

The value of rehabilitation and wellbeing

DURING THE YEAR OF COVID-19

A timeline of how Unum responded to the pandemic making a difference to customers' lives in 2020.

1,711

rehab cases received across a range of health conditions

95.1%

returned to work or had their rehab case resolved

JANUARY
FEBRUARY

#1
First UK coronavirus case

Our existing return to work service continued to support employees with any health conditions, to remain in work or to return to the workplace.

MARCH

Stress and anxiety grew as we entered the first lockdown. We updated our processes to support customers working remotely. Meanwhile, Help@hand offered fast access to mental health professionals.

↓
Lockdown 1.0



Lifeworks provided

17,268
counselling sessions

Help@hand
from unum

12,107
appointments booked via the app**

95%

of mental health appointments made via Help@hand were offered within 2 working days

APRIL

PM in intensive care

The NHS faced huge strain in the pandemic's first wave. Use of Help@hand*, particularly the remote GP soared. We provided free access to the app for SMEs.

1 in 4
Help@hand appointments booked were

OUT OF HOURS

Over **15,000** attendees at our wellbeing courses in 2020

Even as lockdown 1.0 eased, the pandemic continued impacting employees. We expanded our workshops to offer ongoing support in this new world.

First steps on lockdown easing

93%

of these sessions were rated 'Good' or 'Excellent'



JUNE

Schools / non-essential retail reopen

We published helpful guidance on everything from supporting furloughed employees to best practice for remote working.

4,785
Managers attended our Mental Health and Stress Management sessions

JULY
AUGUST

COVID-19 made mental health support more important than ever. Unum's Mental Health Pathway offers quick access to tailored support for mental health concerns.

Face masks in shops / supermarkets

Mental Health Pathway queries in 2020 increased by

50%

of rehab referrals received were for mental health

“ It was very helpful to have someone offer further tips and guidance on how to improve my mental wellbeing ”

HOW OUR WELLBEING CHECK HAS HELPED OUR CUSTOMERS

SEPTEMBER

Social gatherings 6+ people banned

As restrictions returned on social gatherings, we launched our Wellbeing Check, providing personalised 1-to-1 coaching sessions for employees struggling with their wellbeing.

97%

OCTOBER

COVID cases rise sharply

As a second wave hit the NHS, our Cancer Pathway offered support to employees with cancer through diagnosis, treatment, post-treatment and end of life.

18%

of Critical Illness claimants used our cancer support service provided by Reframe

<reframe>

NOVEMBER

7,585

people registered for our Wellbeing Calendar

↓
Lockdown 2.0

Our return to work service offered support and tailored case management for employees with all conditions, including long COVID.

DECEMBER

↓
Lockdown 3.0

As 2020 drew to a close, we looked back on our Wellbeing Calendar and its events and resources on topics such as stress, improving sleep and healthy eating.

Our wellbeing podcasts got **2,388** plays over the year

* Help@hand is a virtual, value-added benefit service which connects the employees of Unum customers to third party specialists who can help manage their health and wellbeing, and that of their family. Access to the service is facilitated by Unum at no cost to the Unum customer. Unum is not the provider of the service, but can withdraw or change the service at any time. The service is entirely separate from any insurance policy provided by Unum and is subject to the terms and conditions of the relevant third party specialists. There is no additional cost or increase in premium as a result of Unum making this benefit available.

**Help@hand appointments up to March 2021.

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Unum offers access to the Help@hand services provided by third parties. Remote GP, second opinion, mental health support and physiotherapy are provided by Square Health via their Help@hand app. Square Health Limited, registered in England and Wales Number 07054181. Crown House, William Street, Windsor SL4 1AT.

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