



# VITALITY *PULSE* INSIGHTS

ASSESSING THE VITALITY OF WORKPLACES IN A  
TIME OF CRISIS



# Keeping People Close During a Global Crisis



The outbreak of COVID-19 has led to an unprecedented global health and economic crisis. Its impact extends from individual lives to nation states around the world. Not only has the uncertainty associated with the crisis led to a general global angst, but it has forced the adoption of wholly new work modalities for individuals and organizations. With many countries around the world adopting strict stay-at-home orders, individuals are having to remain productive while juggling work and life priorities.

Vitality knows that organizational health and productivity is a function of the mental and physical health of a company's people. As communities in their own right, organizations play a critical role in understanding how their people are coping and, in so doing, providing their people with the necessary tools to empower them to maintain their health and productivity during an immensely challenging time.

To facilitate this, Vitality is leveraging its US Corporate news feed functionality to pulse timely surveys to its members. The ongoing surveys remain a critical channel to measure staff sentiment and adapt to changing circumstances in a proactive manner. Insights from these surveys, based on over 90,000 responses and counting, empowers organizations to keep their people close even though we may be apart.

**[Productivity]** Think of a typical week prior to the COVID-19 disruption. How productive did you feel last week relative to a typical week?

**[Sleep Quality]** How would you describe the quality of your sleep last week relative to a typical week?

**[Connectivity]** Think about your sense of connection to your employer prior to the COVID-19 outbreak. Which of these answers best reflects how connected you feel?

**[Development]** Many of us are spending more time at home than usual and using that time to learn new things. How are you spending your time?

**[Sleep]** How has the amount of sleep you have been getting changed over the past 7 to 14 days?

MARCH 23

ONGOING

**[Work Situation]** Think of a typical week prior to the COVID-19 disruption. What is your current work situation relative to your typical situation?

**[Tools]** Do you feel as though you have all the tools, training and information you require to perform your job to the best of your ability while working remotely?

**[Anxiety]** How are you currently feeling?

**[Diet]** How have your eating habits changed over the past 7 to 14 days?

**[Exercise]** How has the amount of exercise you have been getting changed over the past 7 to 14 days?

# Though Working Remotely, People Report Remaining Connected and Productive



## Remaining Connected and Productive During an Unprecedented Moment

### By March, almost 3 in 5 people reported working from home

In the United States, different states imposed work-from-home policies at different times. During a March 24<sup>th</sup> survey, 57.5% of individuals reported that they were working from home. Of that population, over 71% suggested that this was a new experience for them.

### Yet 2 in 3 people report being as or more productive than usual

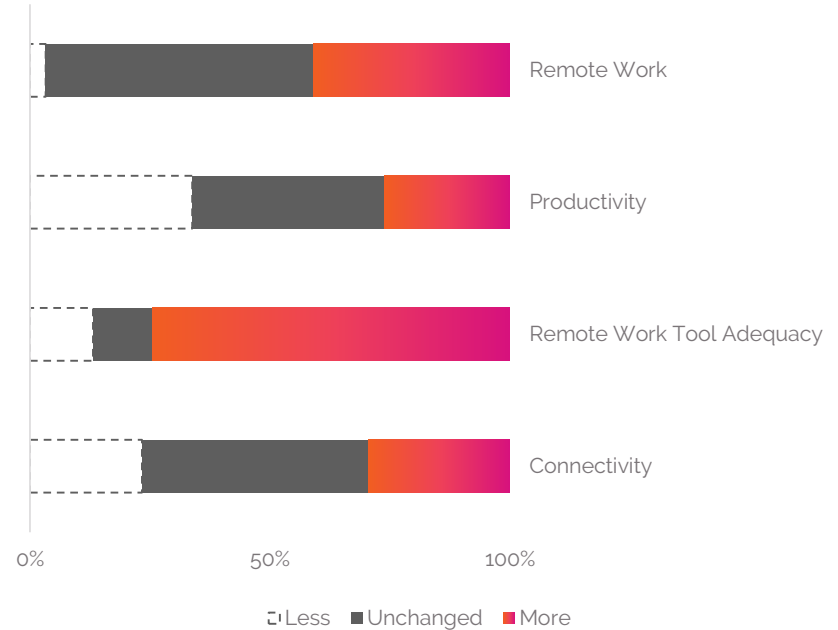
Despite the unprecedented circumstances, 40% of respondents stated that they were as productive as they were previously, while 26.2% said that were more productive than usual.

### Perhaps partly attributable to the fact that individuals have the tools they need

Almost three quarters of respondents (74.5%) reported that they agreed or strongly agreed that they had all the tools they needed to work successfully remotely.

### And the fact that employers had sustained good levels of employee connectivity

Almost three quarters of respondents (74.3%) reported that they felt as or more connected with their employer than usual.





# However, Health and Life Stressors Require Ongoing Monitoring

## Health and Life Stressors Are Taking Their Toll

### Almost a third of respondents noted that their sleep quality had deteriorated

While 47.8% of respondents noted that their sleep quality was consistent with pre-COVID-19 levels, 32% suggested that their sleep quality had deteriorated materially. Almost 38% of respondents reported sleeping less than they usually did.

### More people said their eating habits had improved than deteriorated

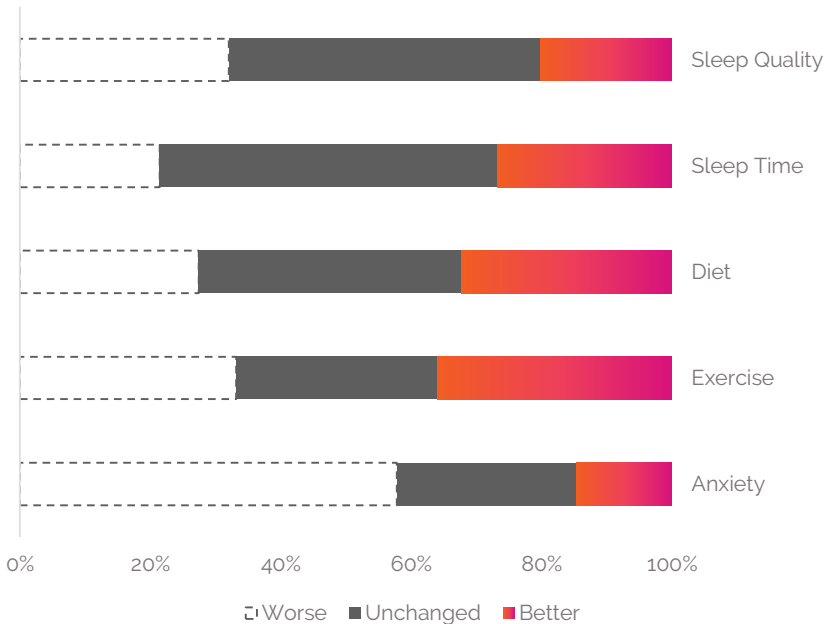
40% of respondents said their diets had remained fairly consistent. 27.4% of respondents said their diets had deteriorated while 32.3% said they improved.

### Exercise is a similarly mixed bag

While 30.9% of respondents said they were getting as much exercise as they have previously, 33.1% reported getting less, while 36% reported exercising more.

### Naturally, anxiety has increased during a time of immense uncertainty

57.8% reported feeling more anxious than normal under the current circumstances.

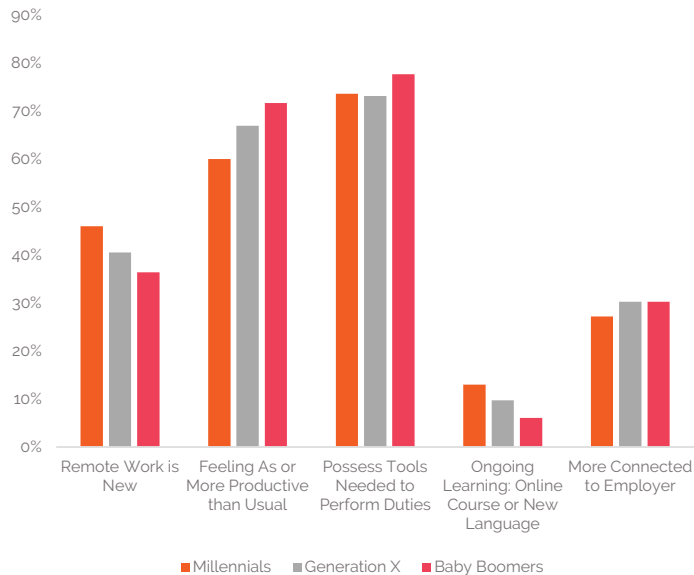


# The Workplace | Not Everyone Feels the Impact of COVID-19 in The Same Way



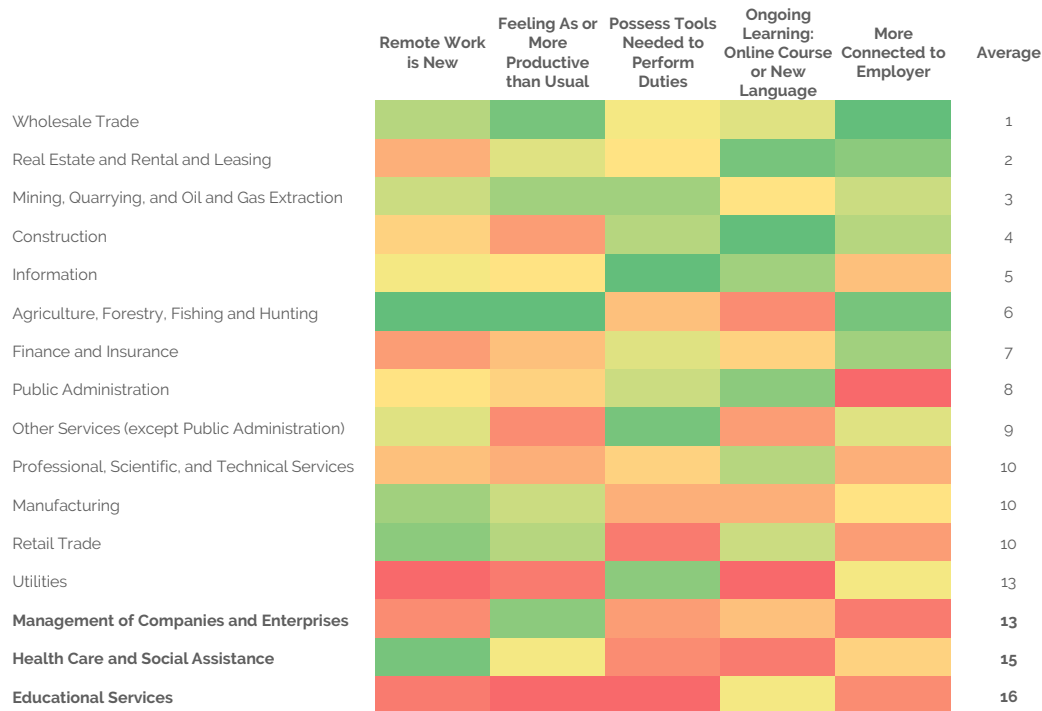
## Millennials Have Taken Particular Workplace Strain Relative to Their Older Colleagues

Millennials are more likely to report being new to remote work, which is associated with less productivity and a feeling of decreased employer connectivity compared to their older colleagues. Millennials are, however, more likely to use this moment for ongoing development by taking online courses or learning new languages.



## Educational Services and Health Care Professionals Feel Unprepared for the COVID-19 Crisis\*

Unsurprisingly, education and health care professionals have been forced to adopt entirely new work modalities, and deal with the immense health ramifications of the crisis, respectively. As such, they are more likely to report feeling ill-equipped for the ongoing crisis.



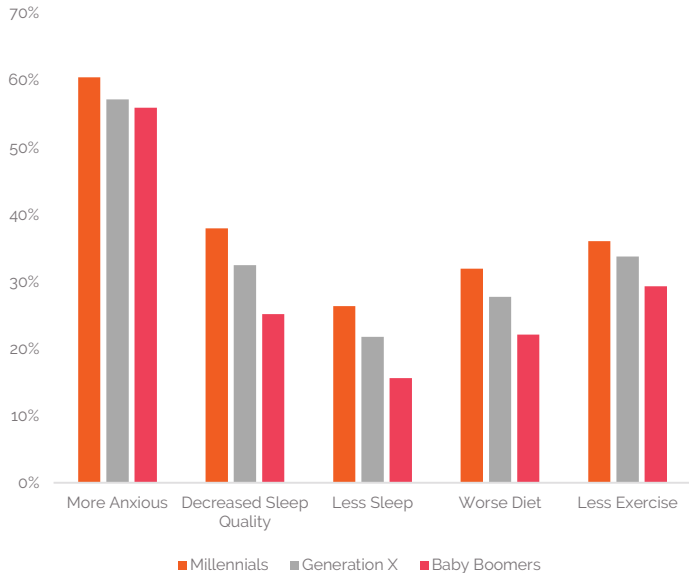
\*Ranking Definition: For each attribute, industries are provided with a relative rank compared to others. Cells highlighted in red indicate worse attributes than those in green. The Average column take the average ranking across all dimensions. A higher average ranking is worse.

# Health and Well-being | Not Everyone Feels the Impact of COVID-19 in The Same Way



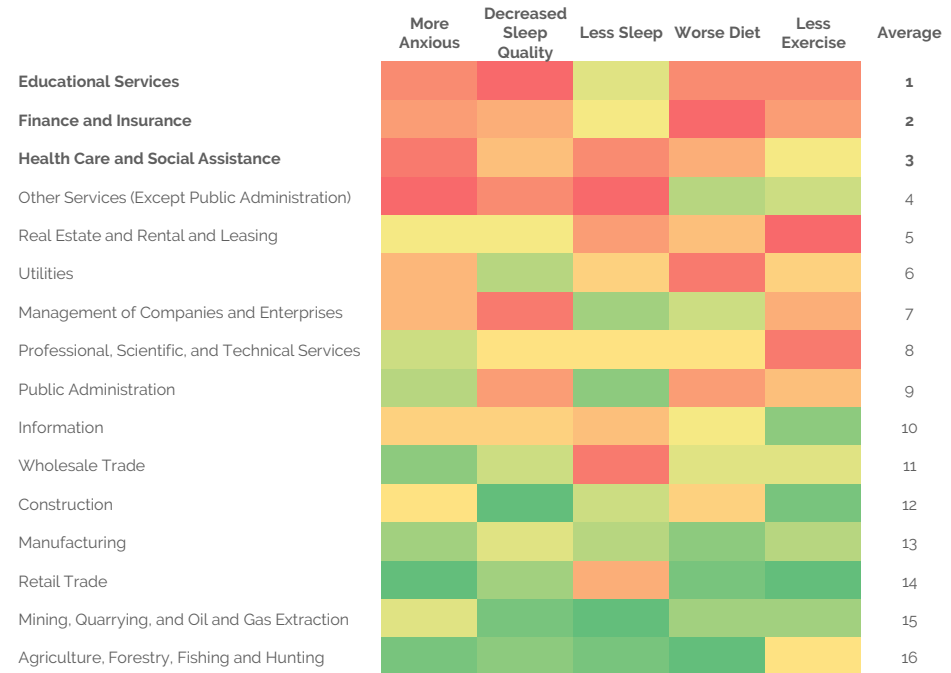
## Millennials Have Taken Particular Strain Relative to Their Older Colleagues

Across all measured mental and physical health dimensions, millennials report experiencing worse effects relative to their older colleagues.



## Educational Services and Health Care Professionals Are Challenged During a Moment of Crisis\*

Unsurprisingly, education and health care professionals have been forced to adopt entirely new work modalities, and deal with the immense health ramifications from the crisis, respectively. With the increased stress from their work environments, their mental and physical health is exhibiting material deteriorations.



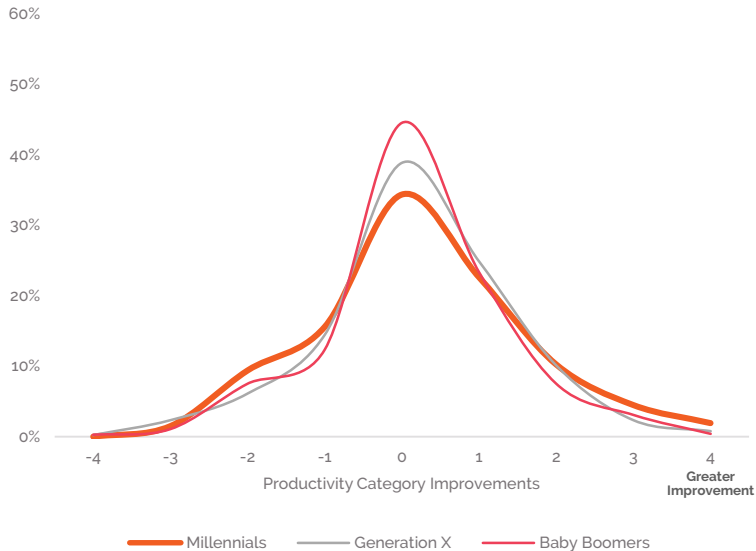
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# Productivity has Improved the Most for Those Most Impacted by COVID-19 Initially

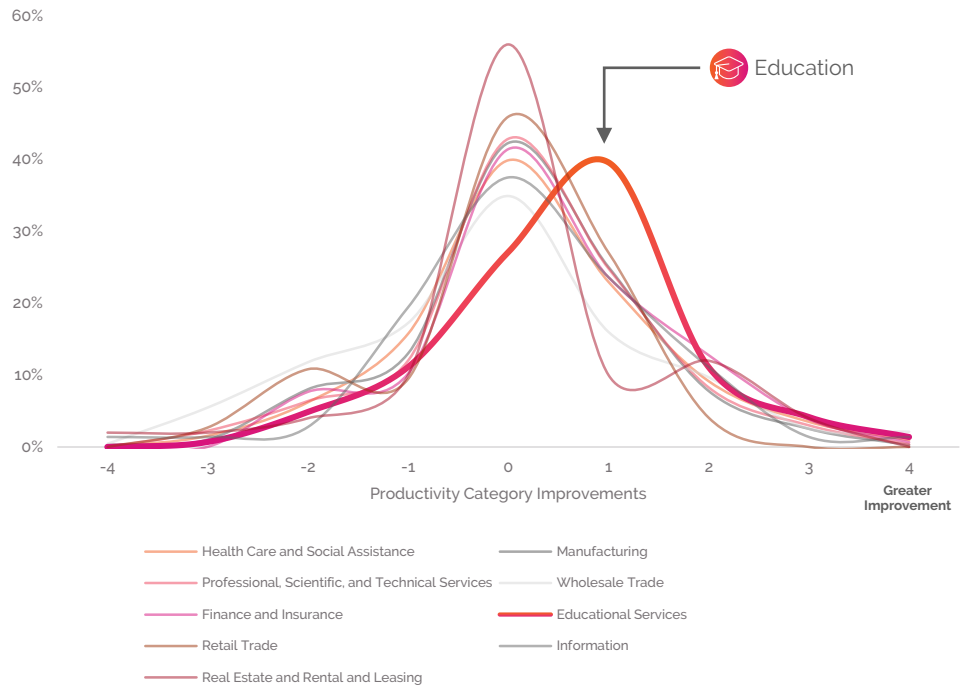
## Millennials Report Higher Rates of Self-Reported Productivity Improvements Over Time

Amongst individuals who reported their self-assessed productivity in March and April, millennials reported higher rates of improvements in self-reported productivity (relative to pre-COVID-19 levels) than their older colleagues.



## Education Sector Reports Higher Rates of Self-Reported Productivity Improvements Over Time

Amongst individuals who reported their self-assessed productivity in March and April, individuals in the education sector reported higher rates of improvements in self-reported productivity (relative to pre-COVID-19 levels) whilst wholesale trade saw the greatest decrease.



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