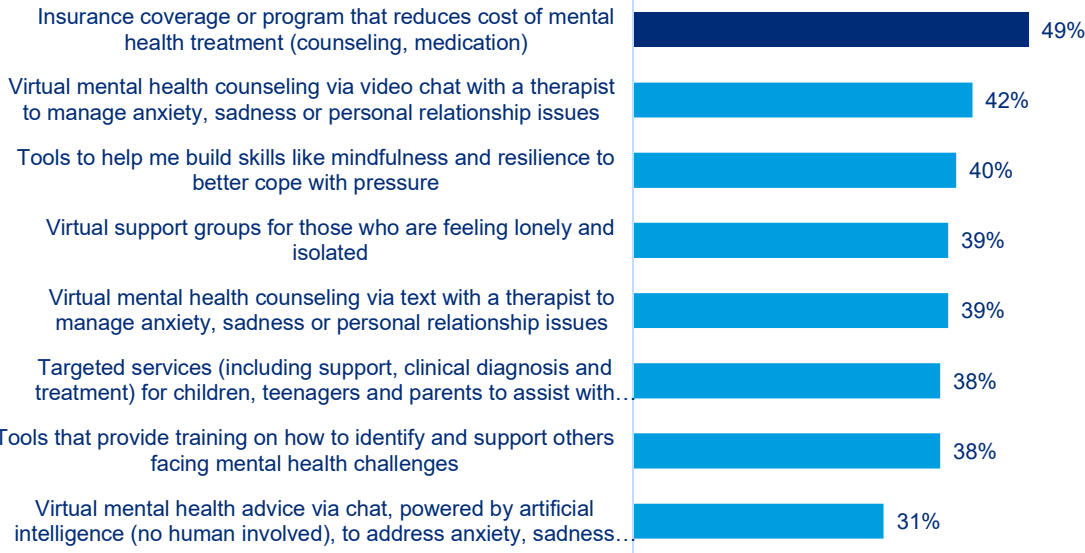
of US employees reported being stressed in everyday life.



And 25% say they are highly or extremely stressed – more than in any other country surveyed.

Employees value a wide range of mental health supports, with less costly treatment options topping the list

US | Percent of employees that rated the below solutions highly valuable or extremely valuable



49%

of employees say reducing the cost of mental health treatment would be highly or extremely valuable



31% of employees would highly value virtual mental health advice via chat, powered by AI

what employers can do

Keep the momentum going & seize the opportunity

COVID implications will continue

Address other strategic concerns alongside COVID risks

C-suite input and engagement

**How has your organization changed?
How have your people changed?
What haven't we addressed during this time?**

Become more proactive in response to the pandemic

Take this opportunity to engage senior leadership in HR priorities

Employer trust and responsibility

This pandemic exposed gaps in benefit offerings and services:

1 People Support

- Must go beyond EAP and child care services
- Benefits navigation and education

2 Virtual/Digital Care

- A core component of benefits moving forward
 - No longer just a “nice to have”
 - Effective deployment can meet employee needs and increase access

Call to action

Employers have done a lot of great things, but the work continues

Using Momentum



This is no longer a single moment in time event – must build it in to plan going forward

Enacting change



Use research and data – focus on what your people need the most



key takeaways

Key takeaways for you

Considerations for employers



Legislative considerations

- Have strategic conversations
- Identify the gap in compliance
- Start determining if outside help is needed
- Wait for more information as it is released



Labor market considerations

- Prioritize your hourly, front-line and low-wage workforces
- Take steps to mitigate burnout and support mental health
- Create a psychologically safe workplace for your Black employees
- Continue to offer flexibility – now and beyond

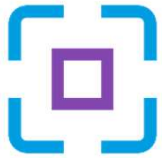


Employer considerations

- Engage senior leaders in HR priorities
- Become more proactive in response to the pandemic
- Continue the momentum
- Focus on what your people need the most

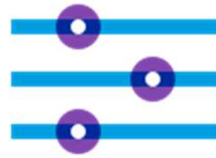
Featured resources

Health on Demand



Gain insight into how you can create a benefits program to boost employee well-being, loyalty and engagement in our [full report](#).

Vaccine Mandates



Think about how to implement vaccine and testing requirements in your organization by [reading more here](#).

Racial Equity



Will you take action for racial equity and participate in Mercer's ground-breaking [workplace research survey](#)?

Stay up to date and contact us at mercer.us/our-thinking/career/the-new-shape-of-work-covid-19.html

thank you

for allowing us to be your trusted advisor in these uncertain times

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