

The Mental Health Index by LifeWorks™

Pan-Europe | September 2022

 **TELUS** Health

LifeWorks



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What you need to know for September 2022

1. With no significant improvement from the prior period, working European citizens continue to experience significant mental strain.

- At 60.6, the mental health of Europeans has improved modestly from April 2022.
- 39% of Europeans have a high mental health risk, 44% have a moderate mental health risk, and 18% have a low mental health risk.
- Anxiety and depression continue to be the lowest mental health sub-scores.
- 30% feel alone more often and this group has a mental health score more than 18 points below the European average.
- Younger people (under 40) are more likely to feel alone more often.
- 28% of Europeans say inflation is their leading cause of stress.
- The mental health score remained nearly unchanged across all countries apart from France, where a substantial 6.2-point improvement is observed.

2. Nearly one in five working Europeans report an erosion of trust with their employer since the pandemic.

- 35% indicate that perceived change in how employee wellbeing is/was handled led to the decline in trust.
- 27% indicate that perceived changes in employee commitment to work is the reason for a decline in trust between employees and their employer.
- 25% believe that changes in communication caused the decline in trust.
- Positive changes in communication, culture, and employee commitment to work are the top reasons for improved trust between employer and employees

3. Recognition is the factor most likely to have a negative impact on the effort given to work.

- Recognition (15%), mental health and wellbeing (13%), and manager relationship (12%) are factors most likely to have a negative impact on the effort given to work.
- Conversely, 29% of working Europeans say that co-worker relationships has the most positive impact on their work effort.
- 21% say the recognition they receive has the most positive impact on their work effort.
- 14% identify their mental health/wellbeing as the most positive impact on their work effort.

35%

say that a change in the handling of employee wellbeing led to a decline in trust

29%

say co-workers have the most positive impact on their work effort

28%

say inflation is the leading cause of stress

25%

say their mental health worsened since the pandemic

4. Younger Europeans (under 40) are twice as likely to self-report a mental health condition or issue.

- 13% of working Europeans self-report a mental health condition or issue; a further 14% are unsure.
- 25% say their mental health condition or issue worsened since the pandemic, and the mental health score of this group is 27 points below the European average.
- 29% say their mental health condition or issue improved since the pandemic.
- 42% attribute the decline in their mental health to having more personal stress.
- 23% attribute the decline in their mental health to having more work stress.
- 13% attribute the decline in their mental health to feeling isolated.

Country spotlights

France

MHI

63.6

At 63.6, the mental health of the working population in France improved significantly compared to April 2022; however, continues to show strain.

42%

are feeling
anxious

32%

are feeling
isolated

25%

are feeling
depressed

38%

say their
mental health
is negatively
impacting work
productivity

27%

do not have
emergency
savings to cover
basic needs

8%

are not feeling
optimistic about
their future

31%

feel alone
more often

25%

report worsening
of their mental
health condition
during the
pandemic

19%

feel trust has
worsened between
employees
and employers

10%

self-report
a mental health
condition or issue

Germany

MHI

61.9

At 61.9, the mental health of the working population in Germany declined modestly from April 2022 and continues to show significant strain.

35%

are feeling
anxious

29%

are feeling
isolated

25%

are feeling
depressed

33%

say their
mental health
is negatively
impacting work
productivity

35%

do not have
emergency
savings to cover
basic needs

11%

are not feeling
optimistic about
their future

28%

feel alone
more often

23%

report worsening
of their mental
health condition
during the
pandemic

12%

feel trust has
worsened between
employees
and employers

19%

self-report
a mental health
condition or issue

Country spotlights (continued)

Italy

MHI

58.8

At 58.8, the mental health of the working population in Italy improved modestly from the prior period and continues to show significant strain.

43%

are feeling
anxious

31%

are feeling
isolated

37%

are feeling
depressed

25%

say their
mental health
is negatively
impacting work
productivity

26%

do not have
emergency
savings to cover
basic needs

6%

are not feeling
optimistic about
their future

27%

feel alone
more often

27%

report worsening
of their mental
health condition
during the
pandemic

12%

feel trust has
worsened between
employees
and employers

7%

self-report
a mental health
condition or issue

Netherlands

MHI

68.0

At 68.0, the mental health of the working population in the Netherlands remains nearly unchanged from the prior period and continues to be the most favourable compared to other European countries in this analysis.

26%

are feeling
anxious

24%

are feeling
isolated

20%

are feeling
depressed

26%

say their
mental health
is negatively
impacting work
productivity

24%

do not have
emergency
savings to cover
basic needs

8%

are not feeling
optimistic about
their future

23%

feel alone
more often

16%

report worsening
of their mental
health condition
during the
pandemic

15%

feel trust has
worsened between
employees
and employers

14%

self-report
a mental health
condition or issue

Country spotlights (continued)

Poland

MHI

53.5

At 53.5, the mental health of the working population in Poland remains nearly unchanged from the prior period and continues to be the most strained compared to other European countries in this analysis.

51% are feeling anxious	39% are feeling isolated	46% are feeling depressed	
38% say their mental health is negatively impacting work productivity	44% do not have emergency savings to cover basic needs	20% are not feeling optimistic about their future	
37% feel alone more often	33% report worsening of their mental health condition during the pandemic	22% feel trust has worsened between employees and employers	14% self-report a mental health condition or issue

Spain

MHI

58.1

At 58.1, the mental health of the working population in Spain is showing significant strain.

51% are feeling anxious	34% are feeling isolated	46% are feeling depressed	
32% say their mental health is negatively impacting work productivity	33% do not have emergency savings to cover basic needs	11% are not feeling optimistic about their future	
33% feel alone more often	30% report worsening of their mental health condition during the pandemic	15% feel trust has worsened between employees and employers	14% self-report a mental health condition or issue

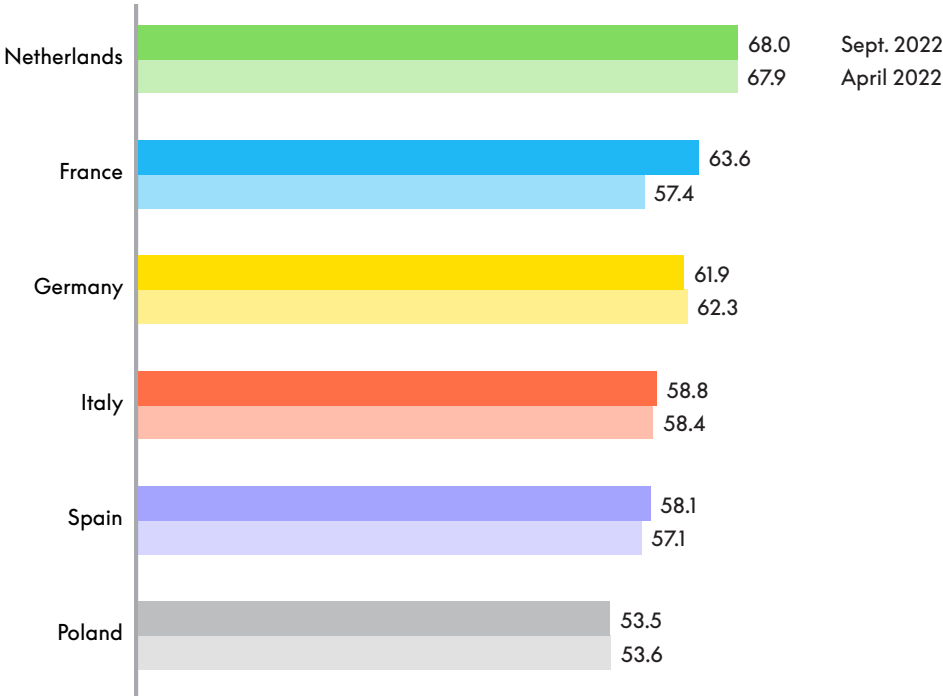
The Mental Health Index™

The overall Mental Health Index™ for September 2022 is 60.6 points. The score improved modestly from the previous period, yet mental health remains significantly strained.

The lowest mental health score is in Poland (53.5), followed by Spain (58.1), Italy (58.8), Germany (61.9), France (63.6), and the Netherlands (68.0). Notable improvements in mental health are observed in France and Spain while more modest improvements are seen in Italy, and the Netherlands. Germany and Poland have slight declines in mental health.



- Distressed 0-49
- Strained 50-79
- Optimal 80-100



MHI Current Month
September 2022

60.6

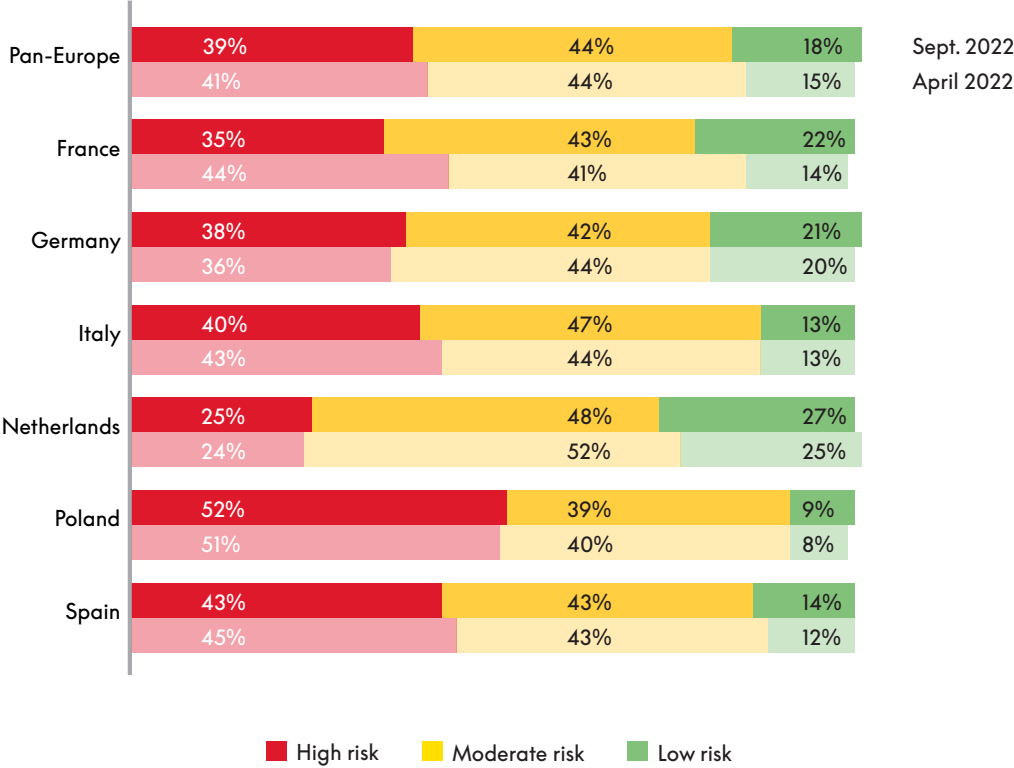
April 2022

59.5

Mental health risk

In September 2022, 39 per cent of Europeans are high risk, 44 per cent are moderate risk, and 18 per cent are low risk. Twenty-four per cent of people in the high-risk group self-report a mental health condition or issue, eight per cent self-report a mental health condition or issue in the moderate-risk group, and two per cent of people in the low-risk group self-report a mental health condition or issue.

The greatest percentage of high-risk individuals is found in Poland, with 52 per cent of the population at high risk, followed by Spain (43 per cent), and Italy (40 per cent). The country with the smallest percentage of high-risk individuals is the Netherlands (25 per cent), followed by France (35 per cent). Thirty-eight per cent of Germans have a high mental health risk.



Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score in Pan-Europe is the risk measure of anxiety (50.4), followed by depression (56.7), isolation (59.0), optimism (59.8), work productivity (60.1), and financial risk (66.3). General psychological health (73.1) is the most favourable mental health measure in September 2022.

- Optimism and general psychological health scores have declined from April 2022 results.
- With a 3.3-point increase, the work productivity score has seen the greatest improvement over the prior period.

Mental Health Index™ Sub-scores ¹	September 2022	April 2022
Anxiety	50.4	48.5
Depression	56.7	54.5
Isolation	59.0	57.0
Optimism	59.8	62.5
Work productivity	60.1	56.7
Financial risk	66.3	60.9
Psychological health	73.1	73.7

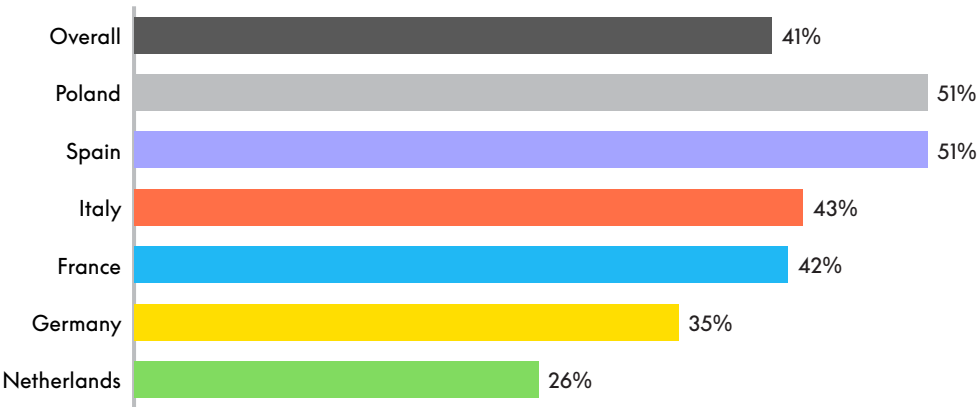
¹ The demographic breakdown of sub-scores is available upon request.

Anxiety

Survey participants were asked whether they often feel unsettled and nervous.

Overall, more than two in five (41 per cent) often feel unsettled and nervous. More than half of the working population in Poland (51 per cent) and Spain (51 per cent) feel anxious, followed by more than two in five (43 per cent) in Italy, and France (42 per cent). More than one-third (35 per cent) often feel unsettled and nervous in Germany, and more than one-quarter (26 per cent) feel anxious in the Netherlands.

Percentage feeling anxious

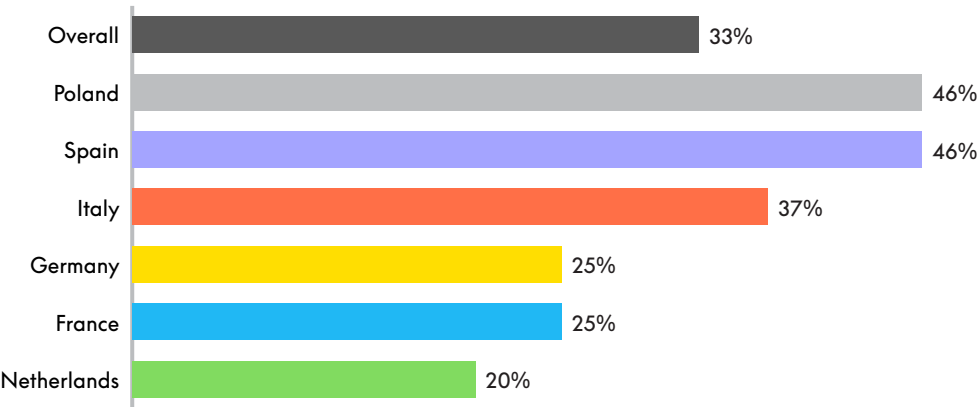


Depression

Survey participants were asked whether they often feel a sense of helplessness.

Overall, one-third (33 per cent) often feel a sense of helplessness. Nearly half of the working population in Poland (46 per cent) and Spain (46 per cent) feel depressed and nearly two in five report the same in Italy (37 per cent). One in four (25 per cent) report feeling depressed in each of France and Germany, and 20 per cent feel in the Netherlands feel the same.

Percentage feeling depressed

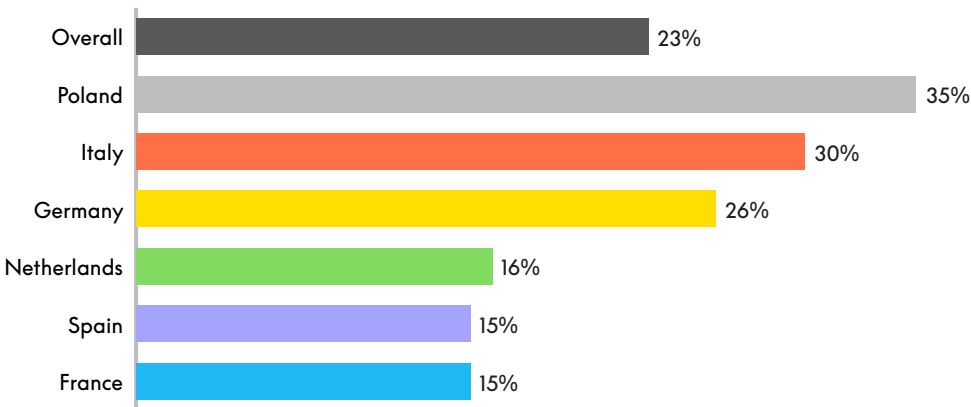


Optimism

Survey participants were asked whether they feel optimistic about their future.

Overall, more than one in five (23 per cent) do not feel optimistic about their future. Optimism is lowest in Poland where more than one-third (35 per cent) of the working population are not feeling optimistic about their future. Nearly one-third (30 per cent) are not feeling optimistic in Italy, followed by 26 per cent in Germany, 16 per cent in Netherlands, and 15 per cent in each of Spain and France.

Percentage not feeling optimistic

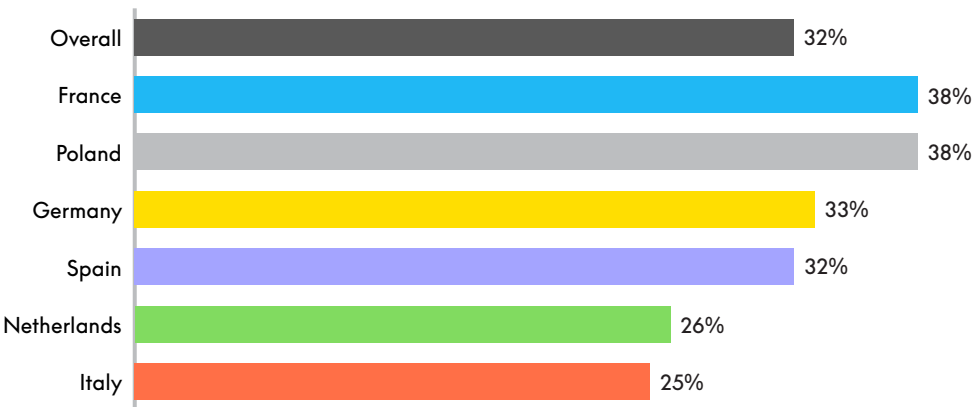


Work productivity

Survey participants were asked whether their current mental health is negatively impacting their work productivity.

Overall, nearly one-third (32 per cent) report that their mental health is negatively impacting their work productivity. The greatest impact is equal in France and Poland where nearly two in five (38 per cent) indicate that their mental health is negatively impacting their work productivity. One-third indicate that mental health is impacting their work productivity in Germany (33 per cent) and Spain (32 per cent). Twenty-six per cent in the Netherlands and 25 per cent in Italy (25 per cent) report the same.

Percentage reporting that their mental health is affecting their work productivity

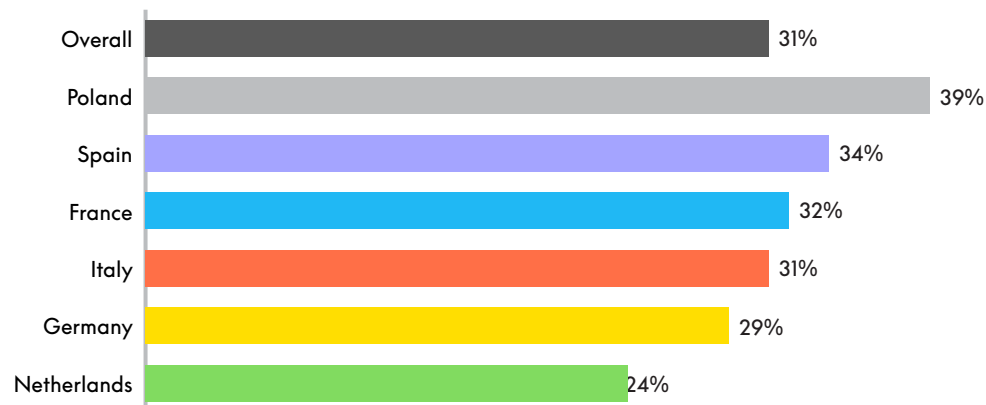


Isolation

Survey participants were asked whether they often feel alone.

Overall, nearly one-third (31 per cent) often feel alone. Isolation is most notable in Poland, where two in five (39 per cent) often feel alone, followed by 34 per cent in Spain, 32 per cent in France, 31 per cent in Italy, and 29 per cent in Germany. In the Netherlands, nearly one-quarter (24 per cent) often feel alone.

Percentage of people feeling isolated

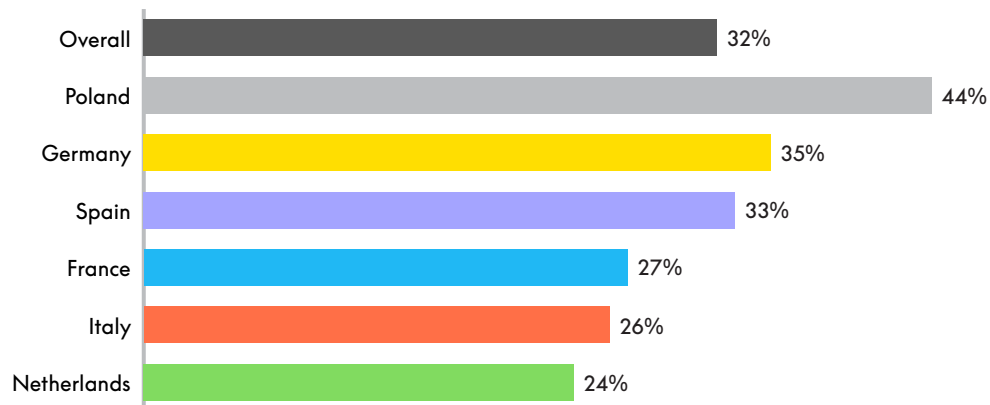


Financial risk

Survey participants were asked about their level of emergency savings to cover essential expenses.

Overall, nearly one-third (32 per cent) do not have emergency savings. More than two in five (44 per cent) working people in Poland do not have emergency savings. In Germany, 35 per cent do not have emergency savings, followed by 33 per cent in Spain, 27 per cent in France, and 26 per cent in Italy. In the Netherlands, nearly one-quarter (24 per cent) do not have emergency savings.

Percentage without emergency savings

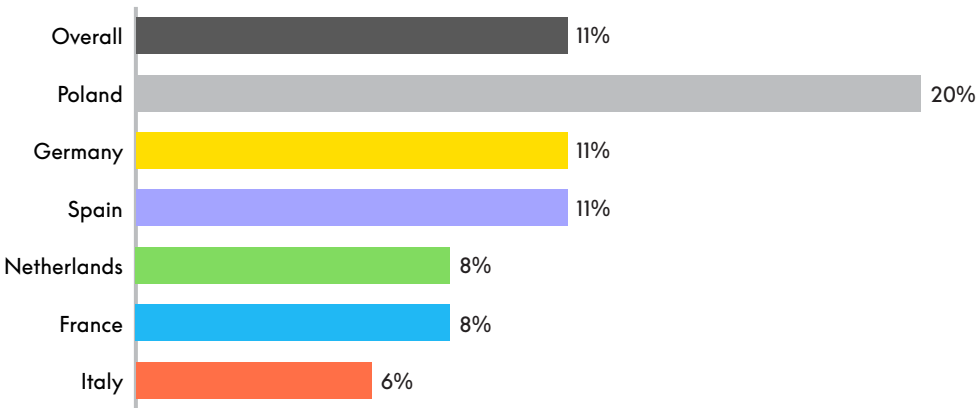


General psychological health

Survey participants were asked whether they are in good psychological health.

Overall, 11 per cent report poor psychological health. The incidence of poor psychological health is greatest in Poland (20 per cent), while Germany (11 per cent), Spain (11 per cent), the Netherlands (eight per cent), and France (eight per cent), have a lower proportion of people reporting the same. Italy has the lowest proportion of people reporting poor psychological health (six per cent).

Percentage reporting poor psychological health



Demographics

- Women have a lower mental health score than men.
In September 2022, the mental health score of women is 57.6 compared to 63.2 for men.
- Mental health scores improve substantially with age.
- Differences in mental health scores between those with and without children is evident wherein those with at least one child have a lower score (58.9) than those without children (62.1).

Employment

- Overall, one per cent of respondents are unemployed² and seven per cent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (48.1), followed by those reporting fewer hours (48.7), those not currently employed (53.4), and those with no change to salary or hours (61.7).
- Managers have a better mental health score (61.8) than non-managers (59.9).
- Individuals working for employers with 5,001-10,000 employees have the highest mental health score (65.3).
- Respondents working for companies with 51-100 employees have the lowest mental health score (58.0).

Emergency savings

- Those without emergency savings have a lower mental health score (49.7) than the overall group (60.6). Individuals with emergency savings have a mental health score of 65.7.

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

Employment status	Sept. 2022	April 2022
Employed (no change in hours/salary)	61.7	60.4
Employed (fewer hours compared to last month)	48.7	47.8
Employed (reduced salary compared to last month)	48.1	49.8
Not currently employed	53.4	53.4

Age group	Sept. 2022	April 2022
Age 20-29	53.8	53.3
Age 30-39	57.1	55.8
Age 40-49	60.4	59.7
Age 50-59	63.7	63.6
Age 60-69	68.9	69.8

Number of children	Sept. 2022	April 2022
No children in household	62.1	60.9
1 child	58.9	57.9
2 children	59.8	58.3
3 children or more	56.2	57.2

Country	Sept. 2022	April 2022
France	63.6	57.4
Germany	61.9	62.3
Italy	58.8	58.4
Netherlands	68.0	67.9
Poland	53.5	53.6
Spain	58.1	57.1

Gender	Sept. 2022	April 2022
Men	63.2	62.0
Women	57.6	56.6

Household income France, Germany, Italy, Netherlands, Spain	Sept. 2022	April 2022
Under €10K/annum	57.0	51.5
€10K to <€20K/annum	51.2	54.9
€20k to <€30K	57.5	55.8
€30K to €50K	63.2	61.7
€50K to €70K	65.8	64.9
€70K to €100K	67.7	65.4
€100K and over	72.5	70.6

Household income – Poland	Sept. 2022	April 2022
Under 15K pln/annum	57.1	46.3
15K pln to <30K pln/annum	49.5	54.6
30k to <60K pln	46.4	49.3
60k to <100K pln	55.0	54.7
100K pln and over	57.5	58.2

Employer size	Sept. 2022	April 2022
Self-employed/sole proprietor	58.6	58.4
2-50 employees	60.3	58.7
51-100 employees	58.0	58.3
101-500 employees	61.3	59.3
501-1,000 employees	62.5	61.6
1,001-5,000 employees	59.9	60.6
5,001-10,000 employees	65.3	61.8
More than 10,000 employees	63.2	60.4

Manager	Sept. 2022	April 2022
Manager	61.8	59.3
Non-manager	59.9	59.6

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

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

Mental Health Index™ (industry)

The lowest mental health score in September 2022 is among individuals employed in Mining and Quarrying (45.7), followed by those working in Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use (53.5), and Agriculture, Forestry and Fishing (54.7).

Individuals employed in Transportation and Storage (66.1), Real Estate Activities (63.2), and Professional, Scientific and Technical Activities (63.1) have the highest mental health scores in April 2022.

Changes from the prior month are shown in the table.

Industry	September 2022	April 2022	Change
Transportation and Storage	66.1	58.8	7.3
Wholesale and Retail Trade	60.0	57.2	2.8
Accommodation and Food Service Activities	59.4	56.7	2.7
Professional, Scientific and Technical Activities	63.1	60.9	2.2
Arts, Entertainment and Recreation	59.0	57.0	2.0
Financial and Insurance Activities	62.1	60.1	2.0
Manufacturing	61.2	59.7	1.5
Information and Communication	59.6	58.1	1.5
Education	61.7	61.0	0.7
Agriculture, Forestry and Fishing	54.7	54.0	0.7
Human Health and Social Work Activities	60.9	60.4	0.5
Public Administration and Defence	61.4	61.3	0.2
Other Service Activities	59.0	58.9	0.1
Construction	59.9	60.0	-0.1
Activities of Extra-territorial Organisations and Bodies	56.0	56.7	-0.7
Electricity, Gas, Steam and Air Conditioning Supply	61.0	62.0	-1.0
Mining and Quarrying	45.7	46.8	-1.1
Administrative and Support Service Activities	59.9	61.4	-1.5
Real Estate Activities	63.2	65.0	-1.8
Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use	53.5	59.2	-5.7

Spotlight

Trust between employees and employers

Europeans were asked how trust between employees and their employer has changed compared to before the pandemic.

- Nearly three-quarters (74 per cent) indicate there has been no change in trust between employees and their employer compared to before the pandemic, and this group has a mental health score (62.7) two points above the European average (60.6).
- Sixteen per cent report a decline in trust between employees and their employer compared to before the pandemic. This group has the lowest mental health score (48.9), nearly 12 points below the European average (60.6).
- One in ten (10 per cent) report improved trust between employees and their employer compared to before the pandemic, and this group has the most favourable mental health score (64.3), nearly four points above the national average (60.6).
- More than one in five (22 per cent) in Poland report a decline in trust between employees and their employer compared to before the pandemic; fewer than one in five in France (19 per cent), 15 per cent in each of the Netherlands and Spain, and 12 per cent in each of Germany and Italy report the same.
- Managers are twice as likely as non-managers to report improved trust between employees and their employer.
- Parents are 50 per cent more likely than non-parents to report improved trust between employees and their employer compared to before the pandemic.

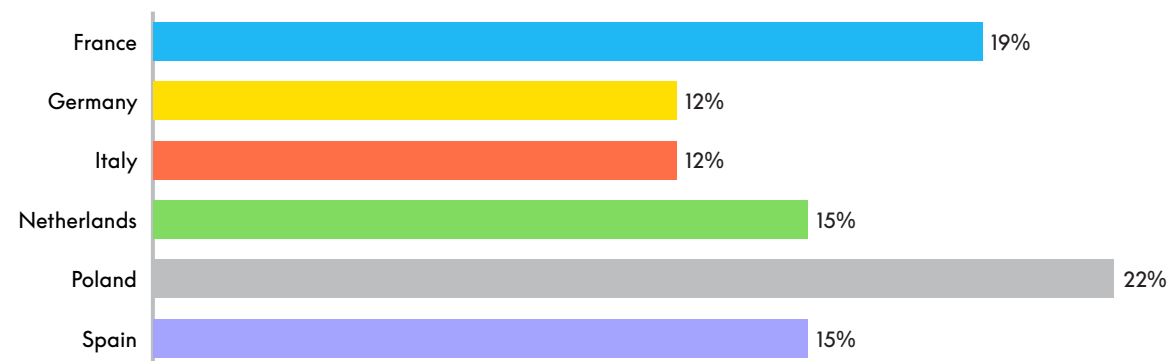
Change in trust between employees and employer compared to before the pandemic



MHI score by change in trust between employees and employer compared to before the pandemic



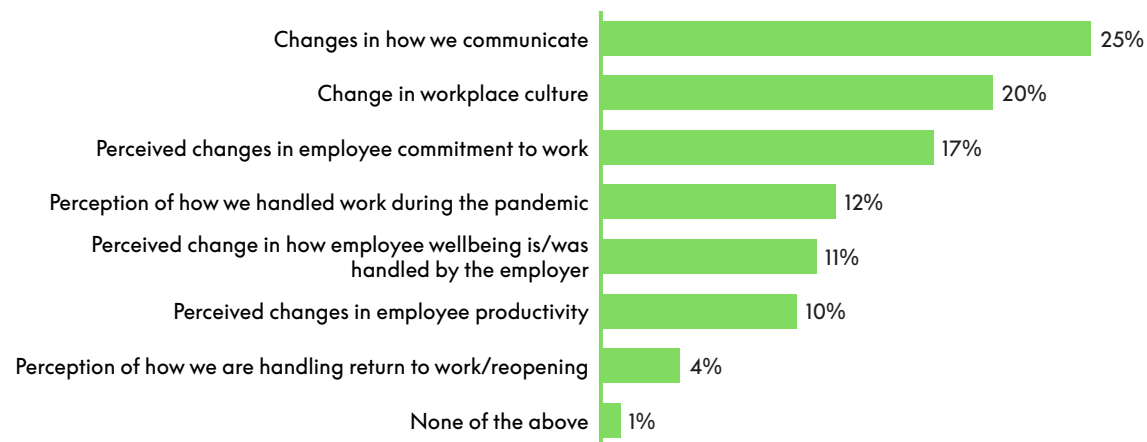
Trust has worsened between employees and employer compared to before the pandemic



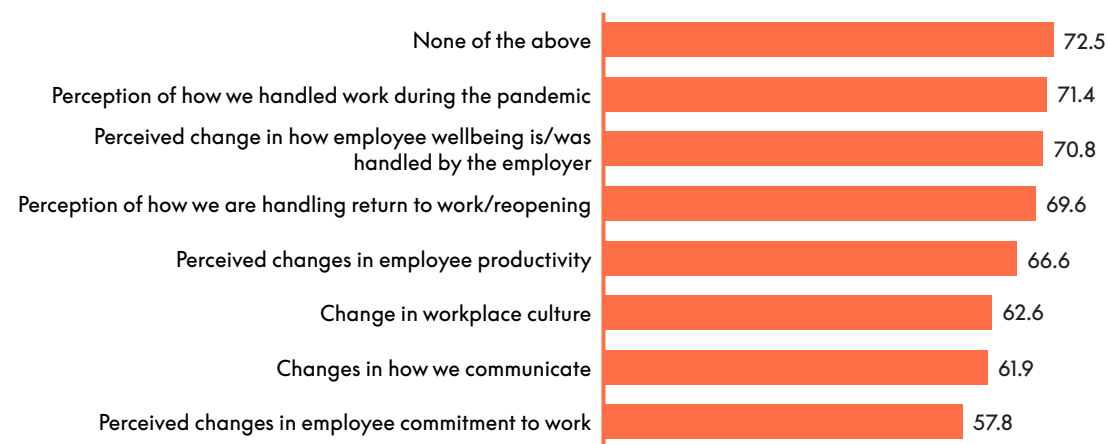
Europeans reporting **improved** trust between employees and their employer compared to before the pandemic were asked why the level of trust changed.

- One-quarter (25 per cent) indicate that changes in communication is the reason for improved trust between employees and their employer compared to before the pandemic, 20 per cent report a change in workplace culture, and 17 per cent report perceived changes in employee commitment to work.
- Respondents reporting increased trust because of how work was handled during the pandemic have the second highest mental health score (71.4), followed by those reporting increased trust due to perceived changes in how employee wellbeing is/was handled (70.8), and reporting increased trust because of how return to work/reopening is being handled (69.6).

Causes of improved trust between employees and employers



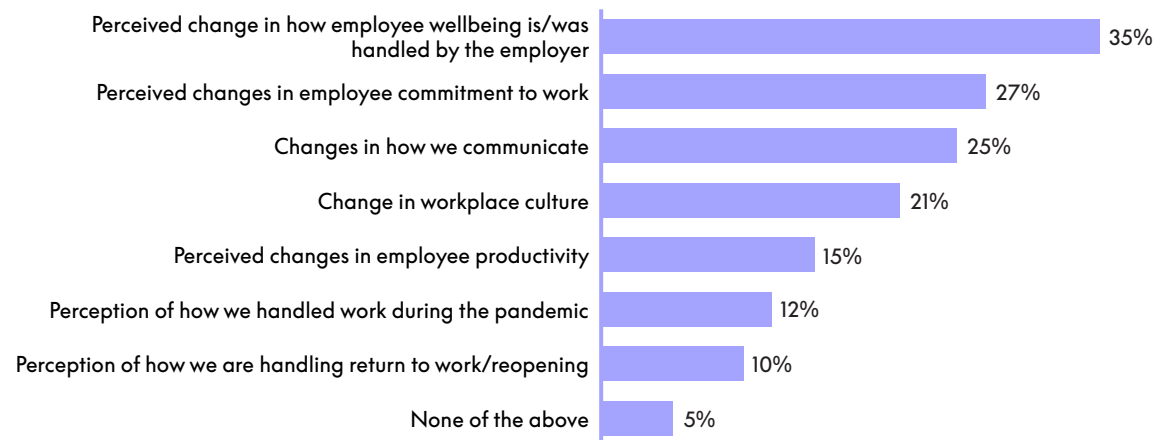
MHI score by causes of improved trust between employees and employers



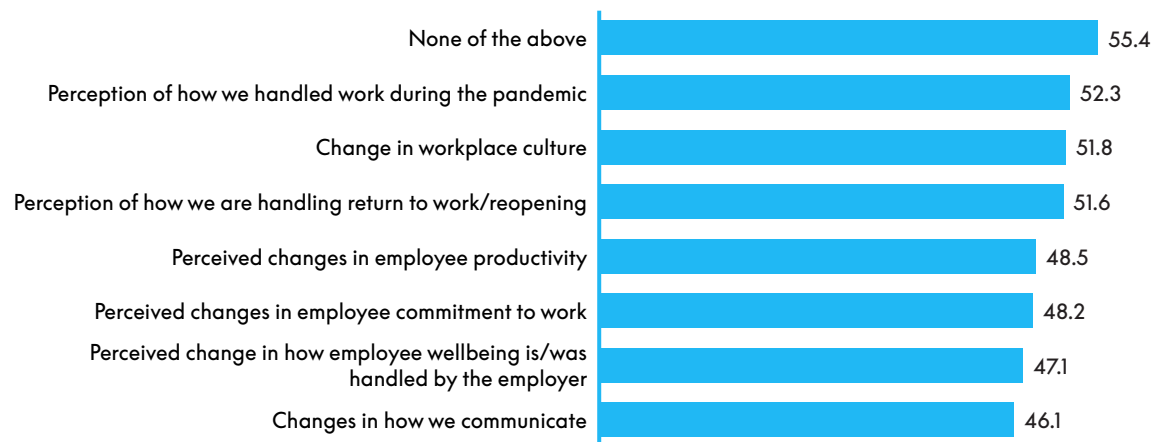
Europeans reporting a **decline** in trust between employees and their employer compared to before the pandemic were asked why the level of trust changed.

- More than one-third (35 per cent) indicate that perceived change in how employee wellbeing is/was handled is the reason for a decline in trust between employees and their employer compared to before the pandemic, 27 per cent report a perceived change in employee commitment to work, and 25 per cent report a change in communication as the reason for the decline.
- Respondents reporting decreased trust because of changes in communication have the lowest mental health score (46.1), followed by those reporting decreased trust due to perceived changes in how employee wellbeing is/was handled (47.1), and those reporting decreased trust because of perceived changes in employee commitment to work (48.2).

Causes of a decline in trust between employees and employers



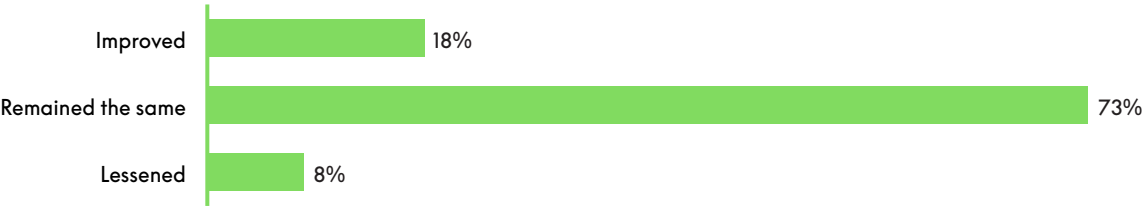
MHI score by causes of a decline in trust between employees and employers



Managers were asked how trust of their employees has changed compared to before the pandemic.

- Nearly three-quarters (73 per cent) indicate there has been no change in their trust of employees compared to before the pandemic, and this group has a mental health score (63.0), more than two points above the European average (60.6).
- Nearly one in ten (8 per cent) report a decline in trust compared to before the pandemic, and these managers have the lowest mental health score (47.0), more than 13 points below the European average (60.6).
- Nearly one in five (18 per cent) report improved trust compared to before the pandemic, and the mental health of this group (63.6) is three points higher than the European average (60.6).
- One in ten managers in France (10 per cent), Spain (10 per cent), and Poland (9 per cent) report a decline in trust compared to before the pandemic; eight per cent in Italy, seven per cent in the Netherlands, and six per cent in Germany report the same.

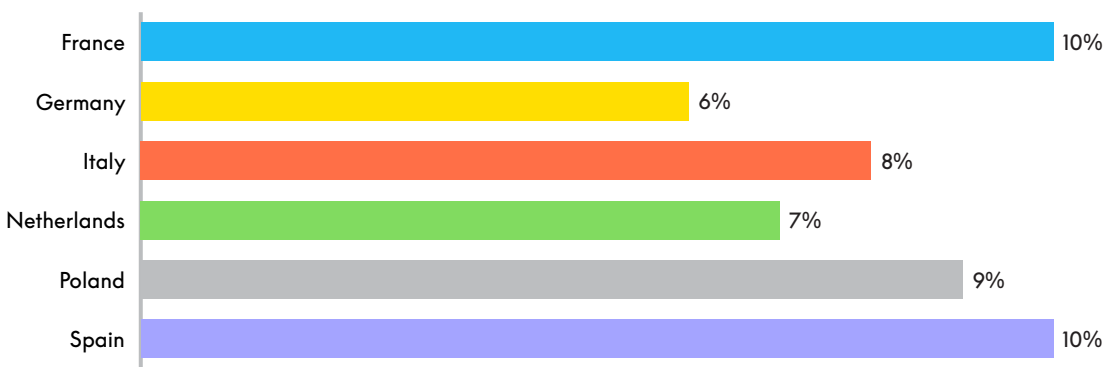
Managers: change in trust of employees compared to before the pandemic



MHI score by change in trust of employees compared to before the pandemic



Managers: decline in trust of employees compared to before the pandemic



Work effort

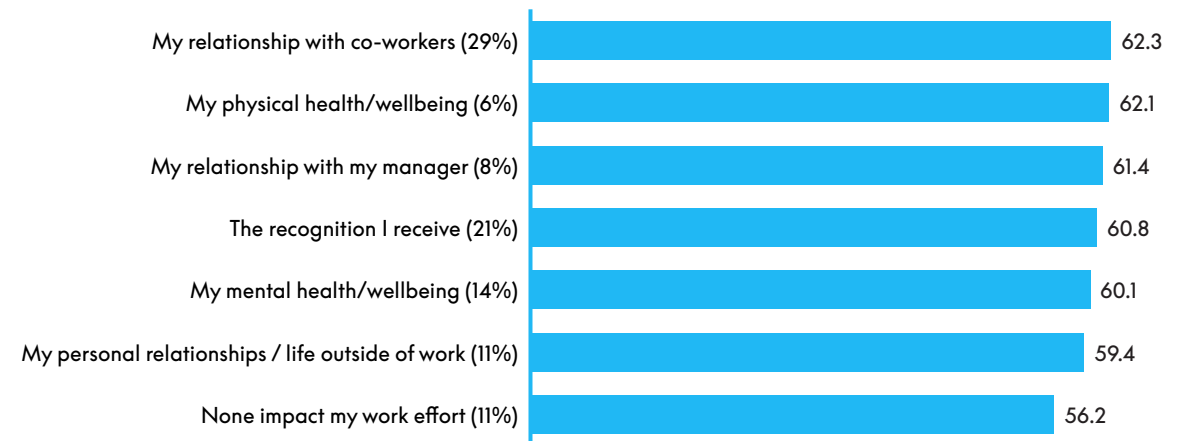
Europeans were asked which factors most **positively** impact the effort given to their work.

- Nearly three in ten (29 per cent) indicate that relationships with co-workers most positively impacts the effort given to their work.
- More than one in five (21 per cent) report that the recognition they receive most positively impacts the effort given to their work, and 14 per cent indicate that their mental health/wellbeing has the most positive impact on their work effort.

Factors that positively impact the effort given to work



MHI score by factors that positively impact the effort given to work

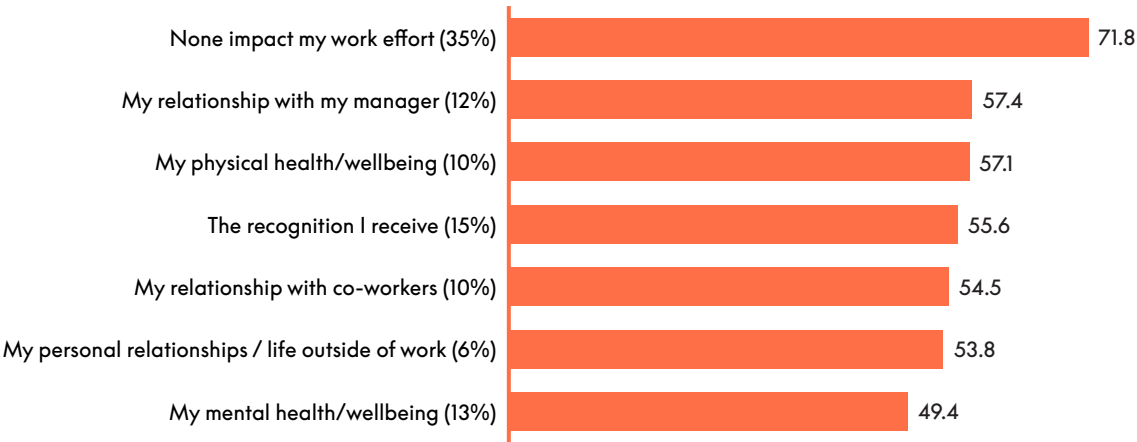


- Europeans were asked which factors most **negatively** impact the effort given to their work.
- Fifteen per cent report that recognition most negatively impacts the effort given to their work, followed by 13 per cent indicating that their mental health/wellbeing has the most negative impact on their work effort.
 - Respondents over 50 are 80 per cent more likely than those under 40 to indicate that none of the factors impact the effort given to their work.

Factors that negatively impact the effort given to work



MHI score by factors that negatively impact the effort given to work

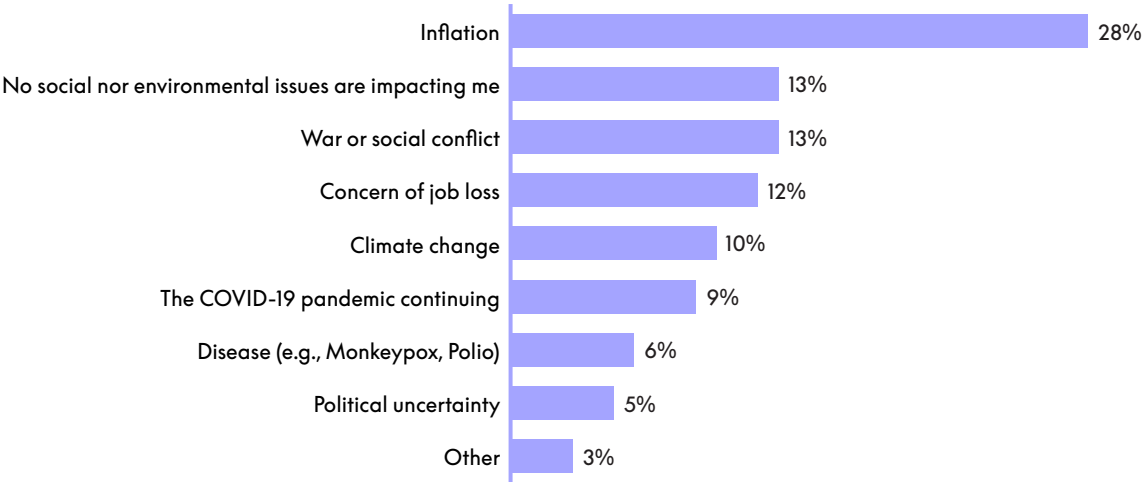


Stress

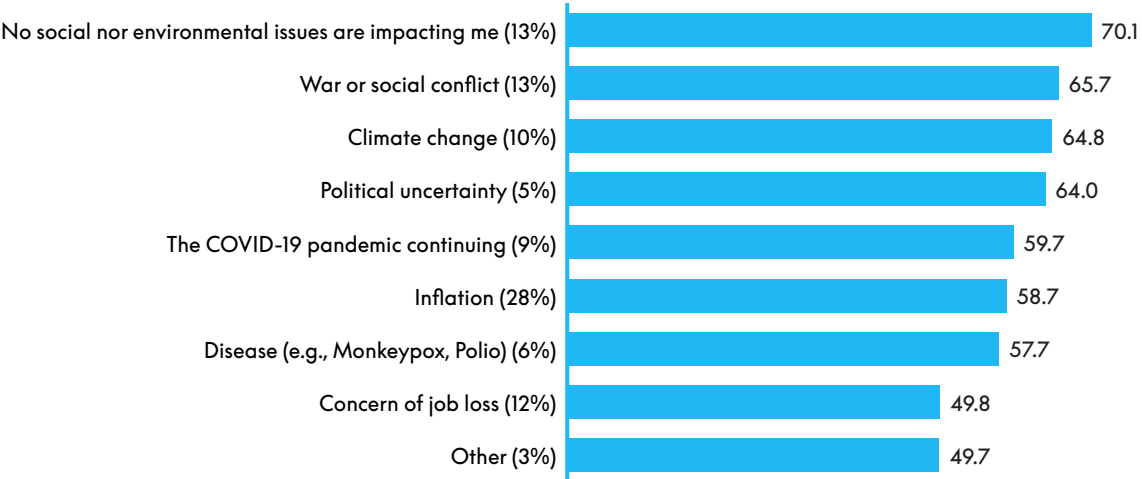
Europeans were asked about issues causing the most stress.

- More than one-quarter (28 per cent) identify inflation as the biggest stressor.
- Twelve per cent are most stressed over the prospect of job loss, and this group has the lowest mental health score (49.8), nearly 11 points below the European average (60.6).

Issues that cause the most stress



MHI score by issues that cause the most stress

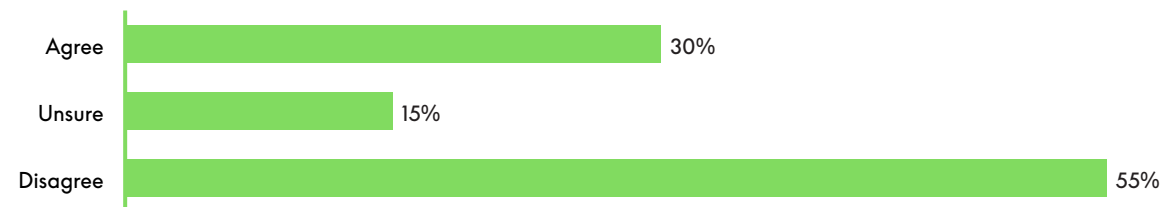


Isolation

Europeans were asked whether they feel alone more often.

- Three in ten Europeans (30 per cent) feel alone more often. This group has the lowest mental health score (42.4), 30 points below those who do not feel alone more often and more than 18 points below the European average (60.6). This group also has the lowest isolation score (25.1), more than 55 points below those who do not feel alone more often.
- More than half (55 per cent) do not feel alone more often. This group has the most favourable mental health score (72.4) and the most favourable isolation score (80.3).
- Respondents under 40 are nearly twice as likely as those over 50 to feel alone more often.

I feel alone more often



MHI score by I feel alone more often

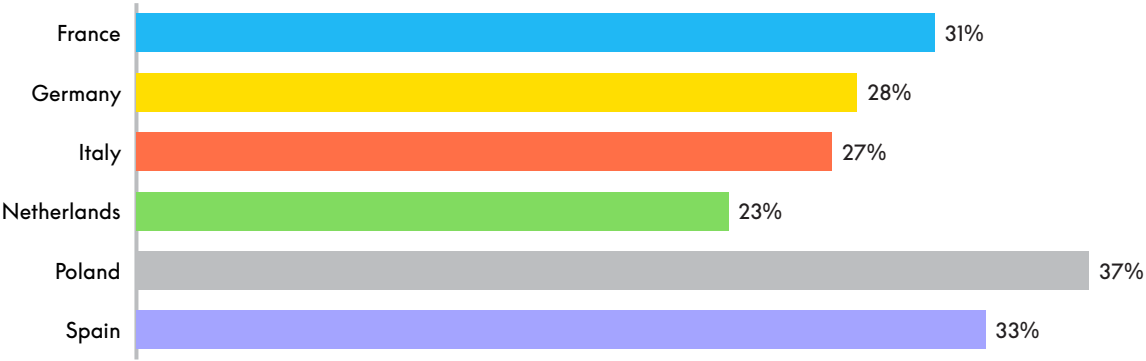


Isolation score by I feel alone more often



- Nearly two in five in Poland (37 per cent) feel alone more often, followed by 33 per cent in Spain, 31 per cent in France, 28 per cent in Germany, 27 per cent in Italy, and 23 per cent in the Netherlands.

I feel alone more often

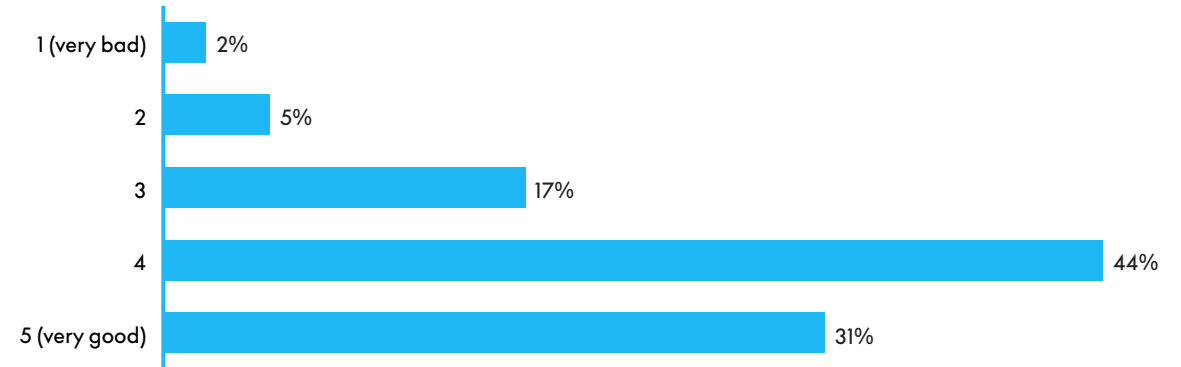


Relationship quality

Europeans were asked to rate the quality of family relationships on a scale from one to five, with one being “very bad” and five being “very good”.

- Three-quarters (75 per cent) rate the quality of family relationships as four or more. The mental health of this group is significantly higher than those who rate the quality of family relationships as bad or very bad.

Quality of family relationships

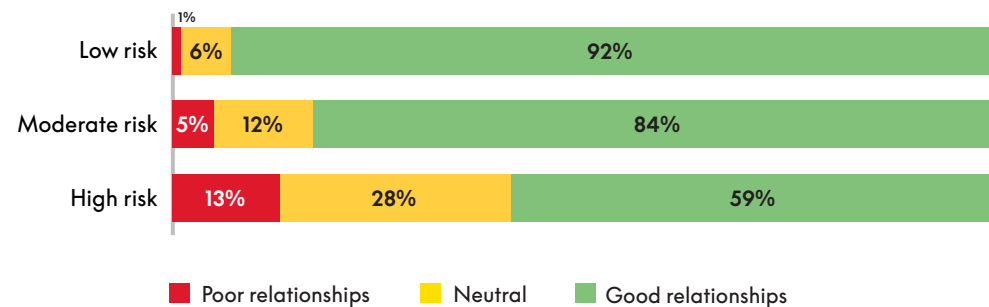


MHI score by quality of family relationships

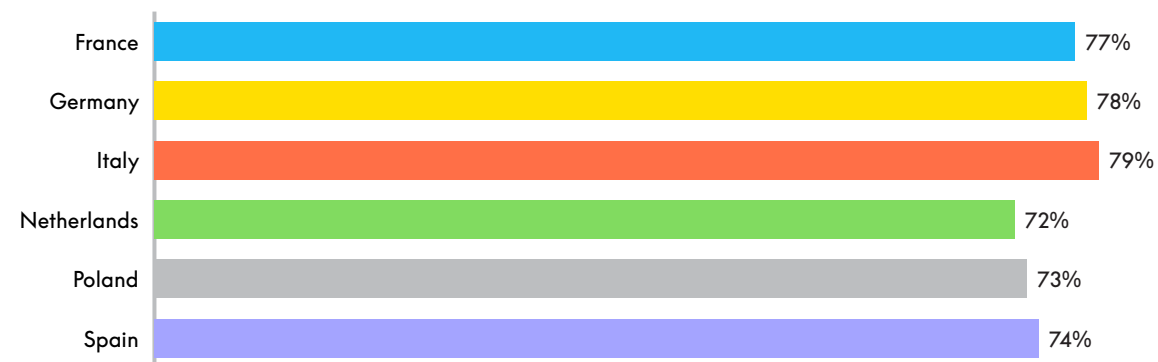


- Individuals with a low mental health risk are 50 per cent more likely than those with a high mental health risk to rate the quality of family relationships more favourably.
- Seventy-nine per cent of Italians, 78 per cent of German, 77 per cent of French, 74 per cent of Spanish, 73 per cent of Polish, and 72 per cent of Dutch are more likely to report good family relationships.

Mental health risk by quality of family relationships



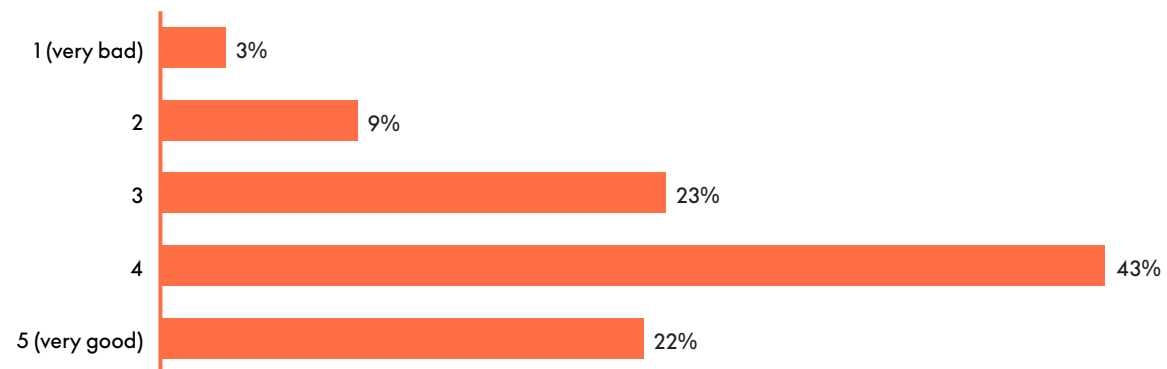
Good quality family relationships



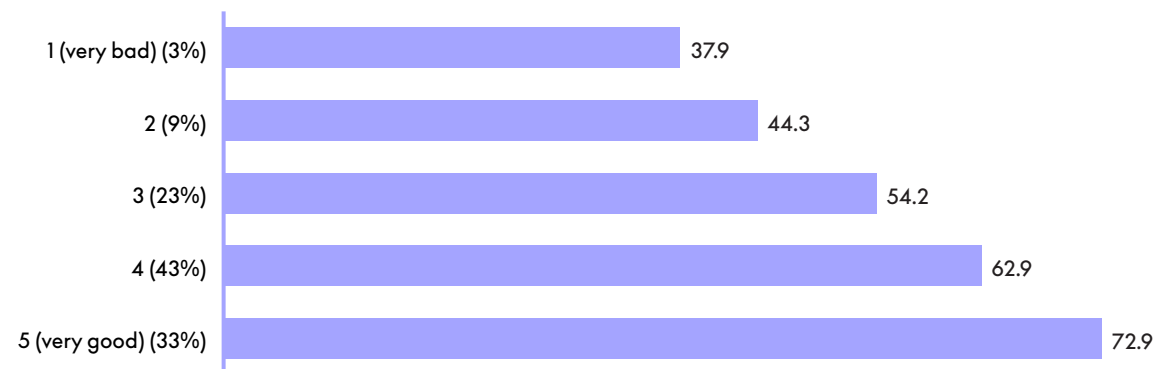
Europeans were asked to rate the quality of their friendships on a scale from one to five, with one being “very bad” and five being “very good”.

- Nearly two-thirds (65 per cent) rate the quality of their friendships as four or more. The mental health of this group is significantly higher than those who rate the quality of friendships as bad or very bad.

Quality of friendships

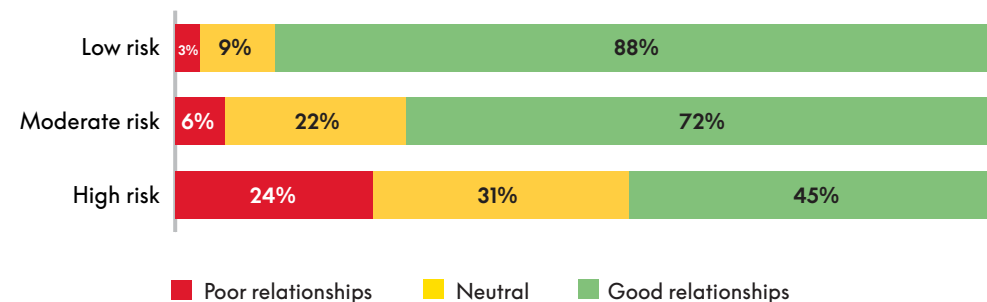


MHI score by quality of friendships

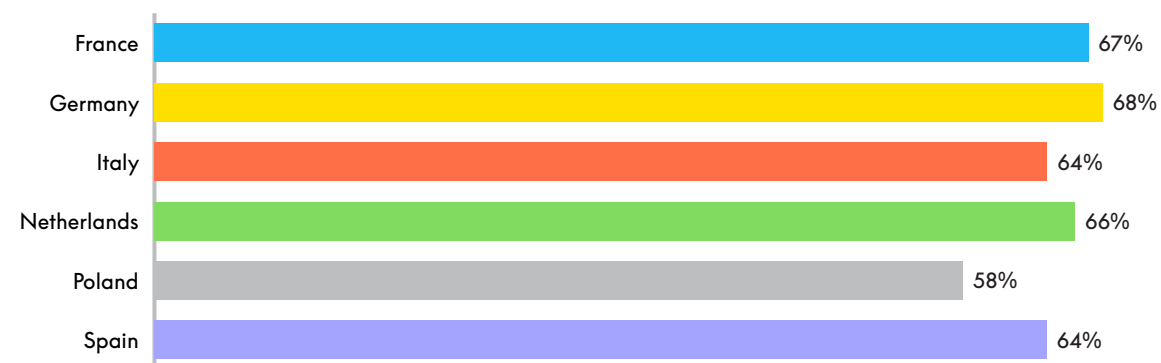


- Individuals with a low mental health risk are nearly twice as likely as those with a high mental health risk to rate the quality of their friendships more favourably.
- Germans (79 per cent) are most likely to rate the quality of their friendships more favourably, whereas respondents in Poland (58 per cent) are least likely to report good quality friendships

Mental health risk by quality of friendships



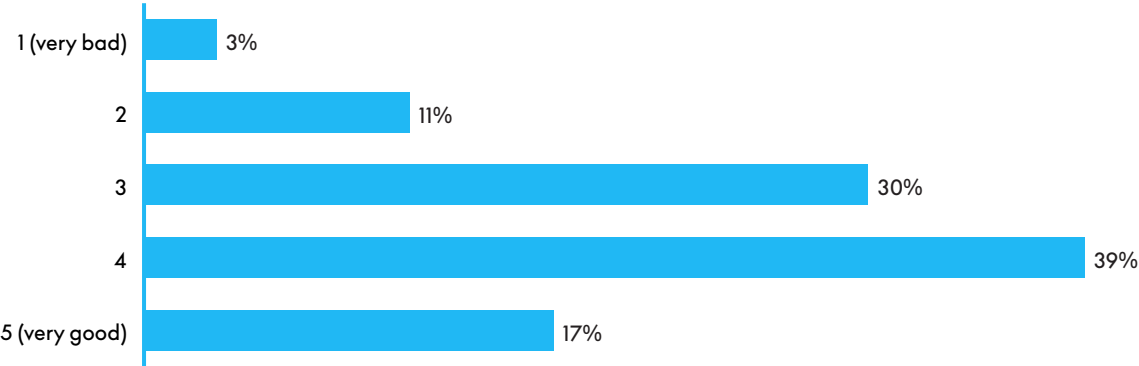
Good quality friendships



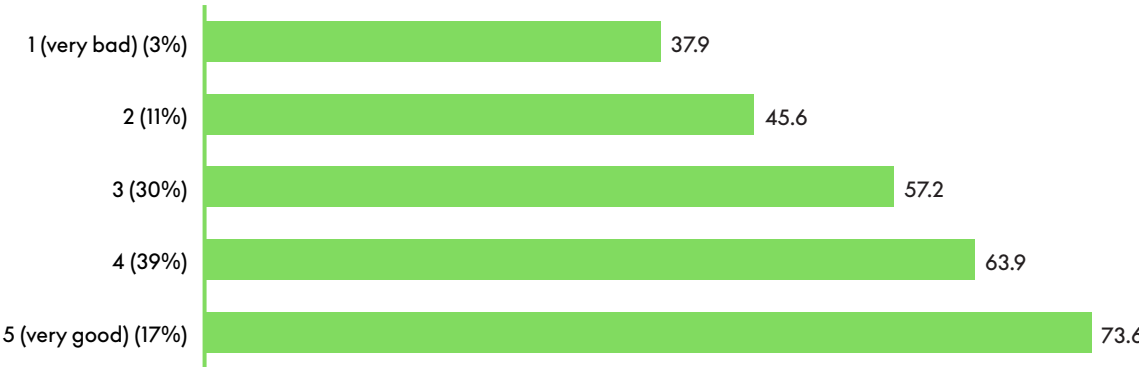
Europeans were asked to rate the quality of co-worker relationships on a scale from one to five, with one being “very bad: and five being “very good”.

- Nearly three in five (56 per cent) rate the quality of co-worker relationships as four or more. This mental health of this group is significantly higher than those who rate the quality of co-worker relationships as bad or very bad.

Quality of co-worker relationships

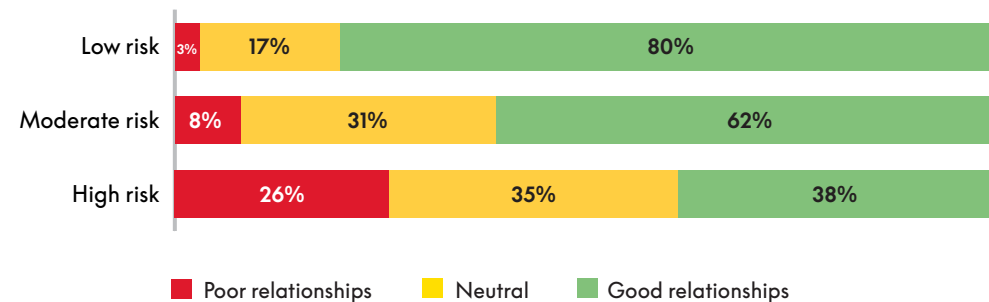


MHI score by quality of co-worker relationships

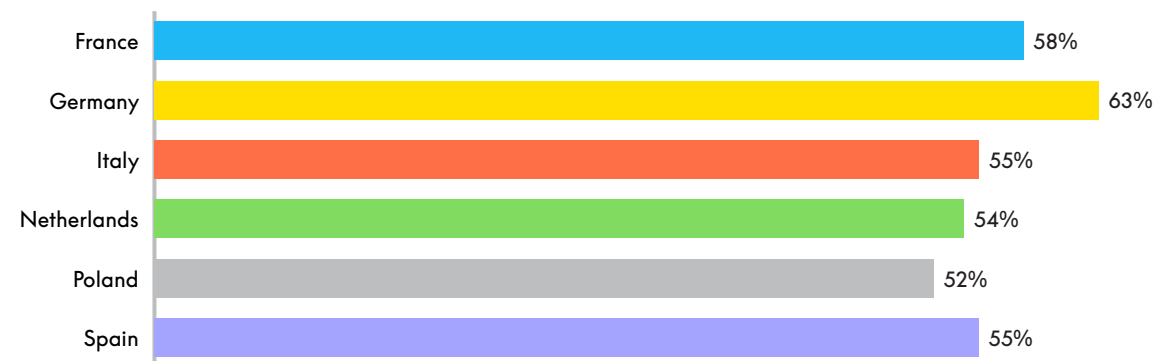


- Individuals with a low mental health risk are more than twice as likely as those with a high mental health risk to rate the quality of co-worker relationships more favourably.
- Germans (63 per cent) are most likely to rate the quality of co-worker relationships more favourably, whereas respondents in Poland (52 per cent) are least likely to report good quality co-worker relationships.

Mental health risk by quality of co-worker relationships



Good quality co-worker relationships



Mental health issues

Europeans were asked to self-report a diagnosed or undiagnosed mental health condition or issue.

- More than one in ten (13 per cent) report having a mental health condition or issue and the mental health score of this group (45.6) is 15 points below the European average (60.6).
- Fourteen per cent are unsure about whether they have a mental health condition or issue and the mental health score of this group (46.6) is 14 points below the European average (60.6).
- Nearly one in five (19 per cent) Germans report having a mental health condition or issue; 14 per cent of Dutch, Polish, and Spanish, 10 per cent of French, and seven per cent of Italians report the same.
- Respondents under 40 are nearly twice as likely as those over 50 to have a mental health condition/issue.

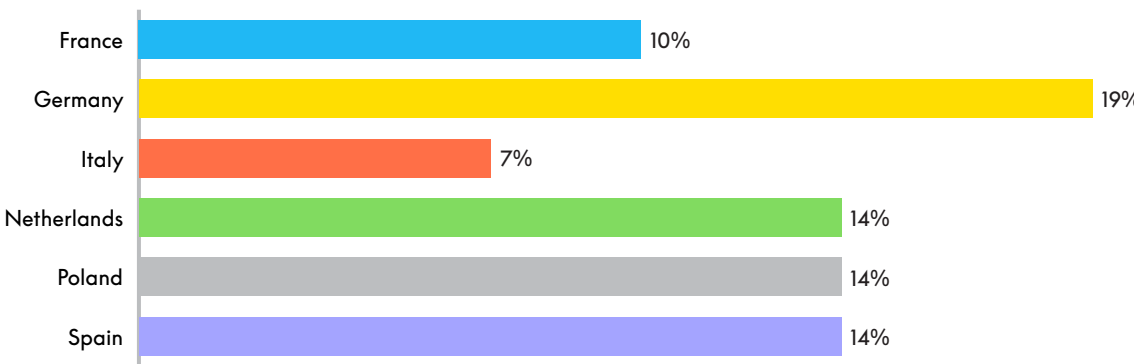
Do you have a mental health condition or issue?



MHI score by do you have a mental health condition or issue



I have a mental health condition or issue



Europeans reporting a mental health condition or issue were asked whether it has changed compared to before the COVID-19 pandemic.

- One-quarter (25 per cent) report their mental health condition or issue worsened compared to before the pandemic, and this group has a mental health score (33.4), more than 27 points below the European average (60.6).
- More than one in four (29 per cent) indicate their mental health condition or issue improved compared to before the pandemic, yet the mental health of this group (53.6) is 7 points below the European average.
- One-third (33 per cent) of Polish respondents, 30 per cent of Spanish, 27 per cent of Italians, 25 per cent of French, 23 per cent of German, and 16 per cent of Dutch report worsening of their mental health condition or issue compared to before the pandemic.
- Managers and parents are more likely to report an improvement in their mental health condition or issue compared to before the pandemic.

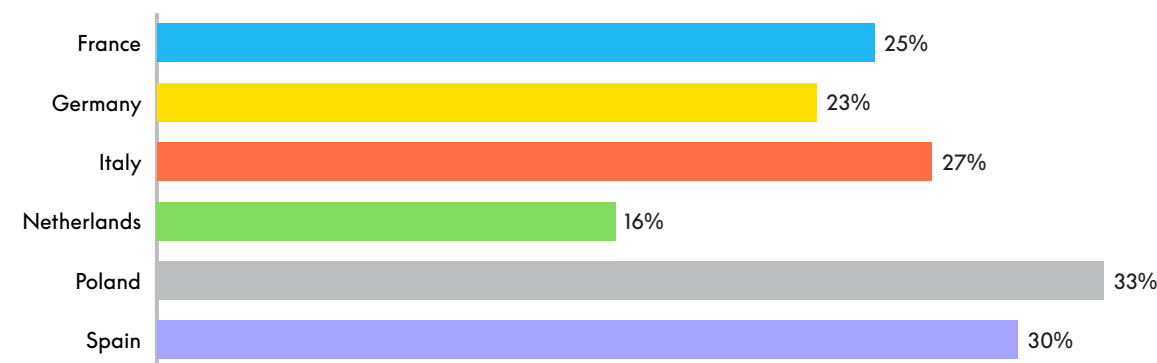
Change in mental health condition or issue compared to before the pandemic



MHI score by change in mental health condition/issue when compared to before the pandemic



Those reporting a worsening of mental health condition or issue during the pandemic



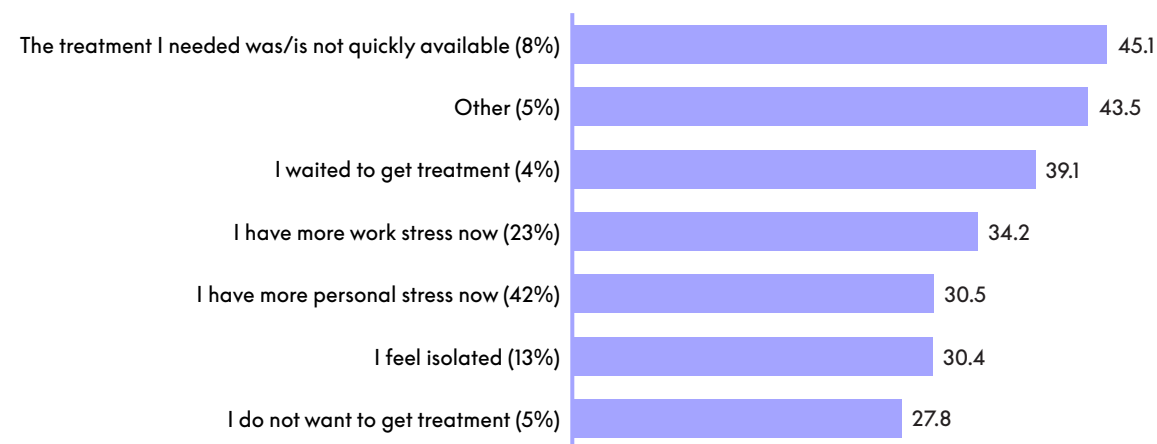
Europeans reporting a worsening of their mental health condition or issue compared to before the pandemic were asked why it worsened.

- More than two in five (42 per cent) indicate they have more personal stress, 23 per cent report more work stress, and 13 per cent report feeling isolated as reasons for their worsened mental health condition/issue.
- The mental health scores of these groups are significantly lower than the European average. Most notably, the mental health score of respondents who feel isolated (30.4) is more than 30 points lower than the European average (60.6).
- Men are 70 per cent more likely than women to identify work stress as the reason for their worsened mental health condition/issue.
- Non-parents are four times more likely than parents to identify isolation as the reason for their worsened mental health condition or issue.

Reason for worsened condition or issue



MHI score by reason for worsened condition or issue



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. 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 two parts:

1. The overall Mental Health Index™ (MHI).
2. 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 500 people in each of France, Germany, Italy, Netherlands, Poland, and Spain who 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 of each country. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between September 12 and September 22, 2022.

Calculations

Beginning in May 2022, corresponding to year 3 of the Mental Health Index by LifeWorks™, scores are represented as absolute. The move to absolute scores has been taken given the degree of change that has occurred over the last two years. It is unlikely that a return to pre-pandemic levels will be realized hence, the reference relative to that benchmark is no longer relevant.

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. Distribution of scores is defined according to the following scale:

Distressed 0 - 49 **Strained** 50-79 **Optimal** 80 - 100

Additional data and analyses

Demographic breakdowns 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



LifeWorks is a wholly owned subsidiary of TELUS now operating as part of TELUS Health as a result of its recent acquisition.

About TELUS Health

TELUS Health is a global healthcare company serving people in more than 160 countries delivering both digital innovation and clinical services to improve total physical, mental and financial health and wellness across the full spectrum of primary and preventative care. By leveraging the power of technology to deliver connected solutions and services both in-person and virtually, TELUS Health is improving access to care and revolutionizing the flow of information while facilitating collaboration, efficiency, and productivity for physicians, pharmacists, health authorities, allied healthcare professionals, insurers, employers and people globally, progressing its vision of transforming healthcare and empowering people to live healthier lives.

Our clinical team is composed of renowned and passionate health professionals around the world delivering best-in-class people-centric care to hundreds of thousands of employers, professionals and their families.

For more information, please visit: www.telushealth.com.