



20 July, 2023 (Thursday)  
3:00 pm – 4:00 pm



# Webinar: Care for physical, mental and financial health at work



# Holistic Wellness

Focus on Physical and Mental wellbeing

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Head of Consulting  
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A business of Marsh McLennan



# A conversation

- 1 What makes a wellness program successful?
- 2 What is holistic wellness
- 3 Data to drive wellness
- 4 Success measures
- 5 Key areas to focus



# What Makes A Wellness Program Successful?

- Understanding your workforce
- Customized Wellness Journey
- Agreed success measures (ROI)
- Help change positive behaviors & lifestyle choices of your employees
- Reduce claims
- Structured communications/engagement strategy
- Consistent wellness experience

**How confident  
are you on the  
wellness  
program you  
are offering?**



# What is Holistic Wellness?



**Physical**  
(Fitness & performance  
of the human body)  
*e.g., prevention,  
fitness, care steering*



**Social**  
(Your social  
network)  
*e.g., team  
challenges, events,*



**Environmental**  
(outdoor immersion  
and experiences with  
nature)  
*e.g., Hiking, planting trees,  
beach cleaning*



**Occupational**  
(job satisfaction  
and fulfillment)  
*e.g., career advice,  
career goal setting*

“Holistic wellness is about striving for being well in a way that utilizes every part of a person’s life, including the body and mind, emotional wellness and mental health, spiritual and social wellness, and overall wellness. Rather than just focusing on symptoms or specific issues, the concept involves how every aspect of a person intersects to influence their overall wellness, including even their personal relationships.”



**Emotional**  
(An individuals ability to  
identify and regulate  
emotions)  
*e.g., mental health,  
resilience*



**Financial**  
(Financial  
stability)  
*e.g., debt, tuition  
reimbursement*



**Spiritual**  
(Spiritual  
bonds and thriving  
spirituality)  
*e.g., meditation,  
mindfulness,*



# Why Wellness?

## 61%

Of Hong Kong adults currently suffer from **poor mental well-being**, with 1 in every 7 people developing a common mental disorder in their lifetime

## 55%

Of employees in **Hong Kong** feel stressed in everyday life

## 47%

Of employees **globally** feel stressed in everyday life

## 50%

Of employee's rate support with **mental health, resilience and personal relationship concerns** as very important

## 2 to 3 times

Increase in **lower-back and neck pain** in 2020/21

## 2x

Increase in **visits to physiotherapists, chiropractors and osteopaths** in 2020/21

# Focus on Mental Wellbeing

There are plenty of opportunities to offer the mental health benefits that employees find helpful

## 2023 Health on Demand



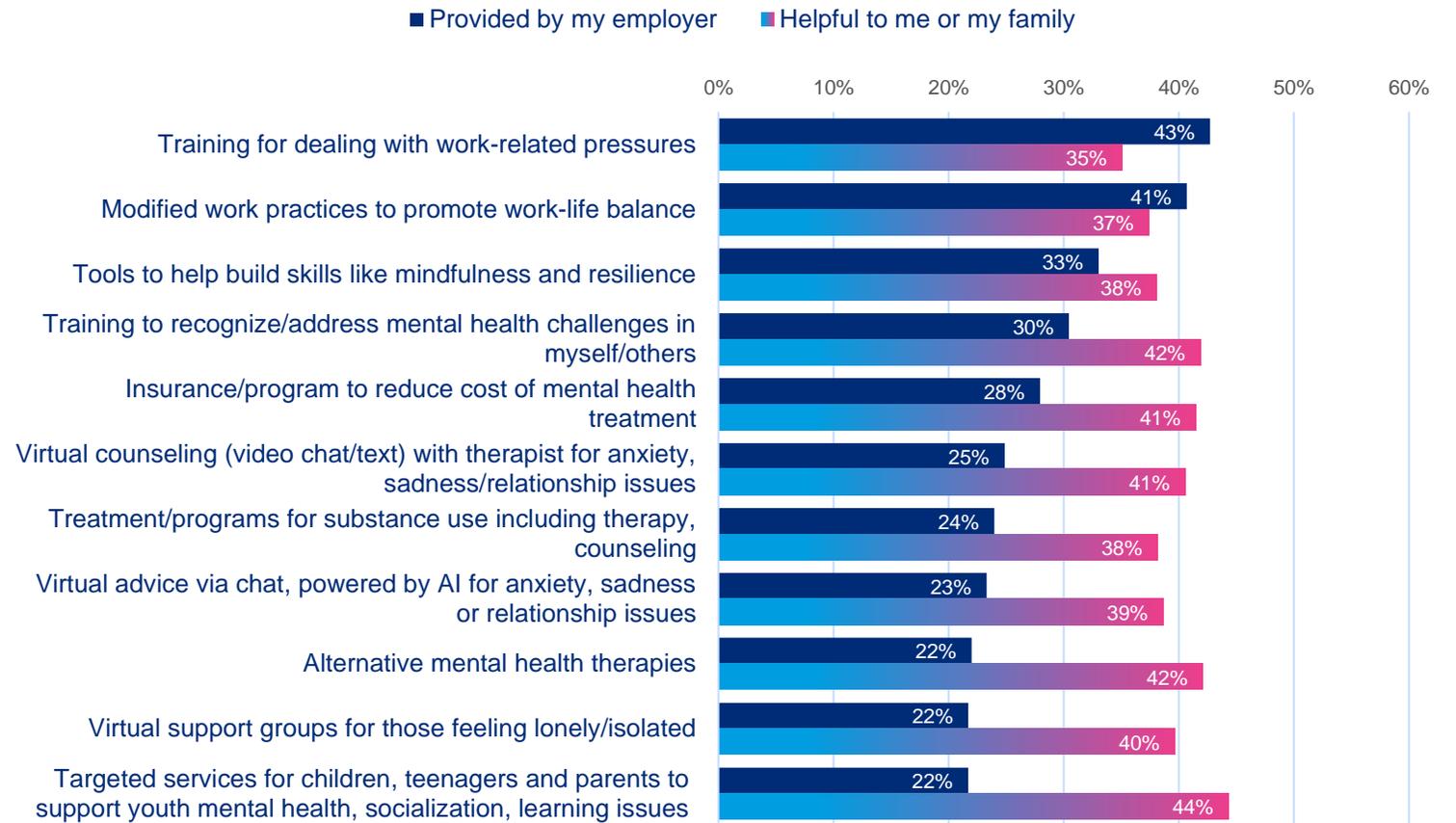
**Who** 17,531 employee respondents

### Where 16 markets

Asia: China, Hong Kong, India, Indonesia, Singapore  
 Europe: Italy, Netherlands, Spain, UK  
 Latin America: Brazil, Colombia, Mexico, Panama  
 Middle East: UAE  
 North America: Canada and USA

**When** Fielded in October-November 2022

Global survey understanding how workforce needs and attitudes around employee benefits are changing in response to current issues



# Focus on Physical Wellbeing

Different data points to drive wellness

## Top Outpatient Claims



**Musculoskeletal sys**  
Paid: \$3,498K  
(#Claimants: 1,689)



**Respiratory system**  
Paid: \$2,610K  
(#Claimants: 3,530)



**Skin and subcut.**  
Paid: \$1,655K  
(#Claimants: 1,623)



**Genitourinary system**  
Paid: \$1,535K  
(#Claimants: 1,024)



**Digestive system**  
Paid: \$1,105K  
(#Claimants: 1,736)

## WHO Recommendation

The World Health organization recommends at a minimum of 2.5 hours of aerobic activity per week.

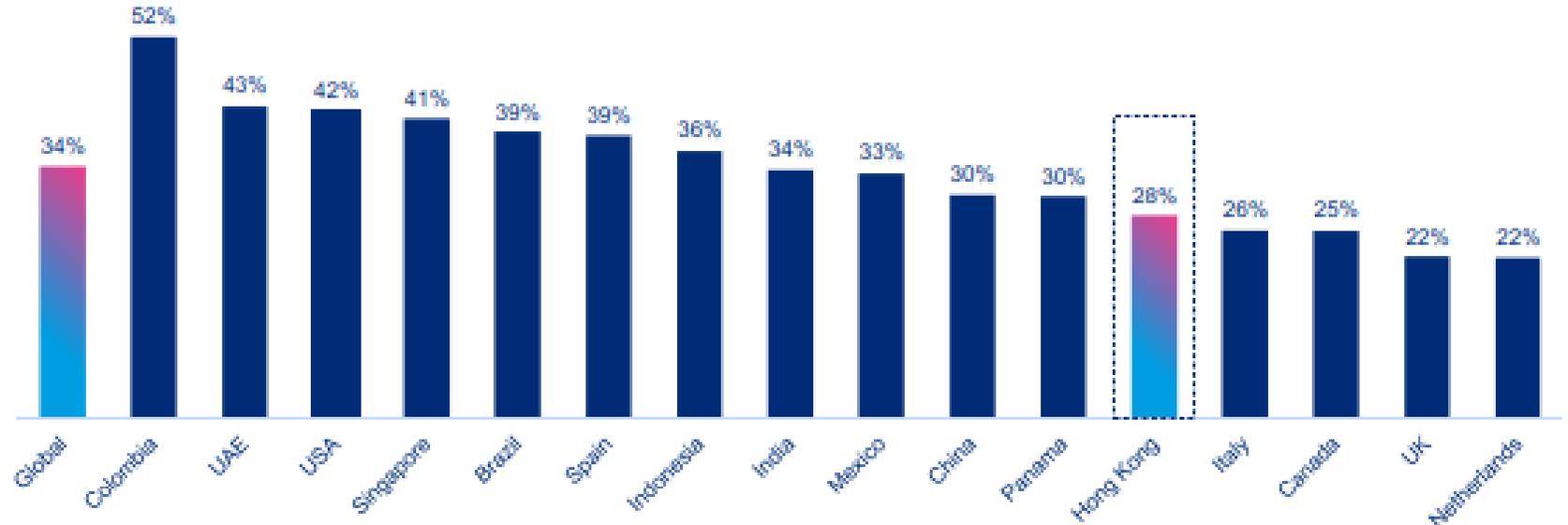
## Employee Data – Health Checks

**55%**  
Last year

**30%**  
> 2 years ago

**15%**  
Never

Basic health checks as a benefit is not typically covered through their employer



# Focus on Physical & Mental Wellbeing

## Success Measures



+



=



happy human!

1

To increase employee/ employer engagement in promoting mental well-being

2

To reduce stigma towards people with mental illness

3

To enhance employee/ employer knowledge about mental health with a view to encourage help-seeking and early intervention

1

Reduce a specific claims line

2

> 20% of employees (vs current state) completing a health check this year

3

>20% of employees (vs current state) participating in 2.5 hours of aerobic activity per week.

# Focus on Physical & Mental Wellbeing

## Key areas to focus



- Workshops
- Positive training to all people managers
- Positive training to all employees
- Safe channel for employees to express their feelings



- Volunteer work
- Organize social activities for employees
- Spend more time with family members



- Physical activities or mind-body exercises and encourage employees to exercise on a regular basis
- Organize different interesting classes such as sports, DIY workshops and encourage employees to learn new things that they like, develop new skills & strengths, maximize their potential and achieve satisfaction

# Financial Wellbeing

Freddie Cheng  
Head of MPF Business,  
Hong Kong

A business of Marsh McLennan



# Global Talent Trends 2023 HR leader pulse survey

## Most critical for success globally

2023 is a defining year as ambitious transformation plans and persistent challenges come face-to-face with new realities. HR will need to maintain energy and momentum to ready itself and the business for what lies ahead.

1 Enabling new ways of working  
(remote, hybrid, gig)

2 Focusing on company culture  
development

3 Upholding diversity, equity and  
inclusion

4 Impacting total well-being  
outcomes

5 Enabling a skills-based  
organization



# Total Well-being Proposition

Creation of a high quality scalable solution that will generate ROI to allow for future Investment and service development

## Employer Value

- Supports Employers broader Wellbeing Initiatives
- Reduces absenteeism and presentism
- Increases productivity
- Retains and attracts human capital
- Supports DE&I agenda
- Improves engagement through communication
- Supports workforce transformation

## Employee Value

- Improves understanding of benefits
- Improves financial skills
- Reduces financial stress
- Improves mental and physical health
- Increases engagement
- Allows employees to create plans for their future/explore options
- Allows employees to retire

Pension  
Changes

Holistic  
Wellbeing

Low  
Engagement

Communication  
Strategy

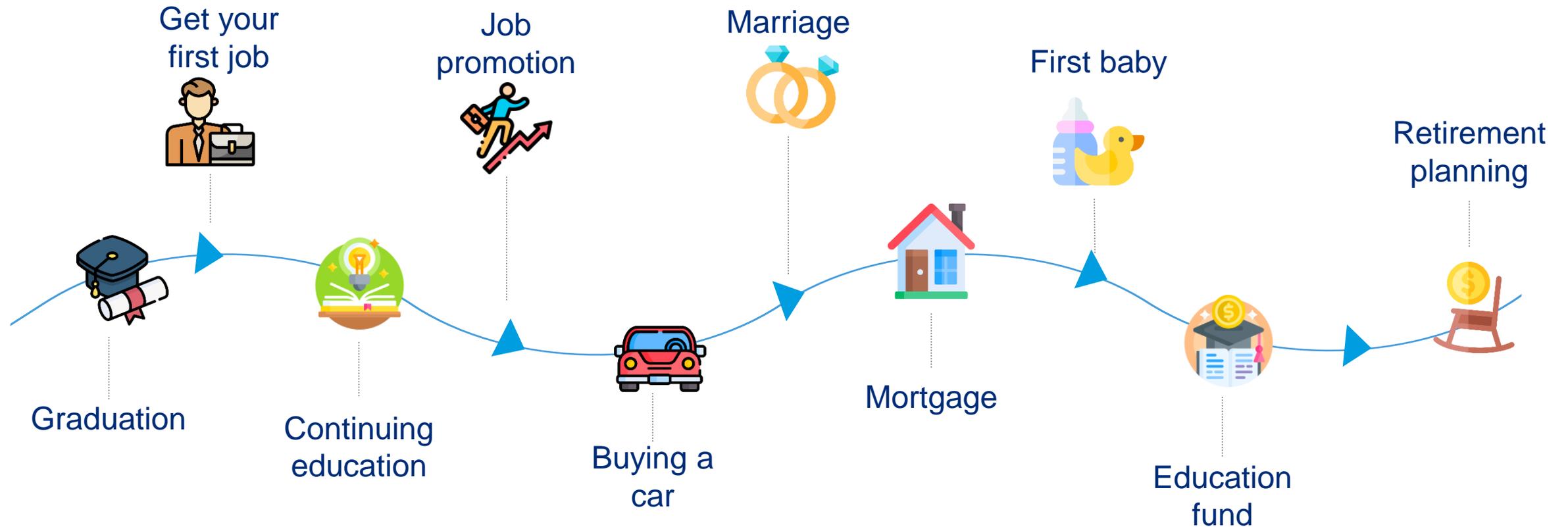
Diversity,  
Equity &  
Inclusion

Workforce  
Stagnation

# Financial Wellbeing – the 4 elements



# Financial wellness horizon spans across whole lifetime

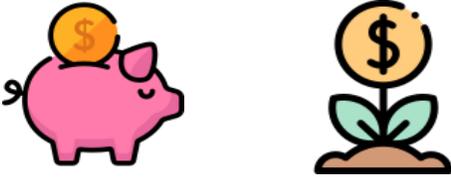


Financial wellness should be one of the life goals throughout different stages of your lifetime

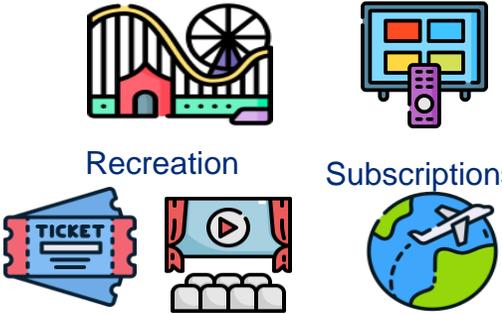
# Budgeting - Expenditure Categorization

3 main types of expenses: Needs, Wants, Savings

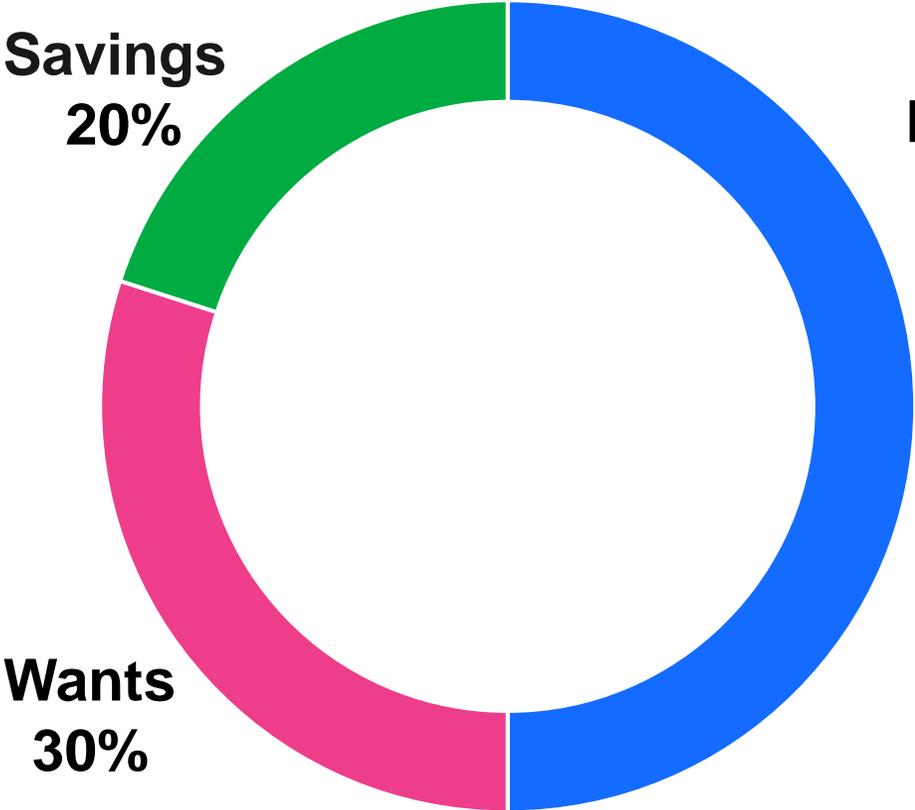
Some suggest this allocation...



Savings      Investments



Recreation      Subscriptions  
Entertainment      Travel



Needs  
50%



Food      Housing  
Transport      Utilities      Clothing

Do you think your current budget allocation fits the 50/30/20 rule?

# Protection

1

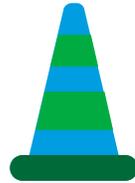


## Financial Security

What is financial security? How much liquidity should you prepare for it?

(e.g. 6x Monthly Salary)

2



## Unexpected Events

How should you allocate your saving to reserve for unexpected events?

(e.g. unemployment, hospital expense)

3

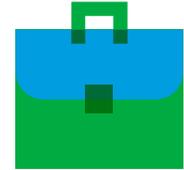


## Insurance Protection

How does insurance protection secure financial wellness?

(e.g. medical insurance, critical illness insurance etc.)

4



## Corporate Protection

What are the types of employee benefits that secure your financial wellness?

(e.g. healthcare coverage, retirement benefit, pension plans etc.)

# It is about planning and taking action early

1



**Time is money.** You can earn more with lower amount of savings if you **start earlier**

2



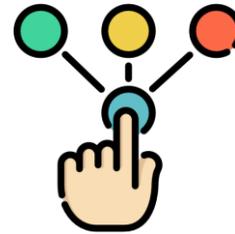
**Use a financial tool** to calculate how much you need to save monthly to **finance your life goals**

3



If you **raise contribution proportion today**, you can boost your retirement savings to ensure a stable flow of income

4



Consider saving vehicles like **TVC and QDAP** to achieve your retirement goals, while enjoying **tax benefits**

# Financial wellbeing strategy considerations



## Top employer concerns

### Employers are asking...

- What is the best way to incorporate financial wellbeing into our overall business strategy?
- How do we determine what our population needs, could benefit from, or would value?



## Financial value

### Employers may experience...

- Reduced turnover
- Increased trust of employer
- Increased rewards appreciation and industry recognition
- Reduced distractions allowing greater focus and productivity
- Reduced absences



## Practical application

### Employers should consider...

- Independence of solutions
- Integration with overall benefit strategy
- Budget
- Economies of scale opportunities
- Inclusivity of solutions

# What does success look like?

## Short Term



**What are the metrics of success?**

- Participation Results
- Satisfaction Results

## Mid Term



**What can employers expect?**

- Engagement Results
- Preliminary Outcomes

## Long Term



**What business objectives can be met?**

- Positive impact on turnover, recruiting, employee output, presenteeism, and being an employer of choice
- Employee sensing and feedback opportunities

