

The Mental Health Index by LifeWorks™

United Kingdom | September 2021



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September 2021 highlights

Key insight: Older employees are more likely to consider leaving a job because of feeling underappreciated

Nearly one-third of Britons report an increase in job stress in 2021 compared to 2020

- 12% are considering resigning because of feeling underappreciated.
- Parents and managers are more than twice as likely than others to report resigning during the pandemic.

More than one-third of Britons are thinking about leaving their job or are unsure

- 38% of Britons who are thinking about leaving their job or are unsure have mental health scores more than 14-points lower than those who are not thinking about leaving their jobs.
- Older employees are more likely to consider leaving their jobs because of feeling underappreciated.

Britons with poorer mental health are more likely to leave a job that they are happy with for a salary increase

- More than one-quarter of Britons would leave a job that they are happy with for a salary increase of 10% or less, and this group has among the lowest mental health scores.
- 73% would leave a job that they are happy with for any increase in salary.

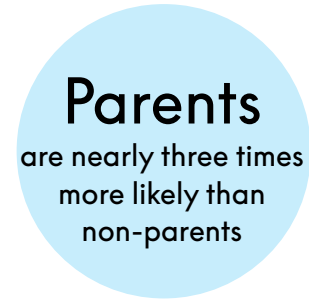
Despite continued improvement over seven months, the mental health of Britons remains more than 10-points below the pre-2020 benchmark

- The Mental Health Index for September 2021 is 10.2-points below the pre-2020 benchmark.
- Mental health sub-scores have improved or remained the same compared to August 2021.
- Those without emergency savings continue to experience a lower mental health score (-24.9) than the overall group (-10.2) and those with emergency savings (-4.8).
- Consistent with findings from June 2020, August 2020, and January 2021 MHI reports, individuals reporting positive emotions (calm, gratitude, happiness, and hopefulness) have a significantly higher mental health score (0.3) than those reporting negative emotions (anger, apathy/indifference, disbelief, frustration, helplessness, worry/anxiety) (-26.0).

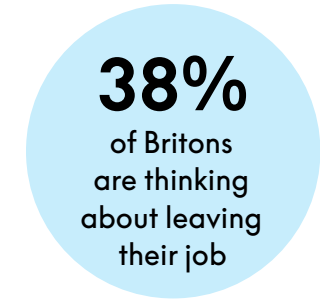
- The 27% of Britons who would not leave a job that they are happy with for more money have among the highest mental health scores (-4.8), more than five-points higher than the overall average (-10.2).
- Those without emergency savings, parents, and managers are more likely than others to leave jobs they like for more money.

When asked what workplace changes Britons want to see, nearly one-third report flexibility in working hours

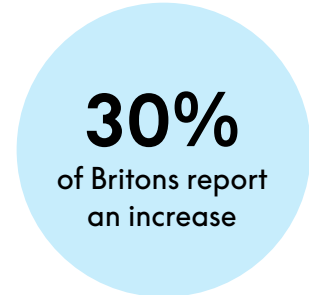
- Nearly half of Britons indicate that their employer has not asked them about their working preferences and this group has among the lowest mental health scores.
- 25% of Britons want to have flexibility in their work location.
- 15% of Britons want more/better support for their personal wellbeing.
- Parents are more likely than non-parents to want flexibility in work location and in work hours.



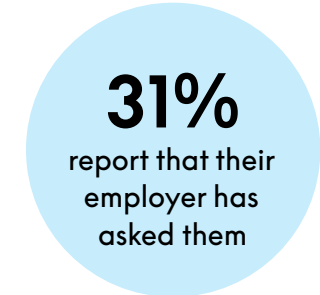
to report resigning
during the pandemic



or are unsure and have
lower mental health scores



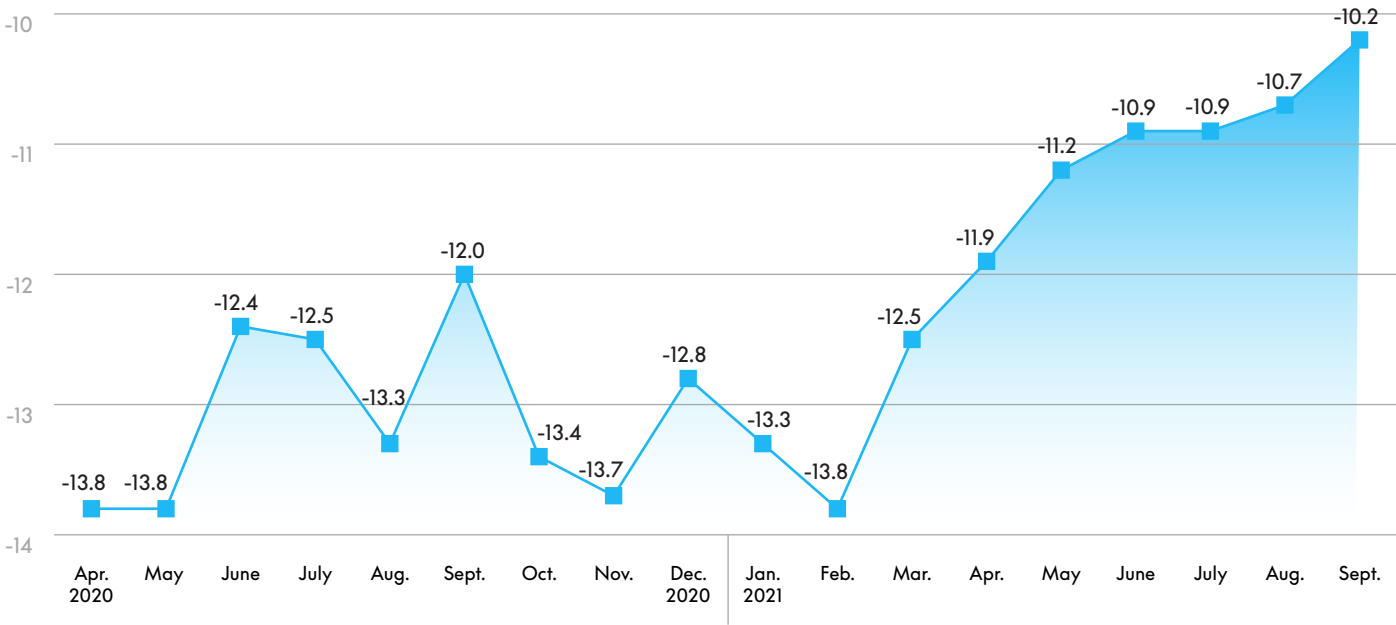
in job stress
compared to 2020



about their working
preferences and this group has
higher mental health scores

The Mental Health Index™

The Mental Health Index™ (MHI) is a measure of deviation from the benchmark¹ of mental health and risk. **The overall Mental Health Index™ for September 2021 is -10.2 points.** A 10-point decrease from the pre-COVID-19 benchmark reflects a population whose mental health is similar to the most distressed four per cent of the benchmark population.



MHI Current Month
September 2021

-10.2

August 2021

-10.7

¹ The benchmark reflects data collected in 2017, 2018 and 2019.

Mental Health Index™ sub-scores

The lowest Mental Health Index™ is for the risk measure of depression (-12.7), followed by anxiety (-11.7), optimism (-11.6), work productivity (-10.1), isolation (-9.8), and general psychological health (-2.9). The best sub-score, and the only measure above the benchmark continues to be for financial risk (5.1).

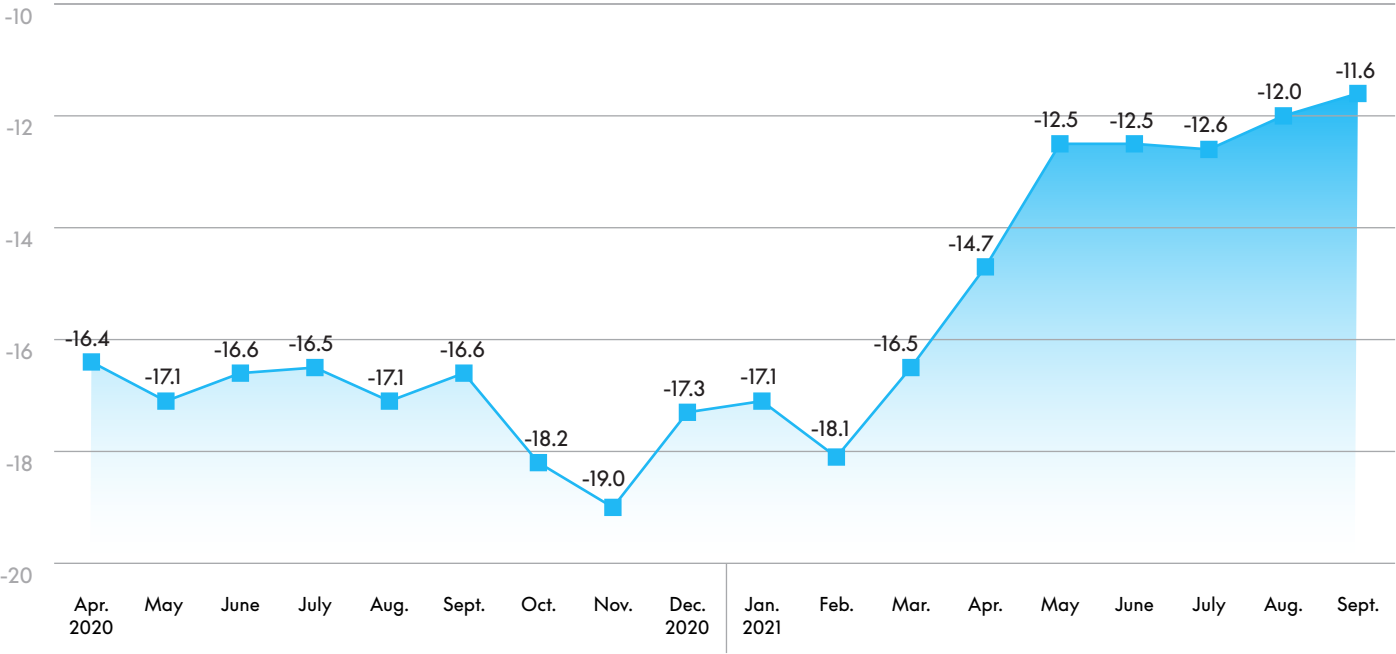
- Mental health sub-scale scores have remained the same or improved from August 2021 results.
- With a 1.1-point increase, the isolation score has had the greatest improvement from the prior month.
- The financial risk sub-score has seen had a 0.3-point increase from the prior month, continues to be the strongest of all sub-scores, and remains above the pre-2020 benchmark.

Mental Health Index™ Sub-scores ² 2021	September	August
Depression	-12.7	-12.9
Anxiety	-11.7	-12.6
Optimism	-11.6	-12.0
Work productivity	-10.1	-10.3
Isolation	-9.8	-10.9
Psychological health	-2.9	-2.9
Financial risk	5.1	4.8

2 The demographic breakdown of sub-scores is available upon request.

Optimism

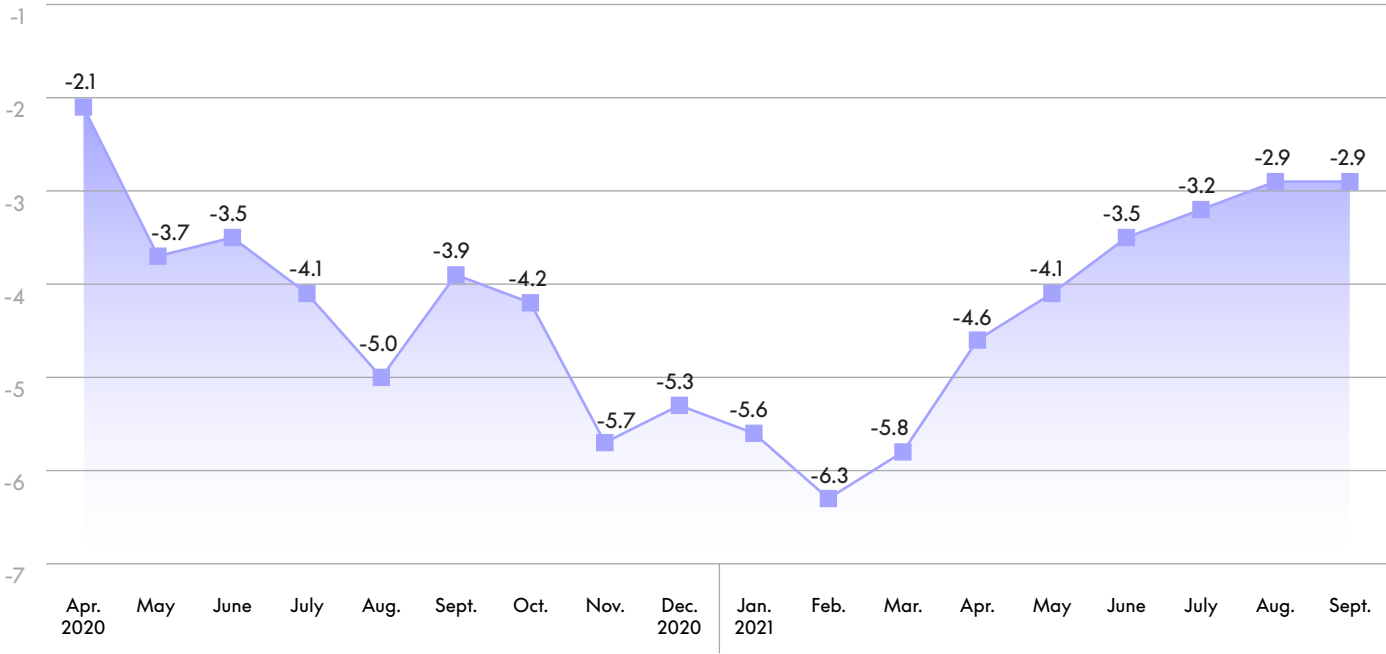
Since April 2020, optimism sub-scores have remained significantly below the benchmark however, beginning in March 2021, scores have improved to a high of -12.5 in May and June 2021. The optimism sub-score continues to improve in September 2021, to a high of -11.6. Despite the continued increase, the optimism sub-score remains nearly 12-points below the pre-2020 benchmark.



General psychological health

The psychological health sub-score assesses individuals' self-perception of their overall level of psychological health.

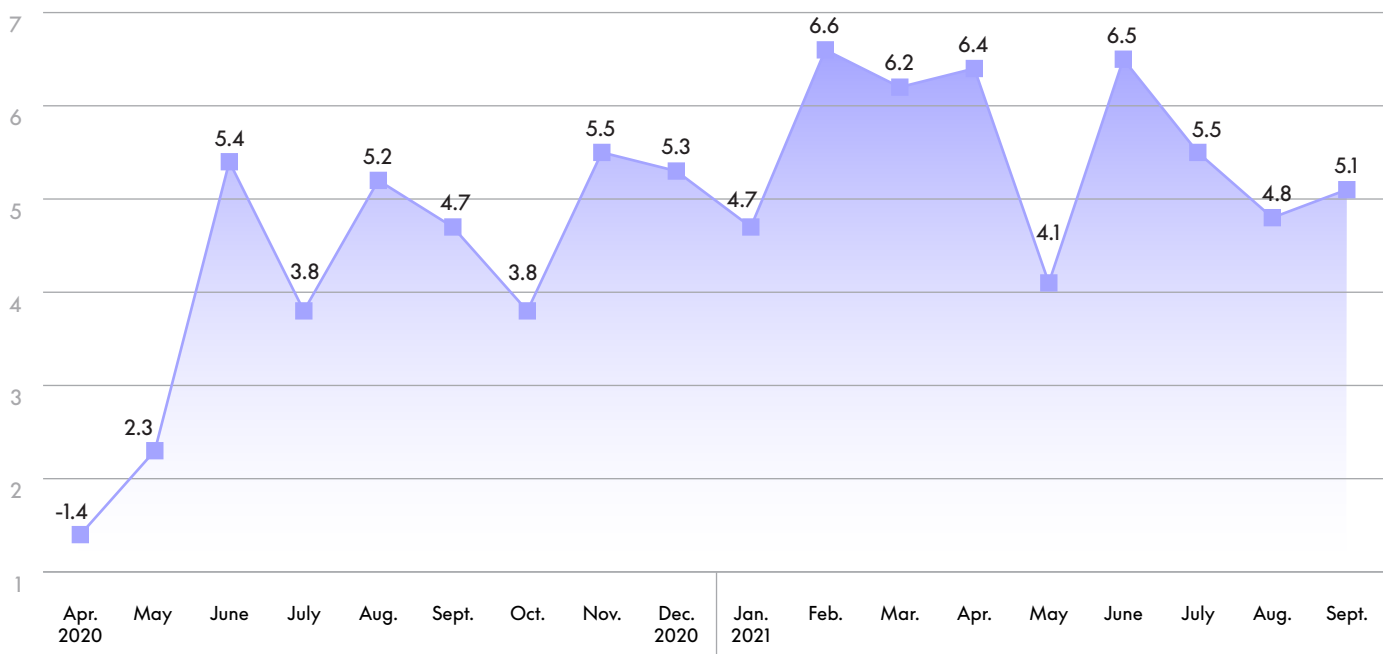
From the launch of the MHI in April 2020 to February 2021, the general psychological health of Britons declined to a low of 6.3 points below the pre-2020 benchmark. Since March 2021, scores have increased, reaching -2.9 in August 2021. In September 2021, the psychological health score of Britons remains unchanged (-2.9) from the prior month.



Financial risk

The financial risk sub-score measures the level of individuals' emergency savings.

The financial risk score of Britons remains the strongest of all sub-scores. Since the launch of the Index in April 2020, the financial risk sub-score has been above the pre-2020 benchmark. Following two consecutive months of declines, the financial risk score in September improved modestly to 5.1 points.



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In September 2021, the mental health score of women is -11.8 compared to -8.9 for men.
- In each of the past 18 months, mental health scores are better the older the age cohort.
- Differences in mental health scores between those with and without children have been reported since the launch of the Index in April 2020. More than one year later, this pattern continues with a lower score for those with at least one child (-13.2) compared to those without children (-8.6).

Employment

- Overall, three per cent of respondents are unemployed³ and eight per cent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (-17.6), followed by those reporting fewer hours (-16.9), and those not currently employed (-14.5).
- Managers have a slightly lower mental health score (-10.2) than non-managers (-10.1).
- Individuals working for organizations with 2-50 employees have the highest mental health score (-8.1).
- Respondents working for companies with 51-100 employees have the lowest mental health score (-14.0).

Emergency savings

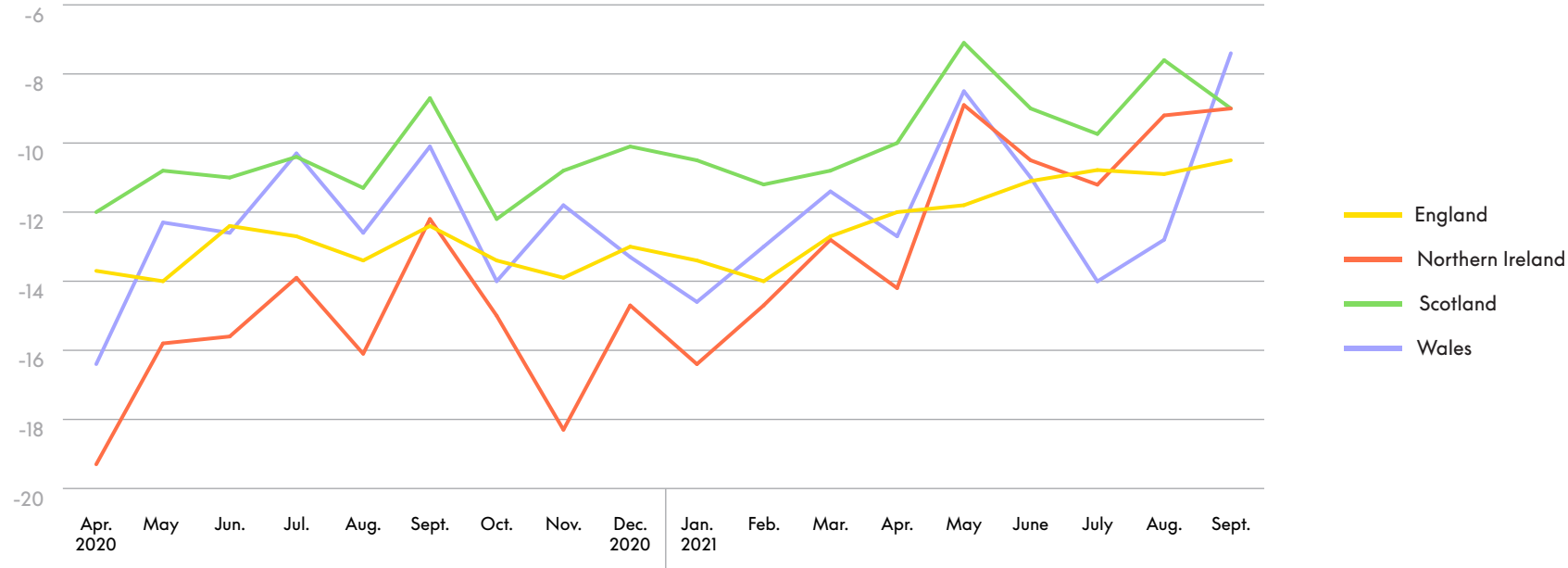
- Those without emergency savings continue to experience a lower mental health score (-24.9) than the overall group. Individuals with emergency savings have a mental health score of -4.8.

3 MHI respondents who have been employed in the past six months are included in the poll.

Mental Health Index™ (regional)

Since April 2020, regional mental health scores have fluctuated. In September 2021, three regions (Northern Ireland, England, and Wales) show improvement in mental health compared to the prior month.

- With a significant 5.4-point improvement, the mental health score in Wales is strongest (-7.4).
- Despite a 0.4-point improvement from August 2021, England continues to have lowest mental health score (-10.5).



Employment status	Sept. 2021	Aug. 2021
Employed (no change in hours/salary)	-9.5	-10.0
Employed (fewer hours compared to last month)	-16.9	-18.8
Employed (reduced salary compared to last month)	-17.6	-19.7
Not currently employed	-14.5	-8.3
Age group	Sept. 2021	Aug. 2021
Age 20-29	-16.8	-18.9
Age 30-39	-16.9	-17.0
Age 40-49	-12.7	-11.8
Age 50-59	-6.8	-8.6
Age 60-69	-3.9	-4.1
Number of children	Sept. 2021	Aug. 2021
No children in household	-8.6	-8.8
1 child	-13.0	-15.0
2 children	-13.4	-13.9
3 children or more	-13.6	-12.9

Region	Sept. 2021	Aug. 2021
England	-10.5	-10.9
Northern Ireland	-9.0	-9.2
Scotland	-9.0	-7.6
Wales	-7.4	-12.8
Gender	Sept. 2021	Aug. 2021
Men	-8.9	-9.3
Women	-11.8	-12.3
Household income	Sept. 2021	Aug. 2021
Household Income <£15K/annum	-18.7	-16.2
£15K to <£30K/annum	-14.2	-15.7
£30k to <£60K	-10.2	-9.8
£60k to <£100K	-4.9	-7.8
£100K and over	-2.1	-2.6

Employer size	Sept. 2021	Aug. 2021
Self-employed/sole proprietor	-8.3	-7.9
2-50 employees	-8.1	-10.3
51-100 employees	-14.0	-13.2
101-500 employees	-10.8	-10.6
501-1,000 employees	-12.5	-14.7
1,001-5,000 employees	-9.6	-9.9
5,001-10,000 employees	-9.2	-7.9
More than 10,000 employees	-9.7	-10.3
Manager	Sept. 2021	Aug. 2021
Manager	-10.2	-10.7
Non-manager	-10.1	-10.8

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

Available upon request:

Specific cross-correlational and custom analyses

Mental Health Index™ (industry)

Individuals working in Food Services have the lowest mental health score in September (-16.5), followed by those working in Wholesale Trade (-15.9), and Healthcare and Social Assistance (-14.2).

Individuals employed in Real Estate, Rental and Leasing (-2.1), Manufacturing (-4.6) and Other services (except Public Administration) (-5.4) have the highest mental health scores this month.

Individuals employed in Administrative and Support services, Manufacturing, and Finance and Insurance have seen the greatest improvement in mental health since last month.

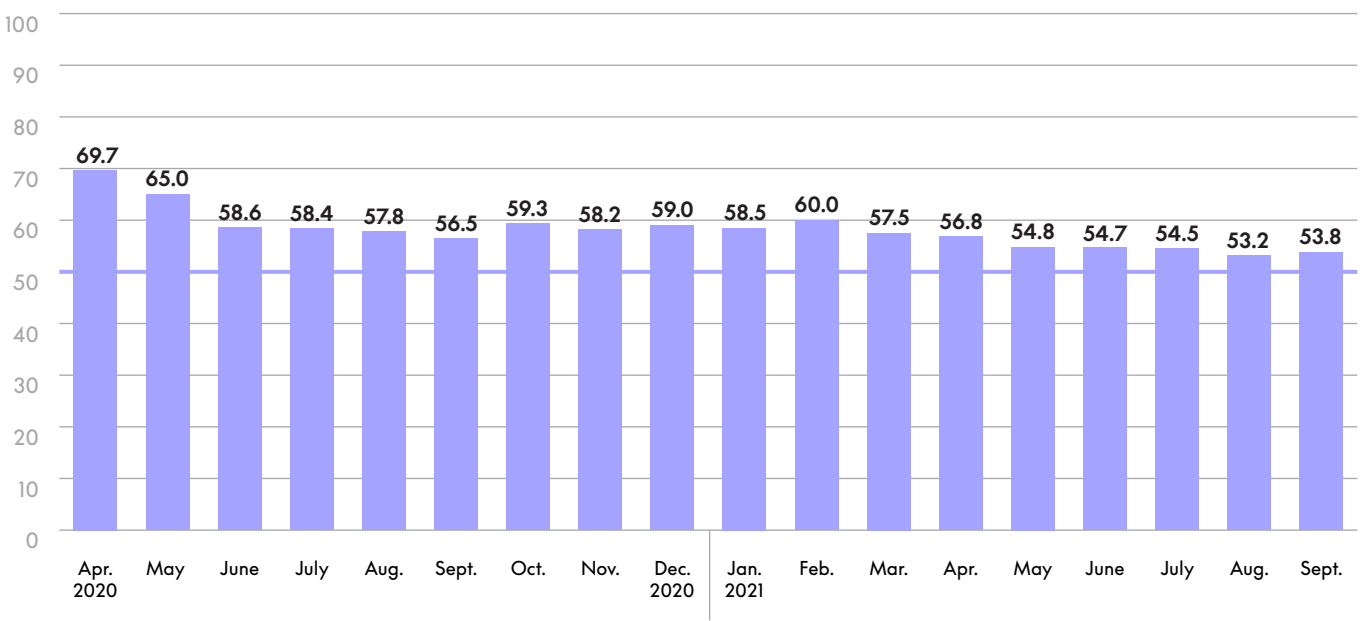
Changes from the prior month are shown in the table.

Industry	September 2021	August 2021	Change
Administrative and Support services	-9.2	-13.9	4.7
Manufacturing	-4.6	-8.8	4.2
Finance and Insurance	-8.2	-10.5	2.3
Retail Trade	-12.2	-14.2	2.1
Arts, Entertainment and Recreation	-9.8	-11.6	1.8
Wholesale Trade	-15.9	-17.6	1.7
Public Administration	-8.7	-10.2	1.5
Management of Companies and Enterprises	-10.2	-11.7	1.4
Transportation and Warehousing	-12.5	-13.5	1.0
Educational Services	-9.7	-10.7	1.0
Real Estate, Rental and Leasing	-2.1	-3.0	0.9
Other services (except Public Administration)	-5.4	-4.6	-0.8
Food Services	-16.5	-15.7	-0.8
Other	-8.8	-8.0	-0.9
Professional, Scientific and Technical Services	-7.2	-6.2	-1.1
Health Care and Social Assistance	-14.2	-12.2	-1.9
Construction	-10.9	-7.7	-3.2
Information and Cultural Industries	-14.1	-10.9	-3.2

The Mental Stress Change score

The Mental Stress Change score (MStressChg) is a measure of the level of reported mental stress compared to the prior month. **The Mental Stress Change score for September 2021 is 53.8.** This reflects a net increase in mental stress compared to the prior month.

The current score indicates that 16 per cent of the population is experiencing more mental stress compared to the prior month, with eight per cent experiencing less. A continued increase in mental stress since April 2020 indicates a significant accumulation of strain in the British population.



- ▲ More mental stress
- 50 = No change from prior month
- ▼ Less mental stress

MStressChg
Current Month—
September 2021

53.8

MStressChg
August 2021

53.2

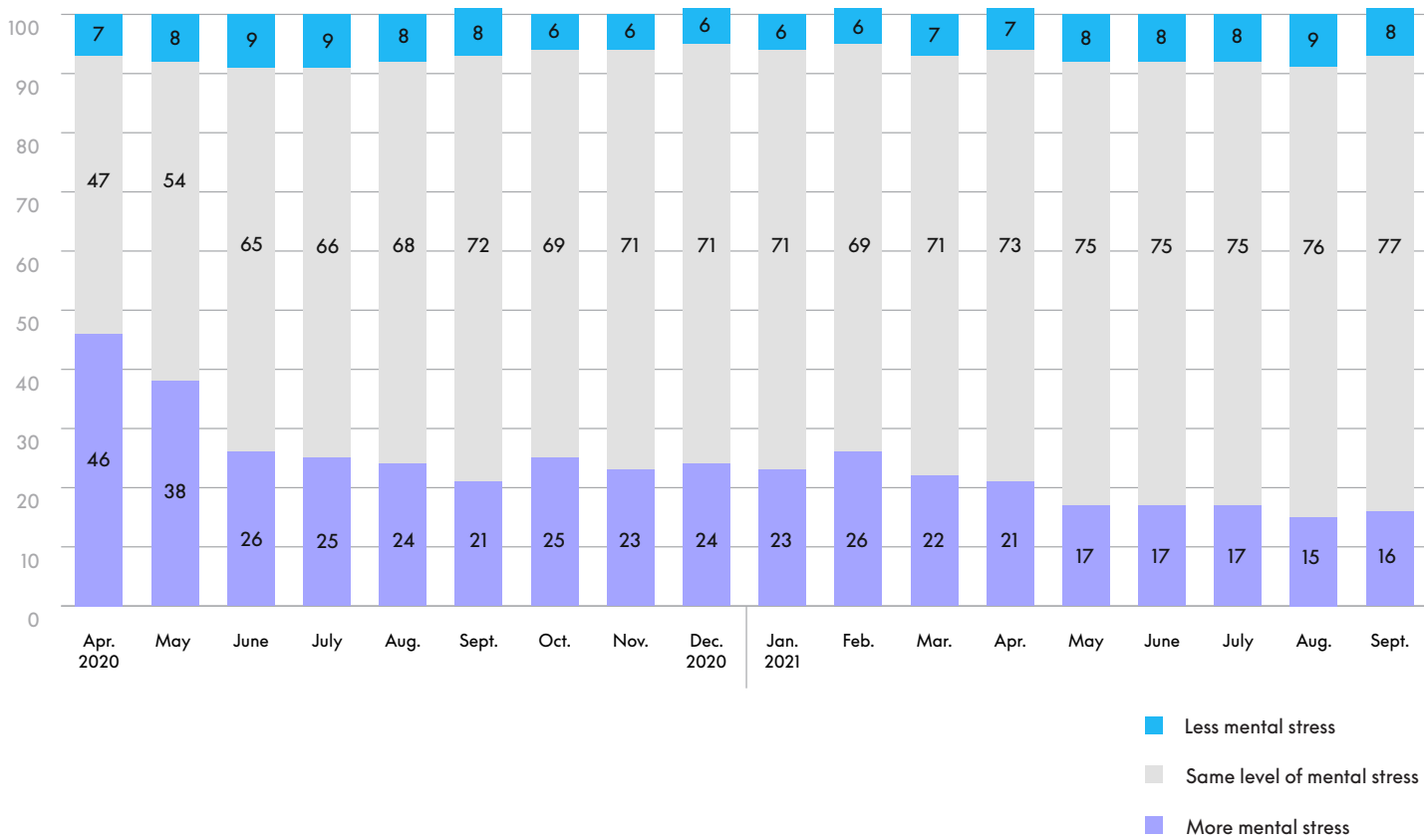
Mental Stress Change (percentages)

Mental Stress Change tracks stress changes each month. The percentages of those experiencing more stress, the same level of stress, and less stress for each month of the survey are shown in the graph.

For more than one year, the percentage of those experiencing more mental stress than the previous month has steadily decreased; however, the data showing this decline is too insignificant to lower the overall Mental Stress Change score to below 50 (the level at which stress is lower than the previous month). As the proportion of individuals reporting the same level of stress or more stress than the previous month continues to outweigh the proportion reporting less mental stress, the population will continue to feel the effects of significantly increased stress and will not be able to reach a more sustainable and healthy level of stress.

In April 2020, 46 per cent of individuals reported an increase in mental stress. The number of respondents reporting increased month-over-month mental stress is 16 per cent in September 2021, while 77 per cent of respondents report the same level of mental stress and eight per cent report a decrease in mental stress.

Mental Stress Change by month



Demographics

- Since the launch of the MHI in April 2020, younger people have experienced a greater increase in mental stress month over month compared to older respondents.
- Since April 2020, women have had larger increases in mental stress compared to men. In September 2021, the mental stress change score for women is 54.1 compared to 53.6 for men.

Geography

- The greatest increase in month-over-month stress is for respondents living in Scotland (54.4), followed by England (54.0), and Wales (52.3).
- Northern Ireland is the only region to report less mental stress compared to the prior month (49.0).

Employment

- The greatest increase in mental stress is seen in employed people with reduced salary (62.0), followed by employed people with reduced hours (57.0), unemployed people (54.9), and employed people with no change to salary or hours (53.4).
- Managers have a greater increase in mental stress (56.5) than non-managers (51.6).

Employment status	Sept. 2021	Aug. 2021
Employed (no change in hours/salary)	53.4	52.6
Employed (fewer hours compared to last month)	57.0	59.3
Employed (reduced salary compared to last month)	62.0	59.7
Not currently employed	54.9	51.0
Age group	Sept. 2021	Aug. 2021
Age 20-29	55.9	57.9
Age 30-39	57.5	56.2
Age 40-49	55.8	52.8
Age 50-59	50.7	51.3
Age 60-69	52.2	51.6
Number of children	Sept. 2021	Aug. 2021
No children in household	51.8	51.2
1 child	58.3	57.4
2 children	56.6	56.1
3 children or more	58.3	55.4

Region	Sept. 2021	Aug. 2021
England	54.0	53.3
Northern Ireland	49.0	49.0
Scotland	54.4	52.9
Wales	52.3	52.8
Gender	Sept. 2021	Aug. 2021
Men	53.6	52.6
Women	54.1	53.8
Household income	Sept. 2021	Aug. 2021
Household Income <£15K/annum	57.4	56.2
£15K to <£30K/annum	53.3	52.9
£30k to <£60K	54.6	53.4
£60k to <£100K	53.5	53.6
£100K and over	50.0	50.3

Employer size	Sept. 2021	Aug. 2021
Self-employed/sole proprietor	49.6	50.0
2-50 employees	51.9	52.7
51-100 employees	57.6	56.7
101-500 employees	56.0	52.3
501-1,000 employees	55.7	57.1
1,001-5,000 employees	53.4	51.1
5,001-10,000 employees	48.2	50.7
More than 10,000 employees	54.0	53.4
Manager	Sept. 2021	Aug. 2021
Manager	56.5	54.9
Non-manager	51.6	51.7

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

Available upon request:

Specific cross-correlational and custom analyses

The Mental Stress Change (industry)

In September 2021, individuals employed in the Management of Companies and Enterprises (50.0), Administrative and Support services (50.0), and Arts, Entertainment and Recreation (50.0) report the same amount of stress than the prior month. A score of 50 means that the proportion of the population experiencing more stress is balanced by the proportion experiencing less stress. A score below 50 indicates that the group is experiencing less stress than the prior month.

Individuals working in Information and Cultural Industries have the most significant increase in mental stress (67.9), followed by individuals employed in Health Care and Social Assistance (58.8), and Wholesale Trade (56.9).

Mental Stress changes from the last two months are shown in the table.

Industry	September 2021	August 2021
Management of Companies and Enterprises	50.0	55.2
Administrative and Support services	50.0	55.1
Arts, Entertainment and Recreation	50.0	55.6
Real Estate, Rental and Leasing	51.2	48.8
Manufacturing	51.7	55.8
Professional, Scientific and Technical Services	51.8	53.6
Finance and Insurance	51.9	53.0
Public Administration	51.9	53.9
Other services (except Public Administration)	52.0	53.2
Other	52.1	51.5
Retail Trade	52.6	54.4
Construction	53.9	49.5
Educational Services	54.7	48.0
Food Services	55.1	57.1
Transportation and Warehousing	55.6	52.4
Wholesale Trade	56.9	54.2
Health Care and Social Assistance	58.8	56.3
Information and Cultural Industries	67.9	47.5

Spotlight

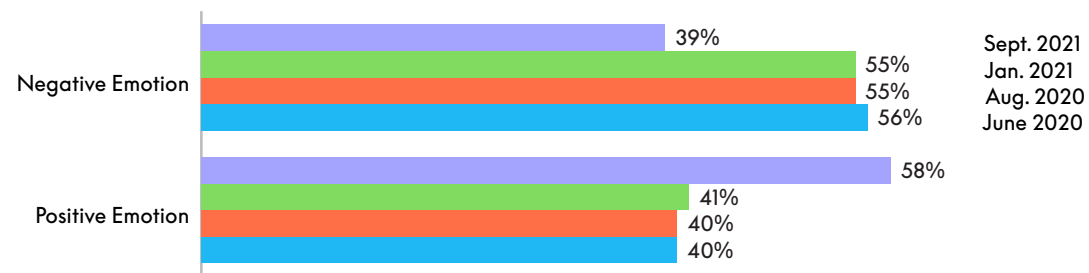
Emotion

Nearly 18 months into the COVID-19 pandemic, the primary emotions reported by Britons in September 2021 are more likely to be positive than at any point since June 2020.

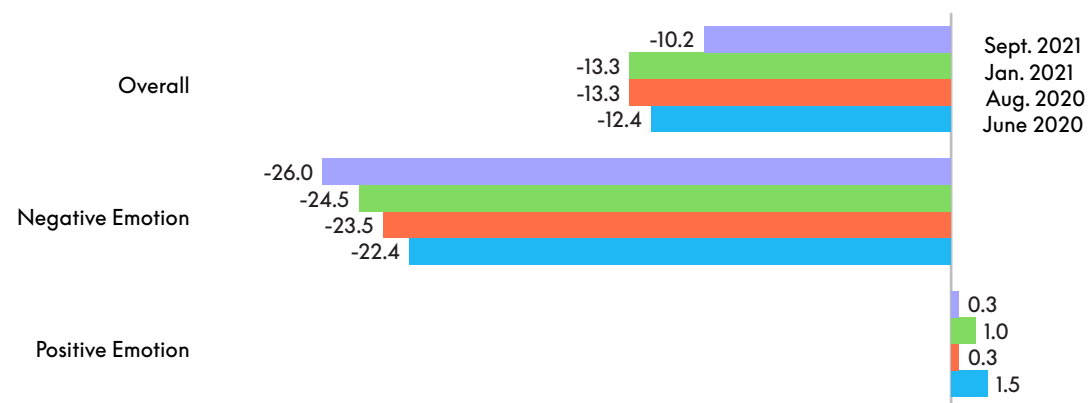
- In June 2020, 56 per cent of Britons reported a negative emotion (anger, apathy/indifference, disbelief, frustration, helplessness, worry/anxiety); this declined to 39 per cent in September 2021.
- Women are more than 60 per cent more likely to report worry/anxiety as their primary emotion than men.

The overall mental health score improved 2.2-points from June 2020 to September 2021. Those reporting negative emotions (anger, apathy/indifference, disbelief, frustration, helplessness, worry/anxiety) declined 3.6 points while the mental health scores of those reporting positive emotions (calm, gratitude, happiness, and hopefulness) declined 1.2-points.

Longitudinal comparison of emotion type



Longitudinal comparison of emotion type and MHI score



Turnover

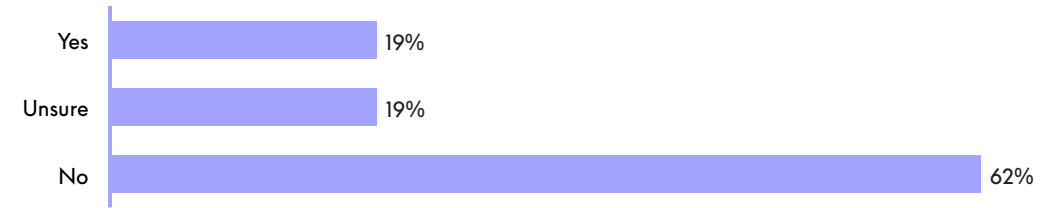
Voluntary turnover

Respondents were asked whether they are thinking of leaving their job.

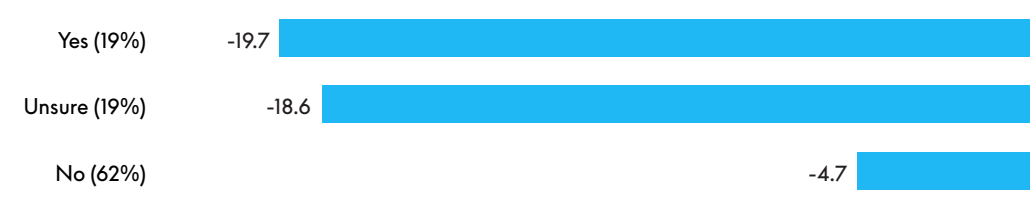
- Nearly two-thirds (62 per cent) are not thinking about leaving their job and this group has the most favourable mental health score (-4.7).
- More than one-third (38 per cent) are either thinking about leaving their job or are unsure. The mental health scores of this group are more than 14-points lower than those who are not thinking about leaving their jobs.
- Employed people with reduced salary are more than 70 per cent more likely to be thinking about leaving their job than employed people with no change to salary or hours.
- Respondents under 40 years old are 35 per cent more likely to be thinking about leaving their job than respondents over the age of 50.

As age increases, so does the proportion of respondents reporting feeling underappreciated in their job. Thirteen per cent of those aged 40 and older are thinking of leaving their job because they feel underappreciated compared to nine per cent of those aged 20-39.

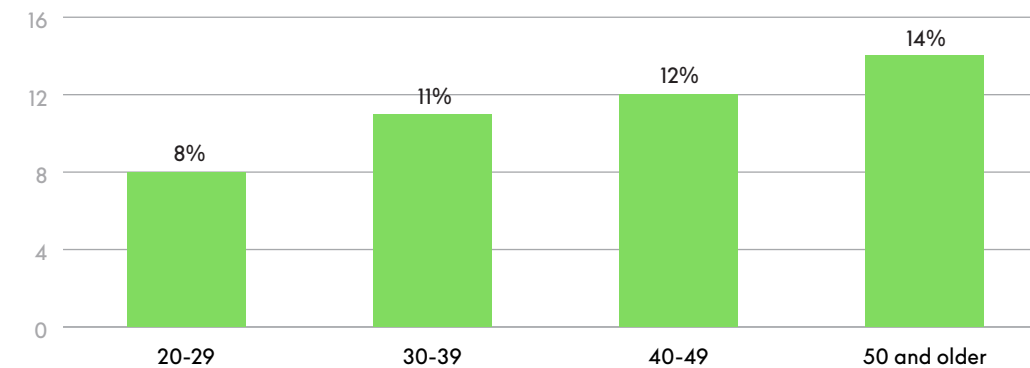
Thinking about leaving my job



MHI score by thinking about leaving my job



Feeling underappreciated as the reason for thinking about leaving a job (age group)



Turnover during the pandemic

Respondents were asked whether they resigned from a job during the pandemic.

- Ninety-three per cent did not resign from their job during the pandemic, and this group has the most favourable mental health score (-9.2).
- Seven per cent resigned from a job during the pandemic, and this group has a significantly lower mental health score (-22.1).
- Parents are nearly three times more likely than non-parents to report resigning during the pandemic.
- Managers are more than twice as likely as non-managers to report resigning during the pandemic.

Percentage of respondents who resigned from a job during the pandemic



MHI score by percentage of respondents who resigned from a job during the pandemic

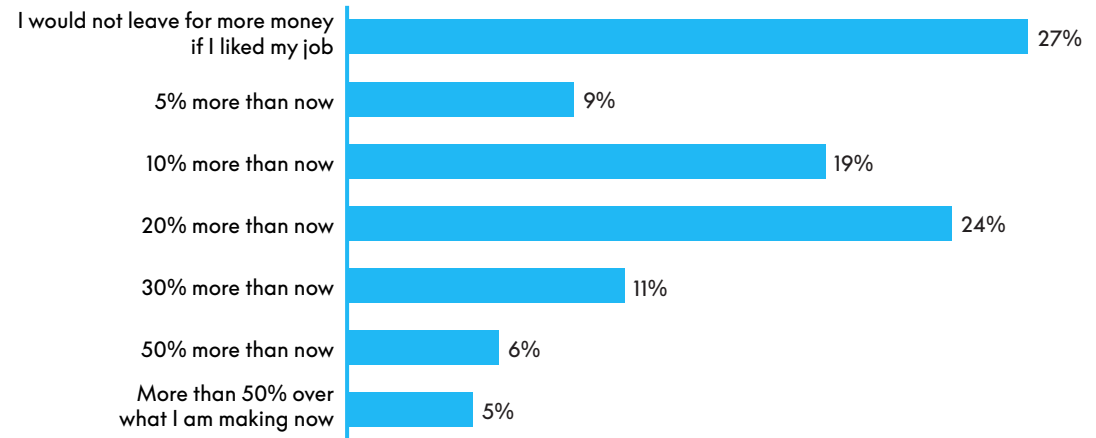


Job satisfaction and salary increase

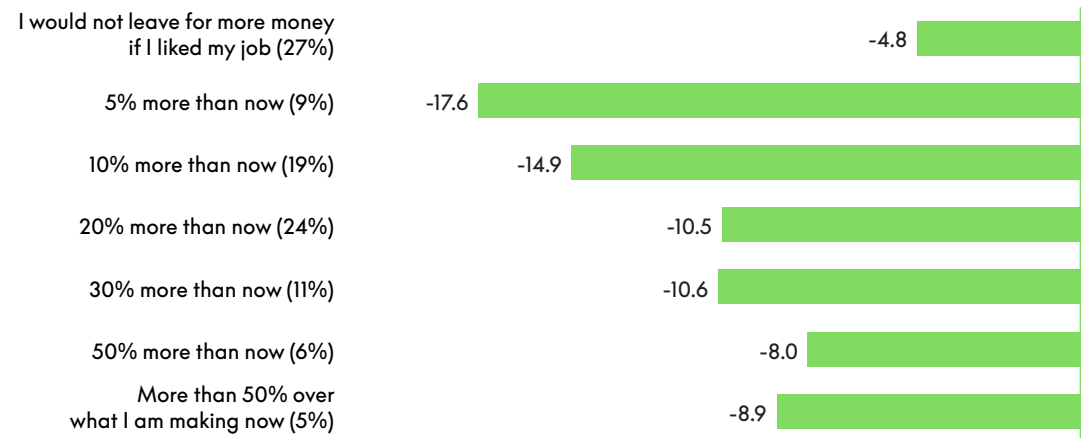
Respondents were asked whether they would leave a job that they are happy with for a salary increase.

- More than one in four (27 per cent) would not leave a job they are happy with for an increase in salary and this group has the most favourable mental health score (-4.8), more than five points higher than the overall score (-10.2).
- Nearly three-quarters of Britons (73 per cent) would leave a job that they are happy with for an increase in salary.
- More than one-quarter (28 per cent) would leave a job that they are happy with for an increase of 10 per cent or less. This group has the least favourable mental health score.
- Nine per cent of respondents would leave a job that they are happy with for a five per cent salary increase.
- Parents and managers are more likely than non-parents to leave a job they like for more money.
- Individuals without emergency savings are more likely than those without emergency savings to leave jobs they like for more money.

Would you leave a job that you are happy with for a salary increase?



MHI score by I would leave a job that I am happy with for a salary increase

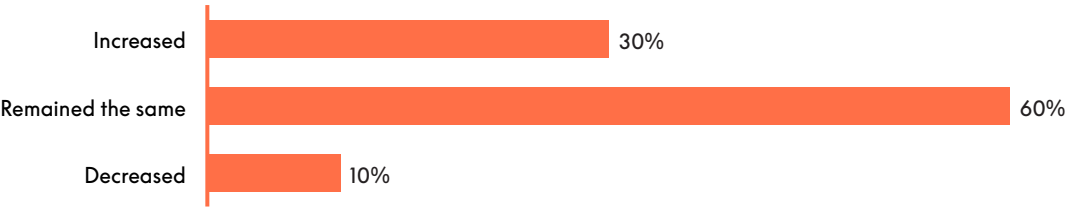


Job stress

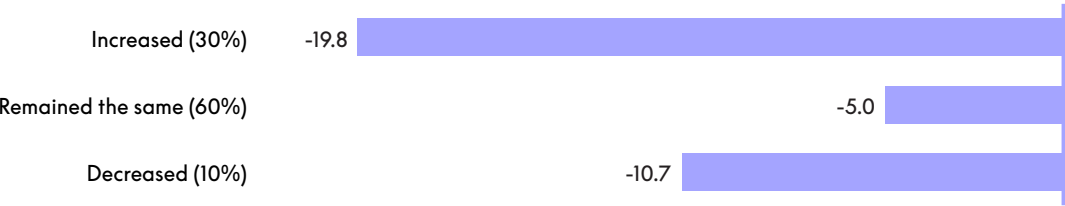
Respondents were asked how job stress in 2021 has changed since 2020.

- More than half (60 per cent) report that job stress has remained the same in 2021 compared to 2020, and this group has the most favourable mental health score (-5.0).
- Nearly one-third (30 per cent) report an increase in job stress in 2021 compared to 2020, and this group has the least favourable mental health score (-19.8).
- Employed people with reduced salary are nearly 40 per cent more likely to report increased job stress than employed people with no change to hours or salary.
- Respondents under 30 years of age are more than twice as likely than those 50 and older to report a decrease in job stress in 2021.
- Managers are nearly 40 per cent more likely to report increased job stress than non-managers.

Change in job stress compared to 2020



MHI score by change in job stress compared to 2020

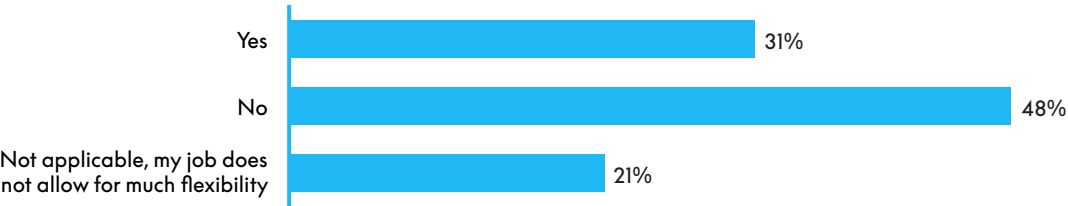


Working preferences

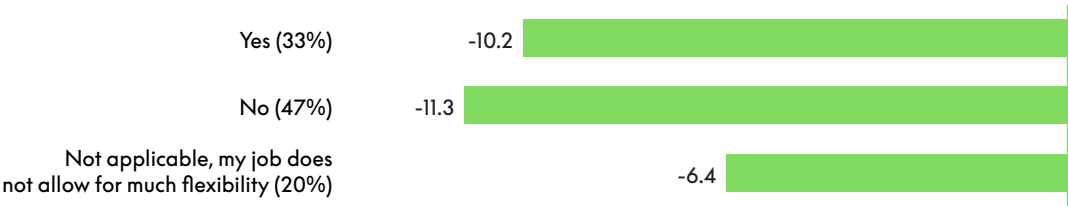
Respondents were asked whether their employer has asked what their working preferences are.

- Nearly half (48 per cent) report that their employer has not asked them about their working preferences and this group has the least favourable mental health score (-11.3).
- Nearly one-third (31 per cent) report that their employer has asked them about their working preferences.
- Managers are 50 per cent more likely than non-managers to report that their employer has asked about working preferences.

Has your employer asked about working preferences?



MHI score by whether your employer has asked about working preferences



Workplace changes

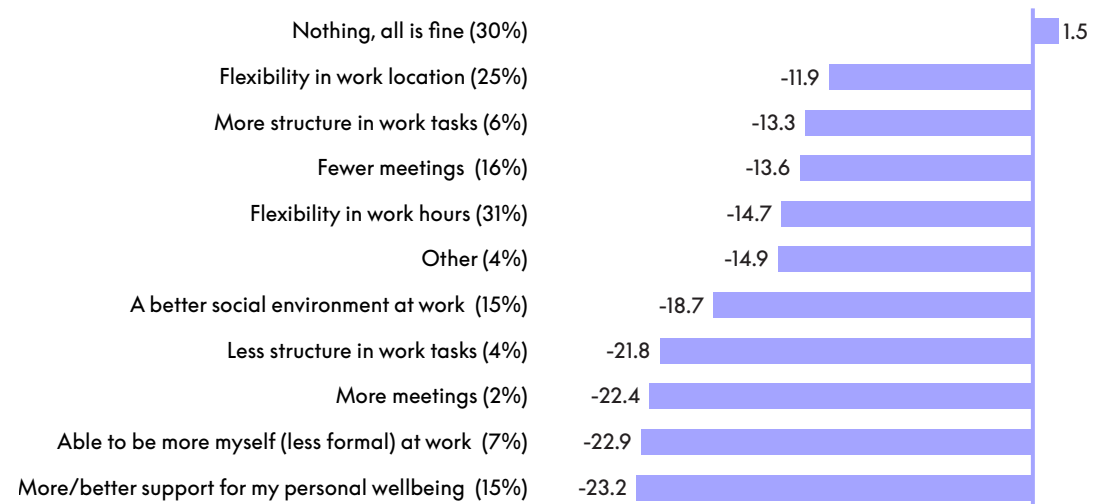
Respondents were asked what they would like to see happen at work over the next few months.

- Nearly one-third (31 per cent) report wanting to see flexibility in working hours and 25 per cent want to see flexibility in work location.
- Nearly one-third (30 per cent) of people report being satisfied with their work experience and this group has the highest mental health score (1.5).
- Fifteen per cent report wanting more/better support for their personal wellbeing and this group has the least favourable mental health score (-23.2).
- Parents are 25 per cent more likely than non-parents to report wanting flexibility in work location and 50 per cent more likely to report wanting flexibility in work hours.
- Managers are two and a half times more likely than non-managers to report wanting fewer meetings.

What would you like to see happen at work over the next few months?



MHI score by what individuals would like to see happen at work over the next few months



Overview of the Mental Health Index by LifeWorks™

The mental health and wellbeing of a population is essential to overall health and work productivity. The Mental Health Index™ provides a measure of the current mental health status of employed adults in each geography compared to benchmarks collected in 2017, 2018 and 2019. The increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

The Mental Health Index™ report has three parts:

1. The overall Mental Health Index™ (MHI), which is a measure of change compared to the benchmark of mental health and risk.
2. A Mental Stress Change (MStressChg) score, which measures the level of reported mental stress compared to the prior month.
3. A spotlight section that reflects the specific impact of current issues in the community.

Methodology

Data for this report is collected through an online survey of 2,000 people who live in the United Kingdom and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in the United Kingdom.

The same respondents take part each month to remove a sampling bias. Respondents are asked to consider the prior two weeks when answering each question. The Mental Health Index™ has been published monthly since April 2020. Benchmark data was collected in 2017, 2018 and 2019. Data for the current report was collected between September 2 and 10, 2021.

Calculations

To create the Mental Health Index™, the first step leverages a response scoring system turning individual responses to each question into a point value. Higher point values are associated with better mental health and less mental health risk. Everyone's scores are added and then divided by a total number of possible points to get a score out of 100. The raw score is the mathematical mean of the individual scores.

To demonstrate change, the current month's scores are then compared to the benchmark and the prior month. The benchmark comprises data from 2017, 2018 and 2019. This was a period of relative social stability and steady economic growth. **The change compared to the benchmark is the Mental Health Index™. A score of zero in the Mental Health Index™ reflects no change, positive scores reflect improvement, and negative scores reflect decline.**

A Mental Stress Change score is also reported given that increasing and prolonged mental stress is a potential contributor to changes in mental health. It is reported separately and is not part of the calculation of the Mental Health Index™. The Mental Stress Change score is (percentage reporting less mental stress + percentage reporting the same level of mental stress * 0.5) * -1 + 100. The score reflects a comparison of the current to the prior month. **A Mental Stress Change score of 50 reflects no change in mental stress from the prior month. Scores above 50 reflect an increase in mental stress and scores below 50 reflect a decrease in mental stress.** The range is from zero to 100. A succession of scores over 50, month over month, reflects high risk.

Additional data and analyses

Demographic breakdown of sub-scores, and specific cross-correlational and custom analyses, are available upon request. Benchmarking against the national results or any sub-group is available upon request. Contact MHI@lifeworks.com



About LifeWorks

LifeWorks is a world leader in providing digital and in-person solutions that support the total wellbeing of individuals. We deliver a personalized continuum of care that helps our clients improve the lives of their people and by doing so, improve their business.

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