



TELUS Mental Health Index.

Pan-Europe | January 2024

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What you need to know for January 2024.

Following two periods of decline, the mental health of workers in Europe has **improved modestly**.

- At 62.0, the mental health of workers has improved nearly one point from October 2023
- Mental health scores have improved in Poland, Spain, Germany, Italy, and the Netherlands whereas the mental health score has declined in France
- **36 per cent of workers have a high mental health risk, 45 per cent have a moderate mental health risk, and 19 per cent have a low mental health risk**
- Work productivity and isolation sub-scores have declined from October; all other mental health sub-scores have improved
- **Anxiety and depression have been the lowest mental health sub-scores** since the launch of the Index in April 2022
- Managers have a higher mental health score than non-managers
- Laborers have a lower mental health score than service industry and office workers



Respect, support, and recognition in the workplace correlate with mental health and productivity.

- **One-quarter (25 per cent) do not perceive that their workplace is supportive.** The mental health score of this group is more than 19 points lower than the score among workers reporting their workplace is supportive
- Younger workers (under 40) and parents are more likely to report their workplace is unsupportive
- Nearly one in ten (nine per cent) do not feel valued and respected by their colleagues. The mental health score of this group is 20 points lower than the score among workers who feel valued and respected
- **Workers not feeling valued and respected by their colleagues and workers reporting that their workplace is unsupportive are twice as likely to report that their mental health adversely affects their productivity at work**
- **More than half (56 per cent) perceive that rewards and recognition are unfair and biased in their company.** The mental health score of this group is at least eight points lower than the score among workers who perceive that rewards and recognition are fair and unbiased



Nearly two in five indicate that their employer does not support or are unsure about support for psychological health and safety.

- **39 per cent rate their company's culture around mental health favourably while 23 per cent have negative perceptions.** The mental health scores of workers rating the culture around mental health negatively are at least 14 points lower than the scores among workers rating their company's culture positively
- 38 per cent do not perceive, or are unsure, that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation. The mental health score of this group is at least eight points lower than workers who believe they can speak out without fear of reprisal
- 39 per cent do not perceive, or are unsure, that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace. The mental health score of this group is at least seven points lower than workers reporting quick and fair resolution
- **Workers reporting that their workplace is not committed to ensuring employees can speak up about their concerns and workers reporting that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace are 60 per cent more likely to report that their mental health adversely affects their productivity at work**

More than two in five workers give high ratings to their mental health benefits and services.

- 43 per cent rate the mental health benefits and services provided by their employer as 4 or 5 (excellent); this group has mental health scores at least five points higher than the regional average
- 26 per cent rate the mental health benefits and services provided by their employer as 2 or 1 (poor); this group has mental health scores at least 12 points lower than workers rating 4 or 5 (excellent), and at least seven points lower than the regional average
- 21 per cent of workers do not know whether their employer provides mental health benefits, or report that their employer does not provide mental health benefits

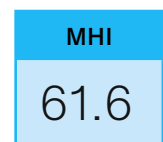


Younger workers are more likely to lack trusted personal and work relationships.

- **47 per cent do not have trusted workplace relationships.**
The mental health score of this group is at least 13 points lower than the score among workers with trusted workplace relationships. **These workers are three times more likely to report feeling isolated than those with trusted workplace relationships**
- **49 per cent do not have trusted personal relationships.**
The mental health score of this group is at least 14 points lower than the score among workers with trusted personal relationships. **These workers are nearly four times more likely to report feeling isolated than workers with trusted personal relationships**
- Workers under 40 are 70 per cent more likely than workers over 50 to lack trusted personal relationships and are more than 50 per cent more likely than workers over 50 to lack trusted workplace relationships
- **Nearly one-third (32 per cent) do not trust anyone enough to be their true selves with.** The mental health score of this group is 21 points lower than the score among workers with someone they can be their true selves with. These workers are nearly four times as likely to report feeling isolated than workers having someone they can be their true selves with
- Younger workers (under 40) are 50 per cent more likely to report not having anyone they trust enough to be their true self with

Country spotlights

France



At 61.6, the mental health of the workers in France has declined (0.7 point) from October 2023. France is the only country in this report to have experienced a reduction in the mental health score from the prior period.

- 37% of workers have a high mental health risk
- 42% are feeling anxious
- 37% say their mental health is negatively impacting work productivity
- 33% are feeling isolated
- 31% do not have emergency savings to cover basic needs
- 24% are feeling depressed
- 17% are not feeling optimistic about their future

74% feel valued and respected by their colleagues

26% report their workplace is unsupportive

31% rate the mental health benefits and services provided by the employer as 4 or 5 (excellent)

31% rate their company's culture around mental health as 4 or 5 (positive)

60% perceive their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation

56% report harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace

80% are satisfied with the amount of control they have over their work

36% perceive that the expectations of their job are either a bit too demanding or too demanding

40% lack trusted workplace relationships

48% lack trusted personal relationships

36% do not trust anyone enough to be their true selves with

Germany



At 64.7, the mental health of workers in Germany has improved a half point from October 2023.

- 31% of workers have a high mental health risk
- 34% do not have emergency savings to cover basic needs
- 29% are feeling anxious
- 28% say their mental health is negatively impacting work productivity
- 26% are feeling isolated
- 24% are feeling depressed
- 17% are not feeling optimistic about their future

66% feel valued and respected by their colleagues

23% report their workplace is unsupportive

36% rate the mental health benefits and services provided by the employer as 4 or 5 (excellent)

43% rate their company's culture around mental health as 4 or 5 (positive)

59% perceive their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation

58% report harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace

70% are satisfied with the amount of control they have over their work

26% perceive that the expectations of their job are either a bit too demanding or too demanding

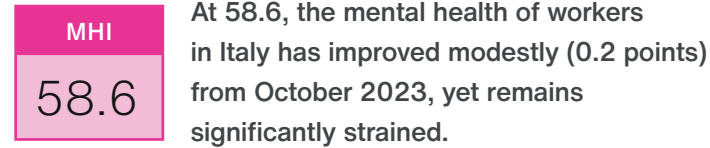
41% lack trusted workplace relationships

42% lack trusted personal relationships

29% do not trust anyone enough to be their true selves with

Country spotlights (continued)

Italy



- 40% of workers have a high mental health risk
- 46% are feeling anxious
- 38% are feeling depressed
- 36% are feeling isolated
- 31% say their mental health is negatively impacting work productivity
- 24% do not have emergency savings to cover basic needs
- 23% are not feeling optimistic about their future

65% feel valued and respected by their colleagues

29% report their workplace is unsupportive

27% rate the mental health benefits and services provided by the employer as 4 or 5 (excellent)

32% rate their company's culture around mental health as 4 or 5 (positive)

59% perceive their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation

64% report harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace

70% are satisfied with the amount of control they have over their work

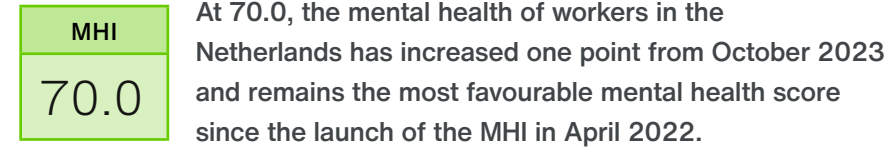
39% perceive that the expectations of their job are either a bit too demanding or too demanding

53% lack trusted workplace relationships

56% lack trusted personal relationships

41% do not trust anyone enough to be their true selves with

Netherlands



- 21% of workers have a high mental health risk
- 24% are feeling anxious
- 24% say their mental health is negatively impacting work productivity
- 21% do not have emergency savings to cover basic needs
- 18% are feeling isolated
- 18% are feeling depressed
- 11% are not feeling optimistic about their future

74% feel valued and respected by their colleagues

17% report their workplace is unsupportive

47% rate the mental health benefits and services provided by the employer as 4 or 5 (excellent)

52% rate their company's culture around mental health as 4 or 5 (positive)

64% perceive their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation

64% report harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace

78% are satisfied with the amount of control they have over their work

30% perceive that the expectations of their job are either a bit too demanding or too demanding

43% lack trusted workplace relationships

39% lack trusted personal relationships

20% do not trust anyone enough to be their true selves with

Country spotlights (continued)

Poland



At 57.7, the mental health of workers in Poland has improved 2.2 points from October 2023 yet continues to be the most strained compared to other countries in this report.

- 43% of workers have a high mental health risk
- 47% are feeling anxious
- 42% do not have emergency savings to cover basic needs
- 36% are feeling depressed
- 35% say their mental health is negatively impacting work productivity
- 33% are feeling isolated
- 21% are not feeling optimistic about their future

57% feel valued and respected by their colleagues

25% report their workplace is unsupportive

27% rate the mental health benefits and services provided by the employer as 4 or 5 (excellent)

41% rate their company's culture around mental health as 4 or 5 (positive)

68% perceive their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation

61% report harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace

65% are satisfied with the amount of control they have over their work

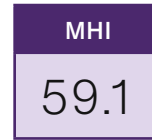
33% perceive that the expectations of their job are either a bit too demanding or too demanding

57% lack trusted workplace relationships

56% lack trusted personal relationships

32% do not trust anyone enough to be their true selves with

Spain



At 59.1, the mental health of workers in Spain has improved two points from October 2023.

- 41% of workers have a high mental health risk
- 48% are feeling anxious
- 44% are feeling depressed
- 34% are feeling isolated
- 27% say their mental health is negatively impacting work productivity
- 26% do not have emergency savings to cover basic needs
- 15% are not feeling optimistic about their future

72% feel valued and respected by their colleagues

29% report their workplace is unsupportive

33% rate the mental health benefits and services provided by the employer as 4 or 5 (excellent)

33% rate their company's culture around mental health as 4 or 5 (positive)

61% perceive their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation

63% report harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace

76% are satisfied with the amount of control they have over their work

46% perceive that the expectations of their job are either a bit too demanding or too demanding

54% lack trusted workplace relationships

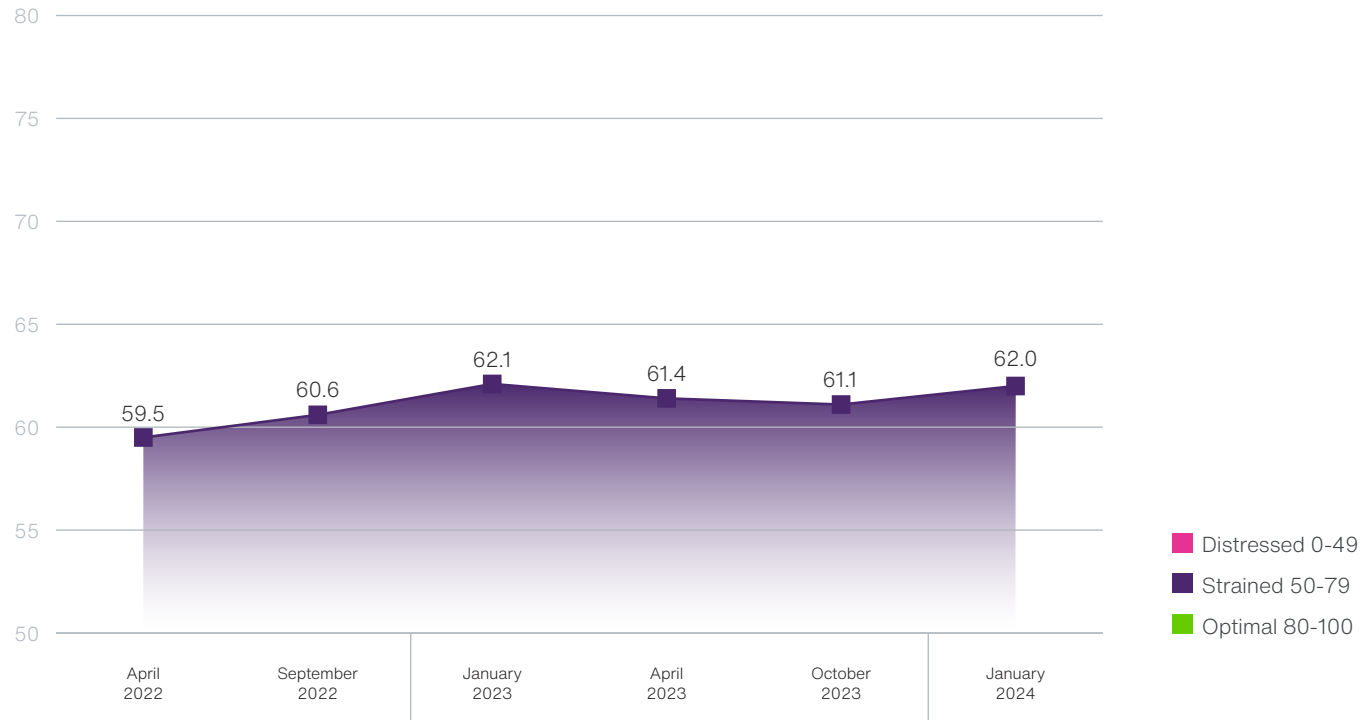
55% lack trusted personal relationships

32% do not trust anyone enough to be their true selves with

The Mental Health Index.

The overall Mental Health Index (MHI) for January 2024 is 62.0. Following two periods of decline, the mental health of workers in Europe has improved modestly from the prior period.

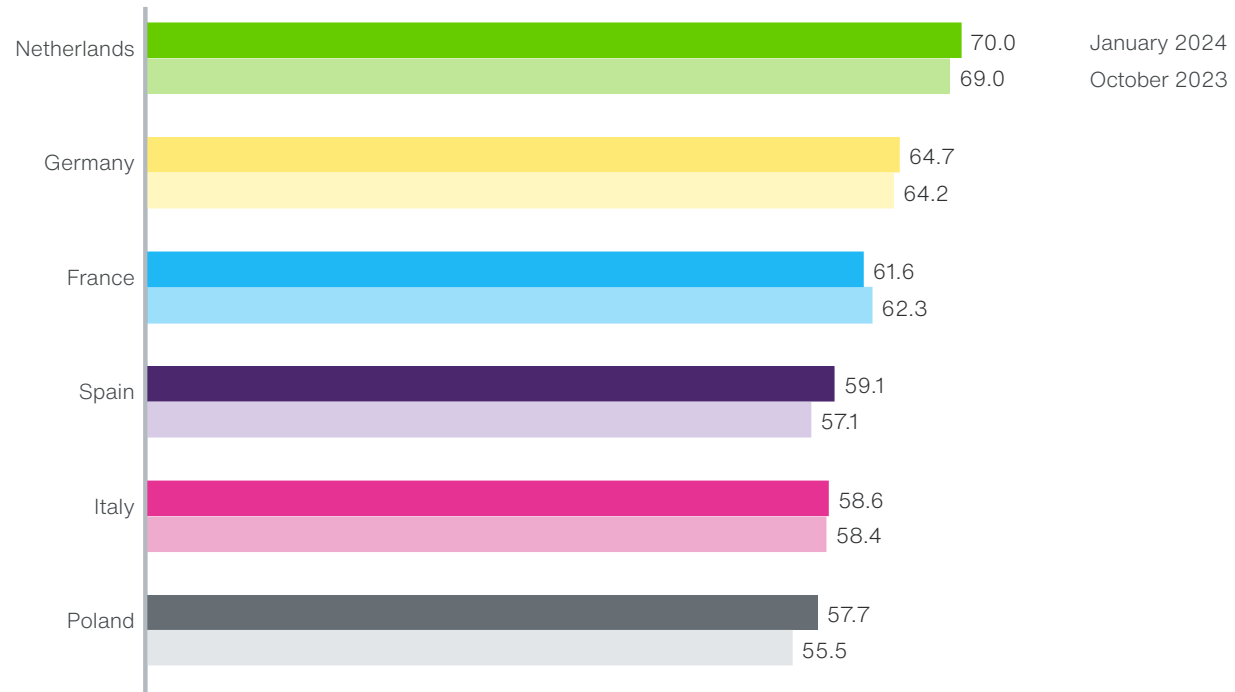
MHI Current Month January 2024	October 2023
62.0	61.1



The Mental Health Index by country.

The lowest mental health score is in Poland (57.7), followed by Italy (58.6), Spain (59.1), France (61.6), and Germany (64.7). The Netherlands continues to have the highest mental health score (70.0) since the launch of the MHI in April 2022.

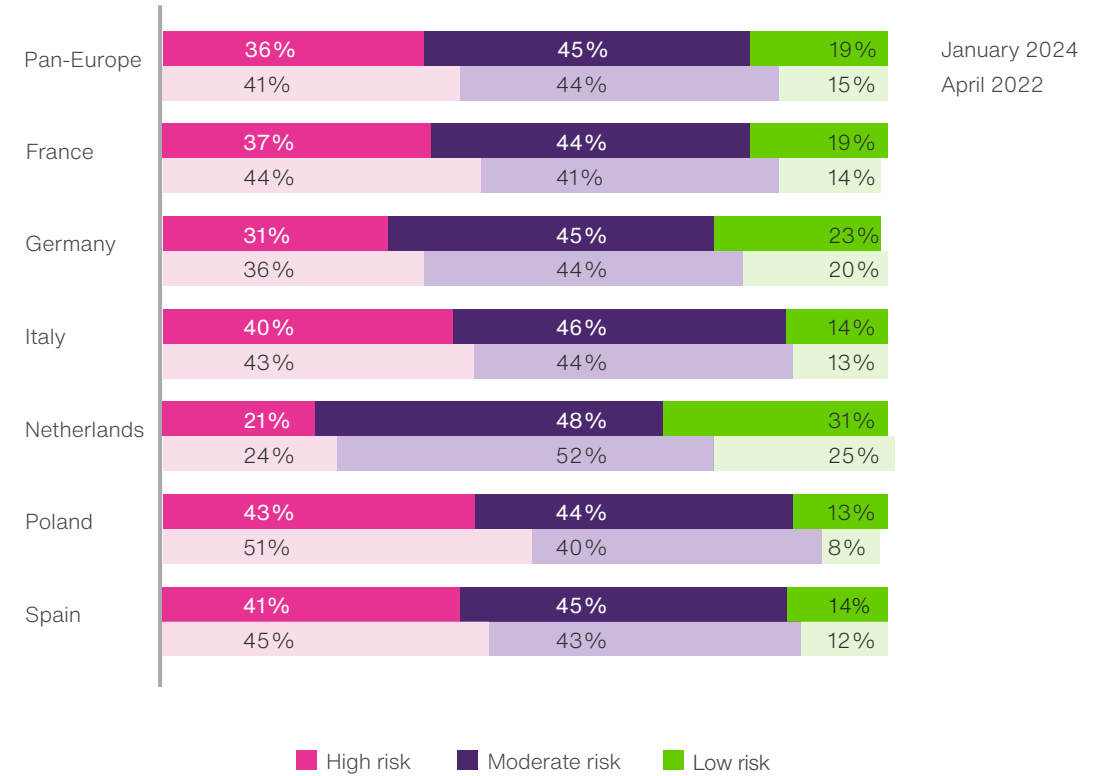
Mental health scores have improved in Poland, Spain, Germany, Italy, and the Netherlands, whereas the mental health score has declined in France.



Mental health risk.

In January 2024, 36 per cent of workers in Europe have a high mental health risk, 45 per cent have a moderate mental health risk, and 19 per cent have a low mental health risk. The greatest proportion of workers with a high mental health risk is in Poland (43 per cent), followed by Spain (41 per cent), and Italy (40 per cent). The Netherlands has the lowest proportion (21 per cent) of workers with a high mental health risk and the highest proportion (31 per cent) of workers with a low mental health risk.

Approximately 30 per cent of workers in the high-risk group report diagnosed anxiety or depression, seven per cent report diagnosed anxiety or depression in the moderate-risk group, and one per cent of workers in the low-risk group report diagnosed anxiety or depression.



Mental Health Index sub-scores.

The lowest Mental Health Index sub-score in Europe is the risk measure of anxiety (51.7). Depression (58.3), isolation (59.7), work productivity (60.8), optimism (63), and financial risk (67.5) follow. General psychological health (73.0) continues to be the most favourable mental health measure in January 2024.

- Anxiety and depression have been the lowest mental health sub-scores since the launch of the MHI in April 2022
- Apart from isolation and work productivity, all mental health sub-scores have improved from October 2023
- With a 1.5-point increase, the financial risk sub-score has the most significant improvement from October 2023

Mental Health Index Sub-scores	January 2024	October 2023
Depression	58.3	57.2
Anxiety	51.7	50.7
Isolation	59.7	60.3
Work productivity	60.8	61.3
Optimism	63.0	61.9
Financial risk	67.5	66.0
Psychological health	73.0	71.8

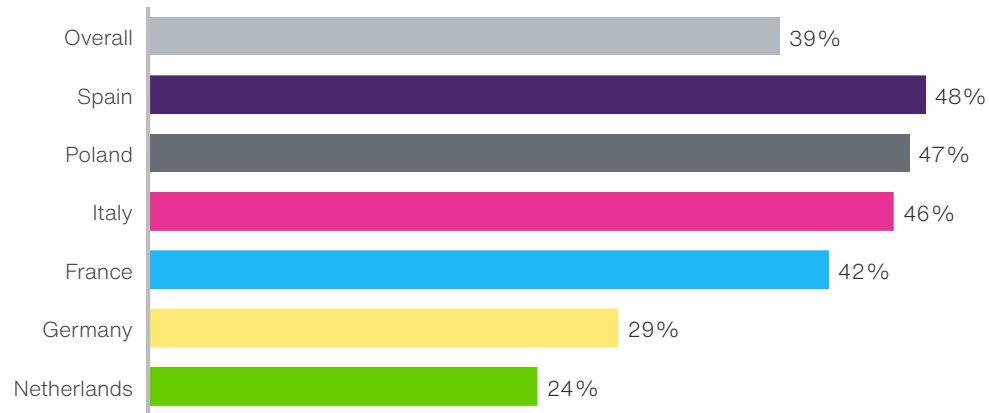


Anxiety

Workers were asked whether they often feel unsettled and nervous.

Overall, 39 per cent often feel unsettled and nervous. Nearly half (48 per cent) of workers in Spain feel anxious, 47 per cent in Poland, 46 per cent in Italy, 42 per cent in France, 29 per cent in Germany, and 24 per cent in the Netherlands feel anxious.

Percentage of workers feeling anxious by country

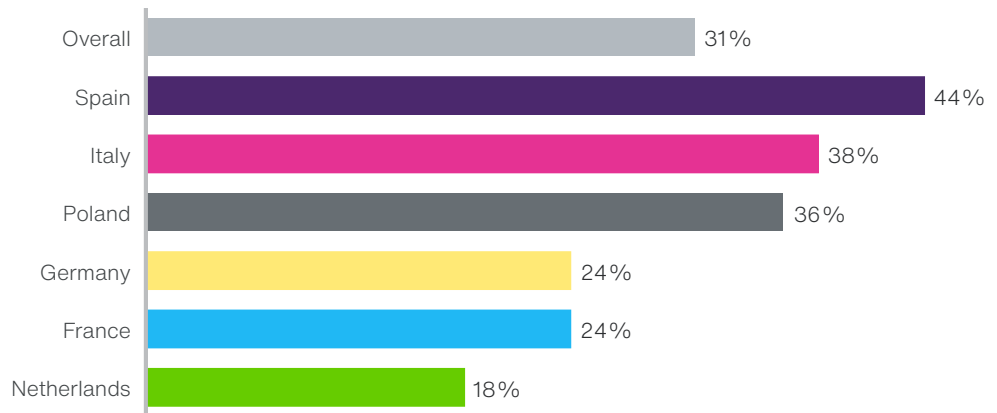


Depression

Workers were asked whether they often feel a sense of helplessness.

Overall, 31 per cent often feel a sense of helplessness. More than two in five (44 per cent) of the workers in Spain feel depressed, 38 per cent in Italy, 36 per cent in Poland, 24 per cent in France, 24 per cent in Germany, and 18 per cent in the Netherlands feel depressed.

Percentage of workers feeling symptoms of depression by country

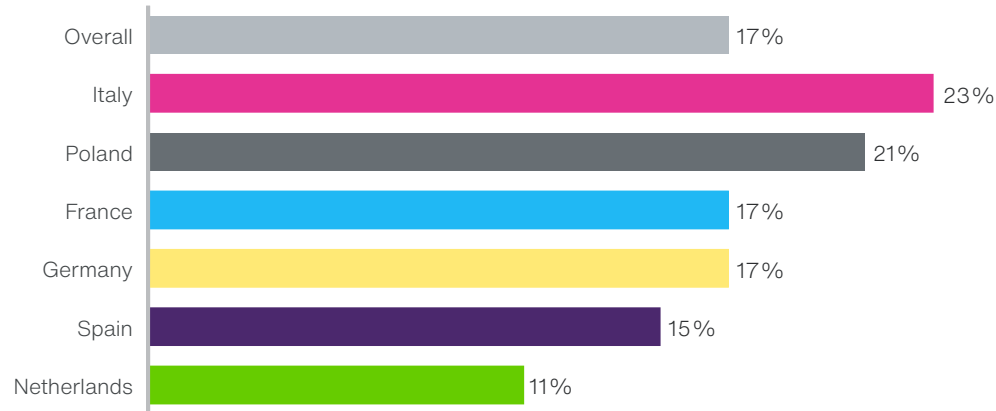


Optimism

Workers were asked whether they feel optimistic about their future.

Overall, 17 per cent do not feel optimistic about their future. Nearly one-quarter (23 per cent) in Italy, 21 per cent in Poland, 17 per cent in France, 17 per cent in Germany, 15 per cent in Spain, and 11 per cent in the Netherlands are not feeling optimistic about their future.

Percentage of workers not feeling optimistic about the future by country

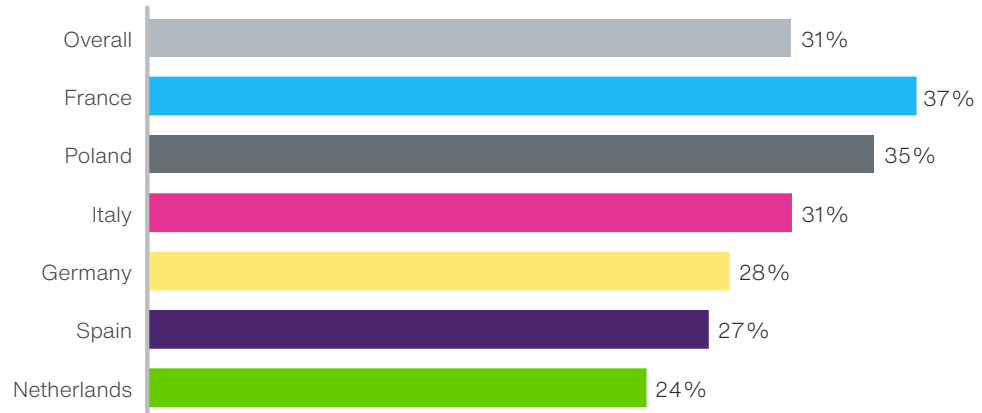


Work productivity

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

Overall, 31 per cent report that their mental health is negatively impacting their work productivity. The greatest impact of mental health on work productivity is in France where more than one-third (37 per cent) indicate their mental health is negatively impacting work productivity, followed by 35 per cent in Poland, 31 per cent in Italy, 28 per cent in Germany, 27 per cent in Spain, and 24 per cent in the Netherlands.

Percentage of workers reporting that their mental health is affecting their productivity by country

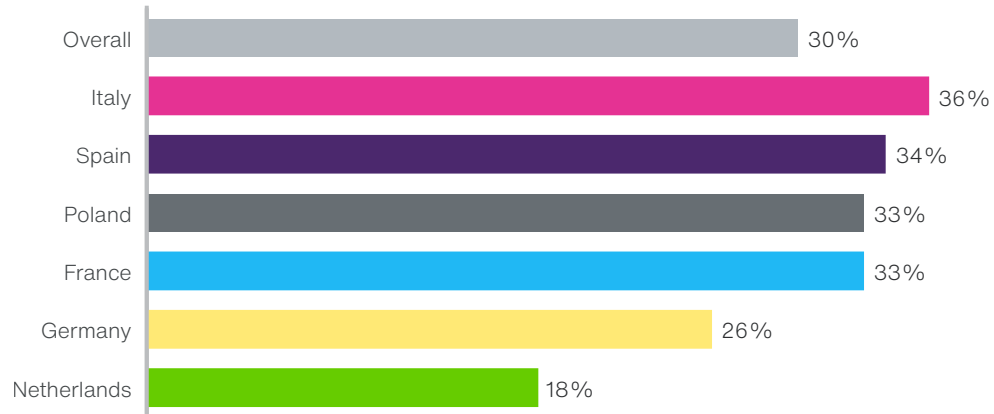


Isolation

Workers were asked whether they often feel alone.

Overall, 30 per cent often feel alone. Isolation is most notable in Italy, where nearly two in five (36 per cent) often feel alone. In Spain, 34 per cent often feel alone; 33 per cent in Poland, 33 per cent in France, 26 per cent in Germany, and 18 per cent in the Netherlands feel alone.

Percentage of workers feeling isolated by country

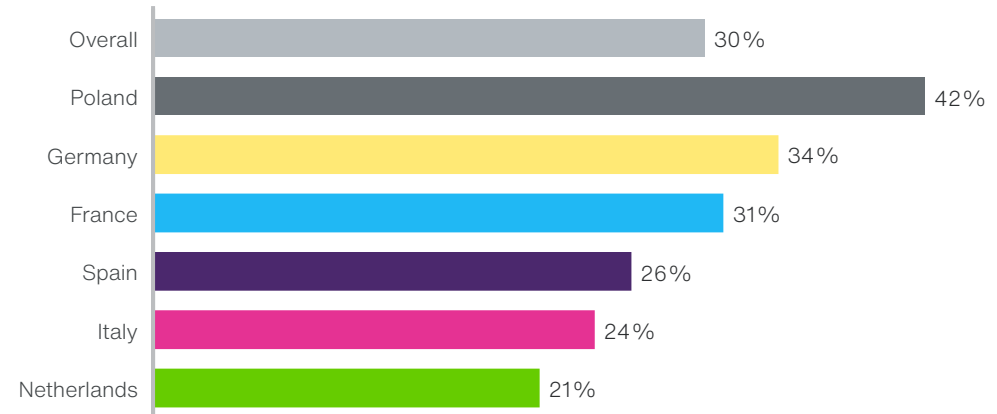


Financial risk

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

Overall, 30 per cent do not have emergency savings. More than two in five (42 per cent) of workers in Poland do not have emergency savings; 34 per cent in Germany, 31 per cent in France, 26 per cent in Spain, 24 per cent in Italy, and 21 per cent in the Netherlands do not have emergency savings.

Percentage of workers without emergency savings by country

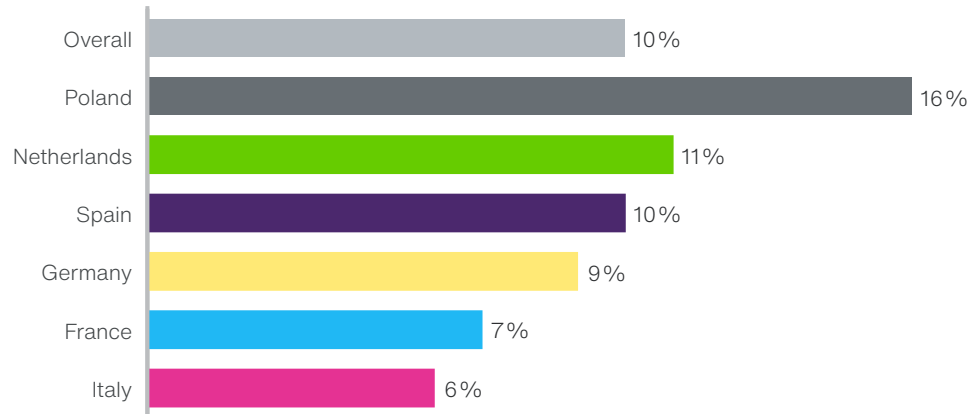


General psychological health.

Workers were asked whether they are in good psychological health.

Overall, 10 per cent report they are not in good psychological health. The incidence of poor psychological health is greatest in Poland (16 per cent), followed by the Netherlands (11 per cent), Spain (10 per cent), Germany (nine per cent), France (seven per cent), and Italy (six per cent).

Percentage of workers reporting poor general psychological health by country



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In January 2024, the mental health score of women is 59.1 compared to 64.3 for men
- Since April 2022, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children have been reported since the launch of the MHI in April 2022. Nearly two years later, this pattern continues with a lower score for workers with at least one child (60.6) than workers without children (63.3)

Mental health by employment status.

- Overall, two per cent of respondents are unemployed¹ and six percent report reduced hours or reduced salary
- Workers reporting working fewer hours when compared to the prior month have the lowest mental health score (51.4), followed by workers reporting reduced salary than the prior month (52.3), individuals not currently employed (60.6), and workers with no change to salary or hours (62.6)
- Managers have a higher mental health score (62.9) than non-managers (61.1)
- Labourers have a lower mental health score (60.7) than service industry (61.4) and office workers (62.7)
- Respondents working for companies with 5,001-10,000 employees have the highest mental health score (65.0)
- Self-employed/sole proprietors have the lowest mental health score (59.3)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (42.2) than the overall group (62.0). Workers with emergency savings have an average mental health score of 70.4

¹ MHI respondents who have been employed in the past six months are included in the poll.

Employment status	Jan. 2024	Oct. 2023
Employed (no change in hours/salary)	62.6	61.9
Employed (fewer hours compared to last month)	51.4	47.1
Employed (reduced salary compared to last month)	52.3	46.2
Not currently employed	60.6	57.6

Age group	Jan. 2024	Oct. 2023
Age 20-29	57.1	52.4
Age 30-39	58.0	56.3
Age 40-49	60.6	60.4
Age 50-59	64.6	64.6
Age 60-69	70.0	69.4

Number of children	Jan. 2024	Oct. 2023
No children in household	63.3	62.4
1 child	59.4	58.6
2 children	62.3	61.2
3 children or more	61.3	58.3

Country	Jan. 2024	Oct. 2023
France	61.6	62.3
Germany	64.7	64.2
Italy	58.6	58.4
Netherlands	70.0	69.0
Poland	57.7	55.5
Spain	59.1	57.1

Gender	Jan. 2024	Oct. 2023
Men	64.3	63.5
Women	59.1	58.3

Household Income Europe excluding Poland	Jan. 2024	Oct. 2023
<€10K/annum	46.4	49.9
€10K to <€20K/annum	53.9	52.2
€20k to <€30K	55.3	55.7
€30K to €50K	63.0	62.0
€50K to €70K	66.4	66.3
€70K to €100K	69.0	68.5
€100K and over	72.8	73.4

Household Income – Poland	Jan. 2024	Oct. 2023
<15K pln/annum	46.7	52.3
15K pln to <30K pln/annum	57.0	42.5
30k to <60K pln	50.7	49.9
60k to <100K pln	58.2	54.2
100K pln and over	61.7	62.4

Employer size	Jan. 2024	Oct. 2023
Self-employed/sole proprietor	59.3	60.5
2-50 employees	60.5	59.6
51-100 employees	60.0	60.0
101-500 employees	62.5	62.2
501-1,000 employees	63.2	61.7
1,001-5,000 employees	64.2	62.5
5,001-10,000 employees	65.0	62.3
More than 10,000 employees	63.9	62.2

Manager	Jan. 2024	Oct. 2023
Manager	62.9	61.5
Non-manager	61.1	60.8

Work environment	Jan. 2024	Oct. 2023
Labour	60.7	59.0
Office/desk	62.7	62.2
Service	61.4	60.2

Numbers highlighted in pink are the lowest/worst scores in the group.
Numbers highlighted in green are the highest/best scores in the group.

The Mental Health Index by industry.

Workers in Accommodation and Food Service Activities have the lowest mental health score (55.0) in January 2024, followed by workers in Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use (55.2), and Media and Telecommunications (58.2).

Workers in Manufacturing (65.2), Information and Cultural Industries (65.0), and Financial and Insurance Activities (64.8) have the highest mental health scores this month.



Industry	January 2024	October 2023	Change
Information and Cultural Industries	65.0	60.1	4.9
Human Health and Social Work Activities	64.4	61.0	3.3
Manufacturing	65.2	62.0	3.2
Wholesale and Retail Trade	59.1	57.2	1.9
Real Estate Activities	63.4	61.7	1.6
Agriculture, Forestry and Fishing	62.5	60.9	1.6
Financial and Insurance Activities	64.8	63.4	1.4
Public Administration and Defence	63.8	62.3	1.4
Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use	55.2	54.0	1.2
Other Service Activities	59.7	58.9	0.8
Construction	62.8	62.1	0.7
Electricity, Gas, Steam and Air Conditioning Supply	62.6	62.0	0.5
Professional, Scientific and Technical Activities	62.3	62.4	-0.1
Transportation and Storage	60.9	61.1	-0.1
Administrative and Support Service Activities	63.1	63.6	-0.5
Arts, Entertainment and Recreation	60.6	61.2	-0.6
Education	62.5	63.4	-0.9
Technology	62.1	63.2	-1.1
Media and Telecommunications	58.2	60.4	-2.1
Accommodation and Food Service Activities	55.0	58.4	-3.4

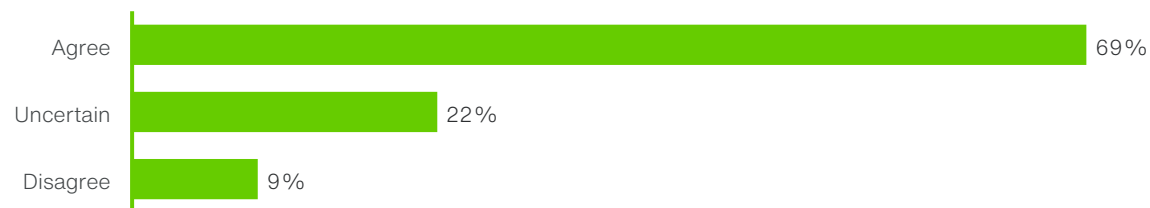
Spotlight

Workplace culture

Workers were asked whether they feel valued and respected by their colleagues.

- Nearly one in ten (nine per cent) do not feel valued and respected by their colleagues; this group has the lowest/worst mental health score (46.8), 20 points lower than workers feeling valued and respected (67.0), and more than 15 points lower than the regional average (62.0)
- Workers not feeling valued and respected by their colleagues are twice as likely as workers feeling valued and respected to report their mental health negatively impacts their work productivity
- Nearly seven in ten (69 per cent) feel valued and respected by their colleagues; this group has the highest/best mental health score (67.0), five points higher than the regional average (62.0)

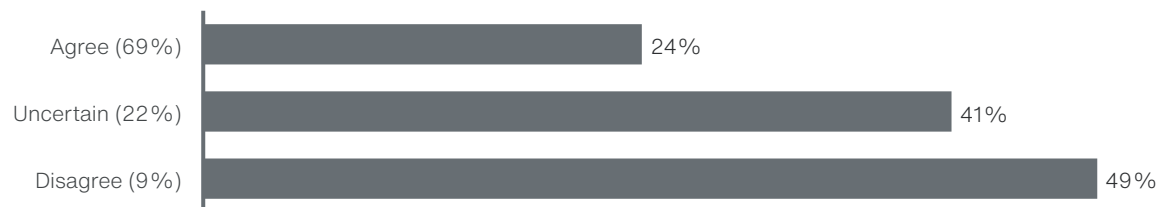
I feel valued and respected by my colleagues



MHI score by “I feel valued and respected by my colleagues”



Percentage reporting their productivity is negatively impacted by their mental health by “I feel valued and respected by my colleagues”



- Nearly three-quarters (74 per cent) of workers in France and the Netherlands, 72 per cent in Spain, 66 per cent in Germany, 65 per cent in Italy, and 57 per cent in Poland feel valued and respected by their colleagues

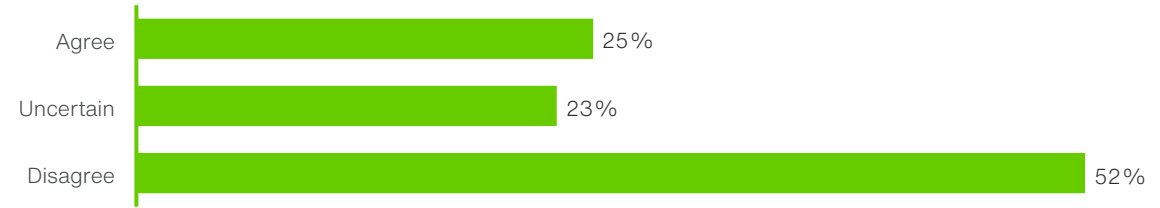
I feel valued and respected by my colleagues



Workers were asked whether their workplace is generally supportive.

- One-quarter (25 per cent) do not perceive their workplace as supportive; this group has the lowest/worst mental health score (50.2), more than 19 points lower than workers reporting that their workplace is supportive (69.4), and nearly 12 points lower than the regional average (62.0)
- Workers who perceive their workplace is unsupportive are two and a half times more likely than workers with supportive employers to report that their mental health negatively impacts their work productivity
- Workers under 40 are 60 per cent more likely than workers over 50 to report their workplace is unsupportive
- Parents are 40 per cent more likely than non-parents to report their workplace is unsupportive
- More than half (52 per cent) perceive their workplace as supportive; this group has the highest/best mental health score (69.4), more than seven points higher than the regional average (62.0)

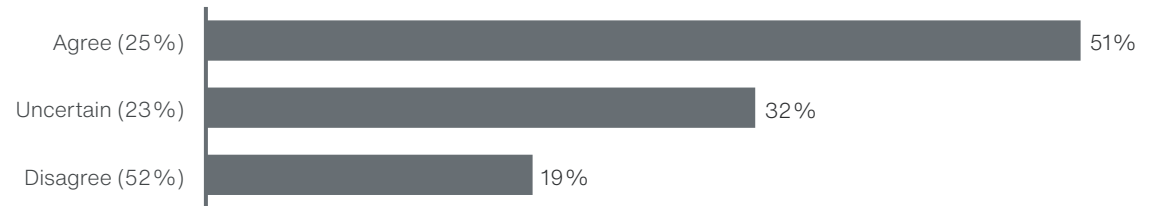
My workplace is generally NOT supportive



MHI score by “My workplace is generally NOT supportive”



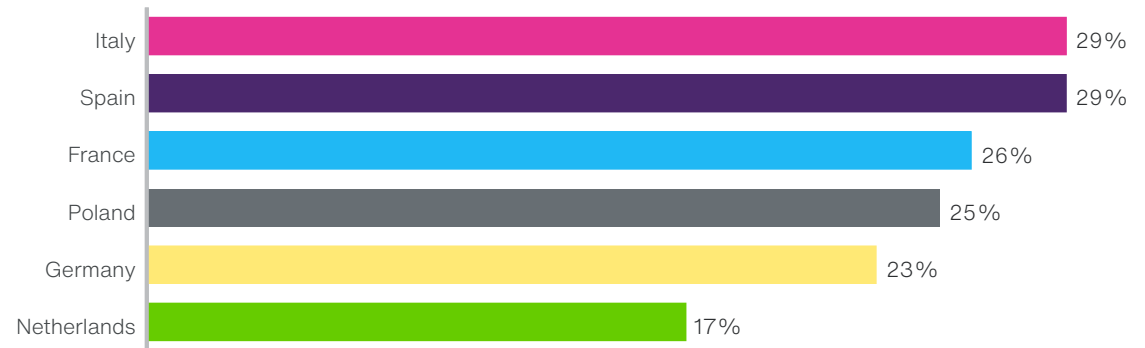
Percentage reporting their productivity is negatively impacted by their mental health by “My workplace is generally NOT supportive”



- Nearly one-third (29 per cent) of workers in Italy and Spain, 26 per cent in France, 25 per cent in Poland, 23 per cent in Germany, and 17 per cent in the Netherlands report that their workplace is unsupportive



My workplace is generally NOT supportive



Workers were asked whether rewards and recognition are fair and unbiased in their company.

- More than two in five (44 per cent) perceive rewards and recognition are fair and unbiased in their company; this group has the highest/best mental health score (67.2), more than five points higher than the regional average (62.0)
- More than one-quarter (28 per cent) do not perceive that rewards and recognition are fair and unbiased in their company; this group has the lowest/worst mental health score (56.2), 11 points lower than workers who perceive rewards and recognition to be fair and unbiased (67.2), and nearly six points lower than the regional average (62.0)



I believe that rewards and recognition are fair and unbiased in my company



MHI score by “I believe that rewards and recognition are fair and unbiased in my company”

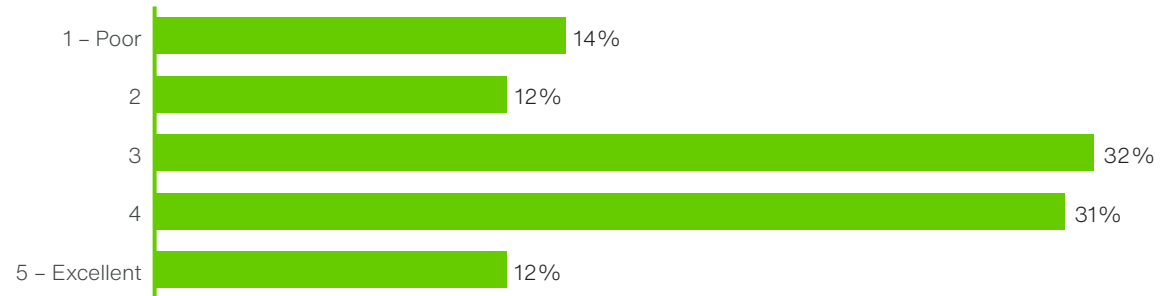


Workers were asked to rate the mental health benefits and services provided by their employer.

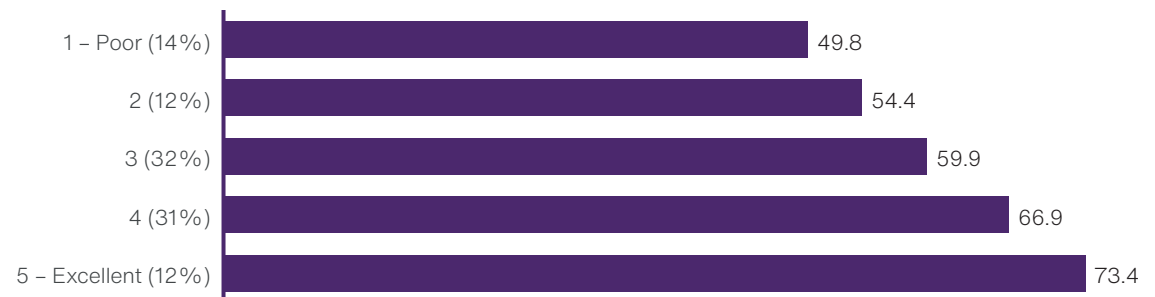
- More than two in five (43 per cent) rate the mental health benefits and services provided by their employer as 4 or 5 (excellent); this group has mental health scores at least five points higher than the regional average (62.0)
- More than one-quarter (26 per cent) rate the mental health benefits and services provided by their employer as 2 or 1 (poor); this group has mental health scores at least 12 points lower than workers rating 4 or 5 (excellent), and at least seven points lower than the regional average (62.0)
- Twenty-one per cent of workers do not know whether their employer provides mental health benefits, or report that their employer does not provide mental health benefits; this group was excluded from the mental health analysis



Rating on mental health benefits and services provided by their employer



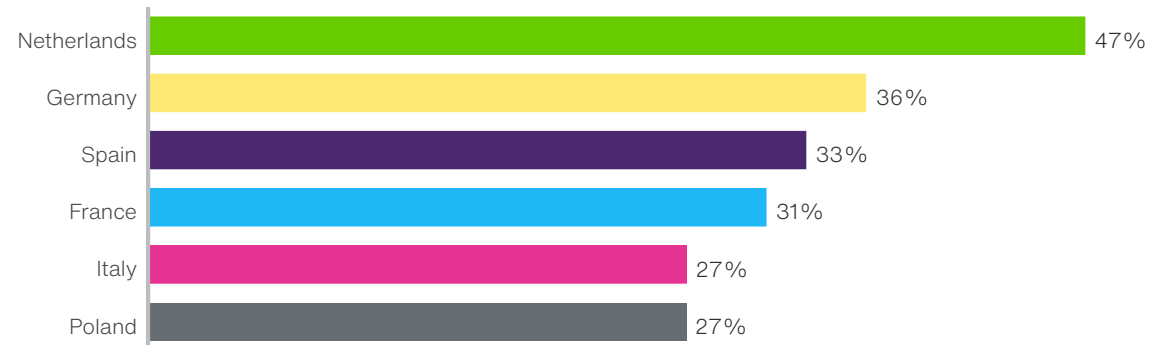
MHI score by “Rating on mental health benefits and services provided by their employer”



- Nearly half (47 per cent) of workers in the Netherlands, 36 per cent in Germany, 33 per cent in Spain, 31 per cent in France, and 27 per cent in Poland and Italy rate the mental health benefits and services provided by their employer as 4 or 5 (excellent)



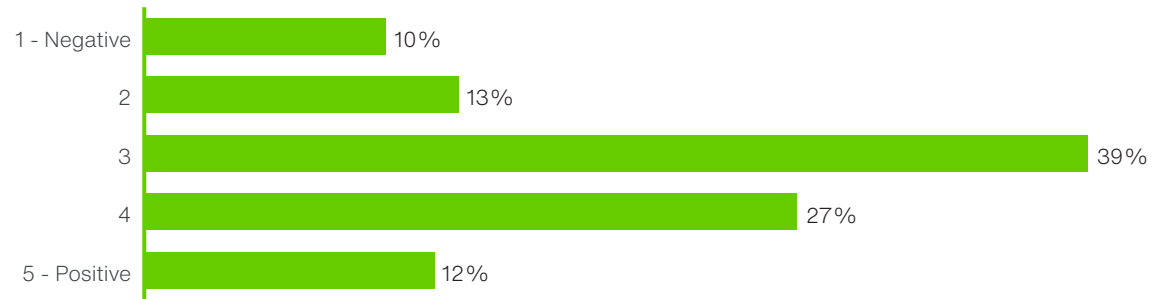
Rate mental health benefits and services provided by their employer as 4 or 5 (excellent)



Workers were asked to rate their company’s culture around mental health.

- Nearly two in five (39 per cent) rate their company’s culture around mental health as 4 or 5 (positive); this group has mental health scores at least five points higher than the regional average (62.0)
- Nearly one-quarter (23 per cent) rate their company’s culture around mental health as 2 or 1 (negative); this group has mental health scores at least 14 points lower than workers rating their company’s culture as positive and at least eight points lower than the regional average (62.0)

Rating on company’s culture around mental health



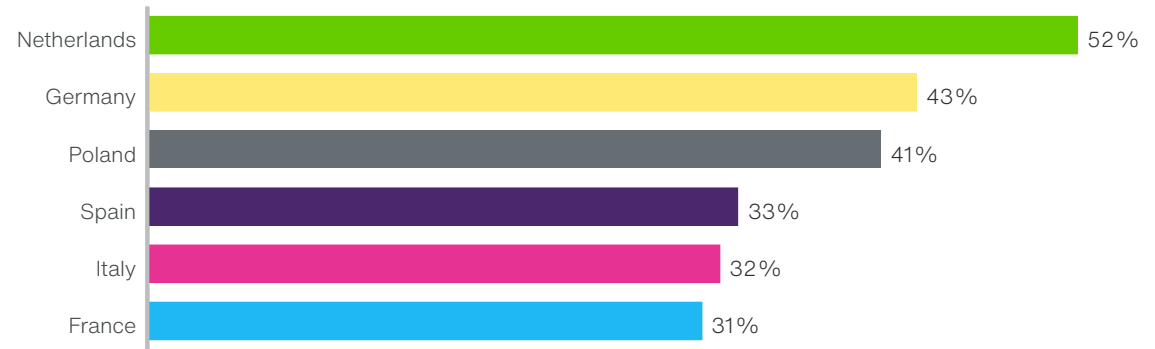
MHI score by “Rating on company’s culture around mental health”



- More than half (52 per cent) of workers in the Netherlands, 43 per cent in Germany, 41 per cent in Poland, 33 per cent in Spain, 32 per cent in Italy, and 31 per cent in France rate their company's culture around mental health as 4 or 5 (positive)



Rate company's culture around mental health as 4 or 5 (positive)

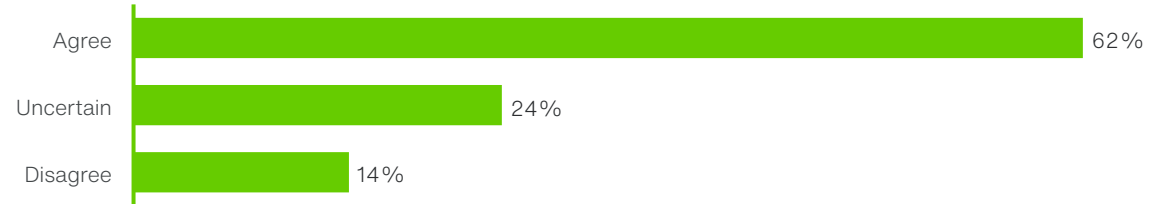


Psychological safety at work.

Workers were asked whether their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation.

- One in seven (14 per cent) do not perceive that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation; this group has the lowest/worst mental health score (51.8), 14 points lower than workers who agree (65.9), and 10 points lower than the regional average (62.0)
- Workers reporting their workplace is not committed to ensuring employees can speak up about their concerns are 60 per cent more likely to report their mental health negatively impacts their work productivity than workers reporting their workplace is committed to ensuring employees can speak up about their concerns
- More than three in five (62 per cent) perceive that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation; this group has the highest/best mental health score (65.9), nearly four points higher than the regional average (62.0)

My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation



MHI score by “My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation”



Percentage reporting their productivity is negatively impacted by their mental health by “My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation”



- Nearly seven in ten (68 per cent) workers in Poland, 64 per cent in the Netherlands, 61 per cent in Spain, 60 per cent in France, and 59 per cent in Germany and Italy perceive that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation



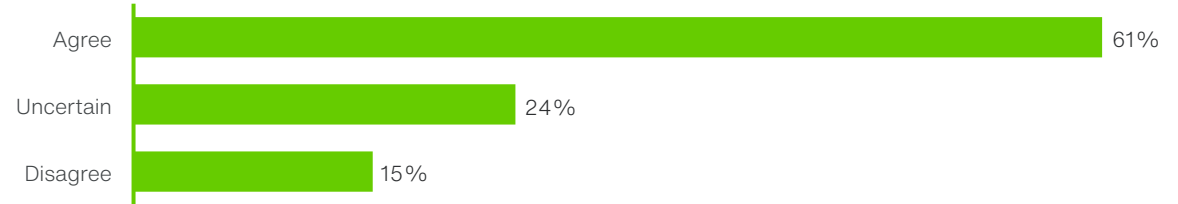
My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation



Workers were asked whether harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace.

- More than one in seven (15 per cent) do not perceive that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace; this group has the lowest/worst mental health score (51.9), 14 points lower than workers reporting quick and fair resolution (65.8), and 10 points lower than the regional average (62.0)
- Workers reporting that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace are 60 per cent more likely to report their mental health negatively impacts their work productivity than workers reporting quick and fair resolution
- More than three in five (61 per cent) report that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace; this group has the highest/best mental health score (65.8), nearly four points higher than the regional average (62.0)

In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved



MHI score by “In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved”



Percentage reporting their productivity is negatively impacted by their mental health by “In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved”



- Nearly two-thirds (64 per cent) of workers in Italy and the Netherlands, 63 per cent in Spain, 61 per cent in Poland, 58 per cent in Germany, and 56 per cent in France report that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace



In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved



Control and demand at work.

Workers were asked whether they are satisfied with the amount of control they have over their work.

- Nearly one in ten (nine per cent) are dissatisfied with the amount of control they have over their work; this group has the lowest/worst mental health score (42.6), 24 points lower than workers who are satisfied (66.6), and more than 19 points lower than the regional average (62.0)
- Nearly three-quarters (74 per cent) are satisfied with the amount of control they have over their work; this group has the highest/best mental health score (66.6), more than four points higher than the regional average (62.0)
- Four in five (80 per cent) workers in France, 78 per cent in the Netherlands, 76 per cent in Spain, 70 per cent in Germany, 70 per cent in Italy, and 65 per cent in Poland are satisfied with the amount of control they have over their work

I am satisfied with the amount of control that I have over my work



MHI score by “I am satisfied with the amount of control that I have over my work”



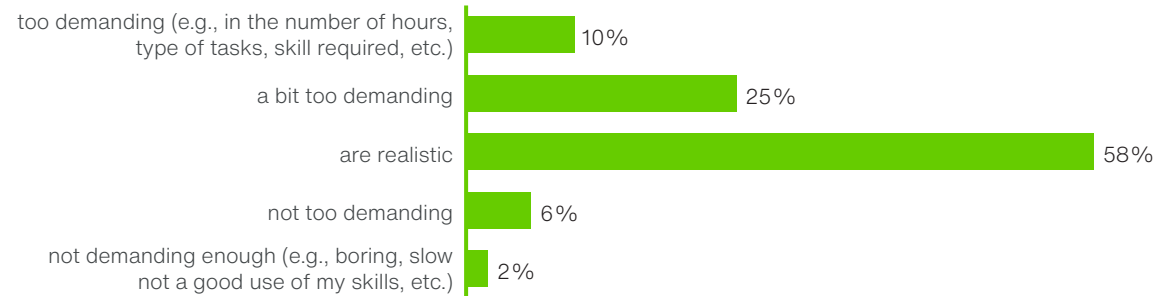
I am satisfied with the amount of control that I have over my work



Workers were asked about the expectations of their job.

- Nearly three in five (58 per cent) perceive that the expectations of their job are realistic; this group has a mental health score (67.1) five points higher than the regional average (62.0)
- More than one-third (35 per cent) perceive that the expectations of their job are either a bit too demanding or too demanding; this group has mental health scores at least 12 points lower than workers who perceive the expectations are realistic and at least seven points lower than the regional average (62.0)
- Fifty-three per cent of workers reporting their jobs are too demanding also report their mental health is negatively impacting their productivity

I believe the expectations of my job are:



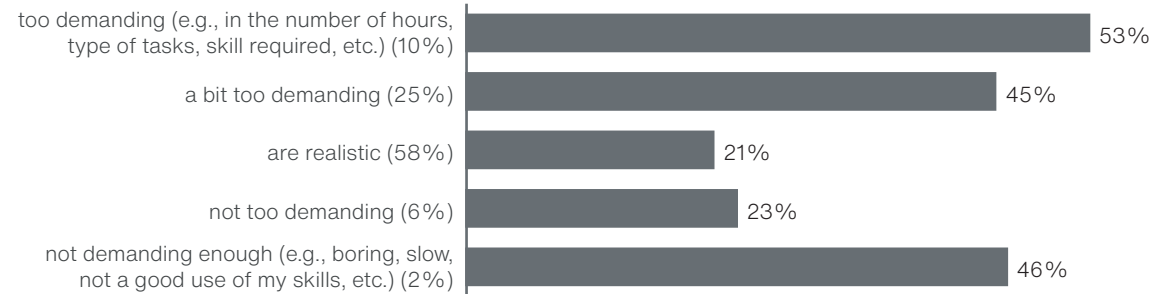
MHI score by "Job expectations"



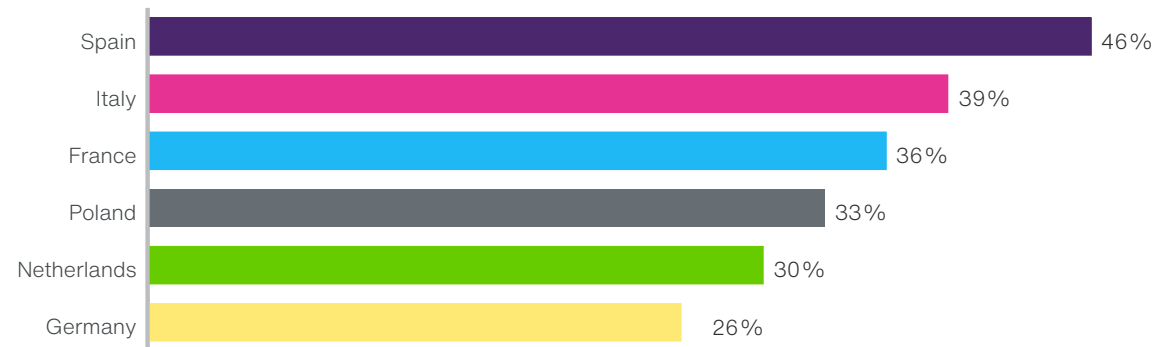
- Nearly half (46 per cent) of workers in Spain, 39 per cent in Italy, 36 per cent in France, 33 per cent in Poland, 30 per cent in the Netherlands, and 26 per cent in Germany perceive that the expectations of their job are either a bit too demanding or too demanding
- Work productivity is impacted less as job expectations move from too demanding to realistic to not too demanding, but the impact on work productivity increases among workers who do not find their job demanding enough (46 per cent)
- Workers under 40 are 60 per cent more likely than workers over 50 to report the expectations of their job are too demanding



Percentage reporting their productivity is impacted by their mental health by “Job expectations”



Job expectations are demanding

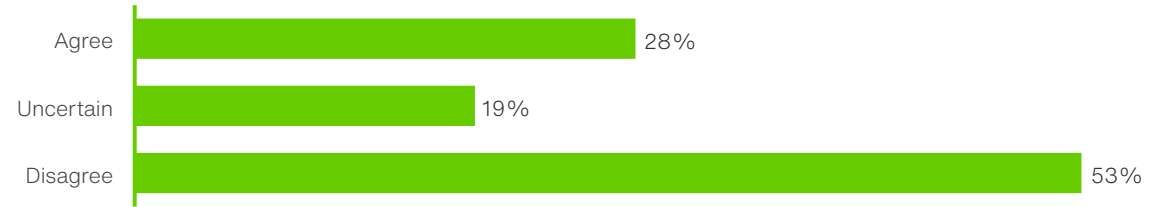


Relationships

Workers were asked whether they lack workplace relationships with people they trust.

- More than one-quarter (28 per cent) lack workplace relationships with people they trust; this group has the lowest/worst mental health score (50.5), more than 19 points lower than workers with colleagues they trust (69.8) and more than 11 points lower than the regional average (62.0)
- Respondents lacking trusted workplace relationships are three times more likely to report feeling isolated than those with trusted workplace relationships
- Workers under 40 are more than 50 per cent more likely than workers over 50 to lack trusted workplace relationships
- More than half (53 per cent) have trusted workplace relationships; this group has the highest/best mental health score (69.8), nearly eight points higher than the regional average (62.0)

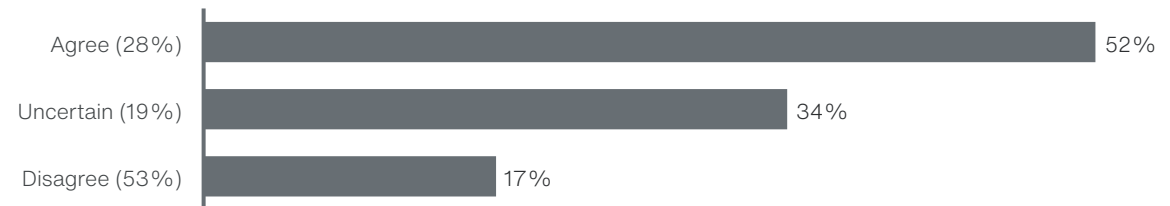
I lack workplace relationships with people I trust



MHI score by “I lack workplace relationships with people I trust”



Percentage reporting they feel isolated by “I lack workplace relationships with people I trust”



- More than half (57 per cent) of workers in Poland, 54 per cent in Spain, 53 per cent in Italy, 42 per cent in the Netherlands, 41 per cent in Germany, 40 per cent in France lack trusted workplace relationships

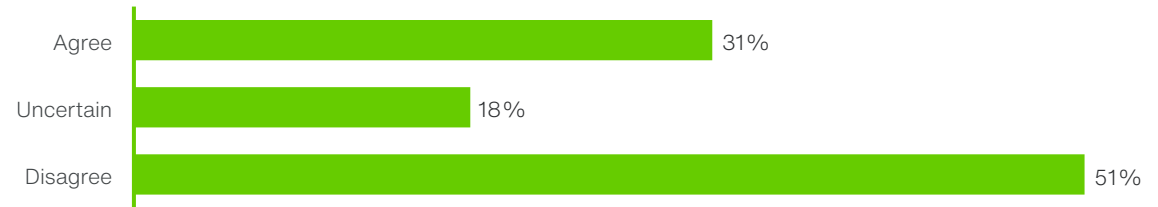
I lack workplace relationships with people I trust



Workers were asked whether they lack personal relationships with people they trust.

- Nearly one-third (31 per cent) lack personal relationships with people they trust; this group has the lowest/worst mental health score (50.5), more than 20 points lower than workers with trusted personal relationships (70.8), and more than 11 points lower than the regional average (62.0)
- Respondents lacking trusted personal relationships are nearly four times more likely to report feeling isolated than workers with trusted personal relationships
- Workers under 40 are 70 per cent more likely than workers over 50 to lack trusted personal relationships
- More than half (51 per cent) have trusted personal relationships; this group has the highest/best mental health score (70.8), nearly nine points higher than the regional average (62.0)

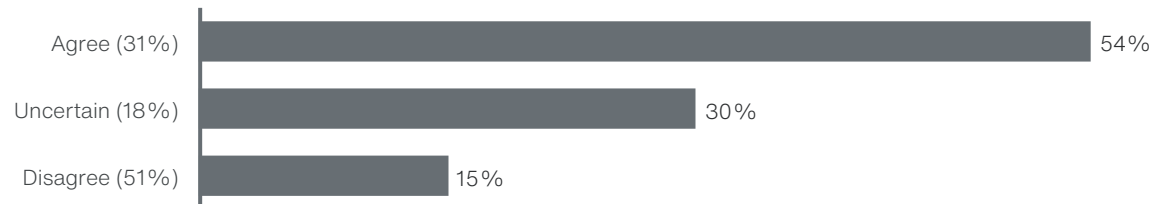
I lack personal relationships with people I trust



MHI score by “I lack personal relationships with people I trust”



Percentage reporting they feel isolated by “I lack personal relationships with people I trust”



- More half (56 per cent) of workers in Poland and Italy, 55 per cent in Spain, 48 per cent in France, 42 per cent in Germany, and 39 per cent in the Netherlands lack trusted personal relationships



I lack personal relationships with people I trust

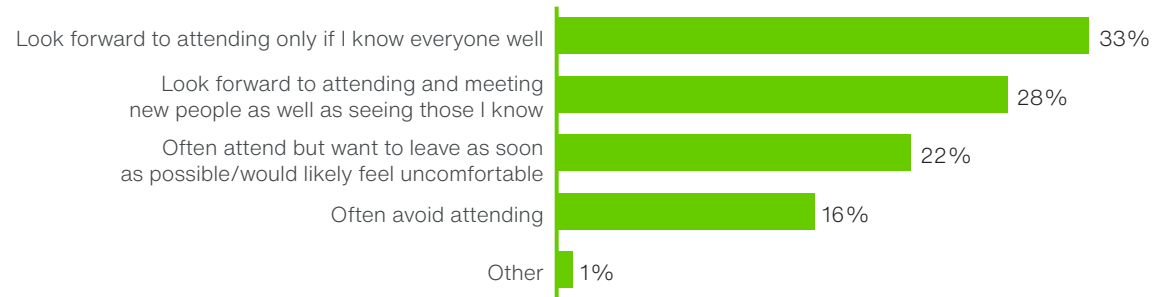


Social Engagement

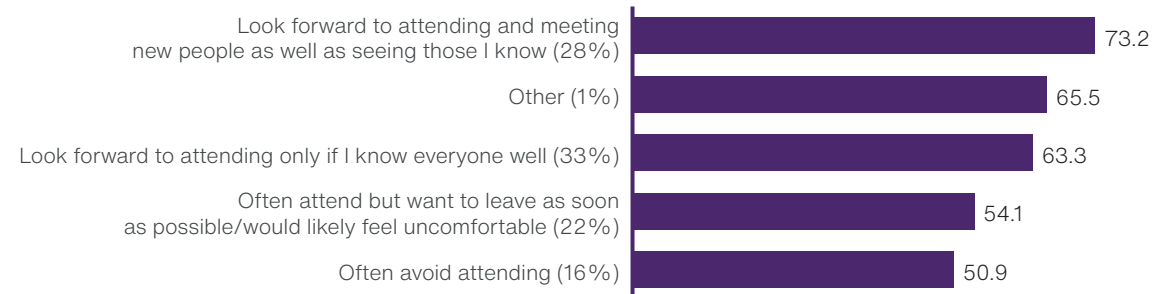
Workers were asked how they would respond to a social engagement.

- One-third (33 per cent) look forward to attending social events only if they know everyone well; this group has a mental health score (63.3) modestly higher than the regional average (62.0)
- More than one-quarter (28 per cent) look forward to attending and meeting new people as well as seeing those they already know; this group has the highest/best mental health score (73.2), more than 11 points higher than the regional average (62.0)
- One in six (16 per cent) often avoid attending social events; this group has the lowest/worst mental health score (50.9), 11 points lower than the regional average (62.0)
- Parents are 40 per cent more likely than non-parents to attend social events but leave as soon as possible/likely feel uncomfortable
- Workers over 50 are two times more likely than workers under 40 to look forward to attending social events, meeting new people, and seeing those they already know

Social engagement



MHI score by “Social engagement”



Trust

Workers were asked whether they trust anyone enough to be their true self with.

- Nearly one-third (32 per cent) do not trust anyone enough to be their true selves with; this group has the lowest/worst mental health score (50.4), 21 points lower than workers with someone they can be their true selves with (71.5), and nearly 12 points lower than the regional average (62.0)
- Workers without someone they can be their true selves with are nearly four times as likely to report feeling isolated (54 per cent) than workers having someone they can be their true selves with (14 per cent)
- Workers under 40 are 50 per cent more likely than workers over 50 to not have anyone they trust enough to be their true self with
- More than two in five (43 per cent) have someone they trust enough to be their true self with; this group has the highest/best mental health score (71.5), more than nine points higher than the regional average (62.0)

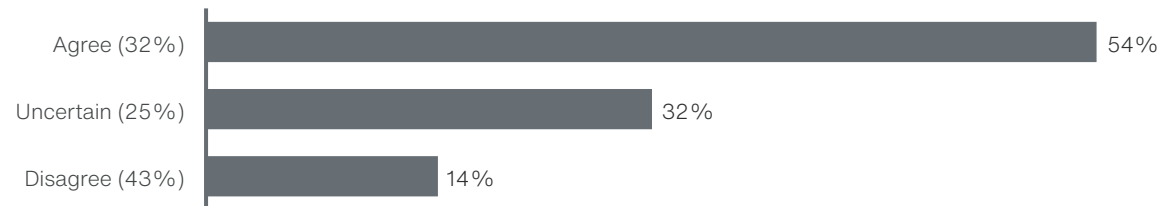
I do not trust anyone enough to be my true self with



MHI score by “I do not trust anyone enough to be my true self with”

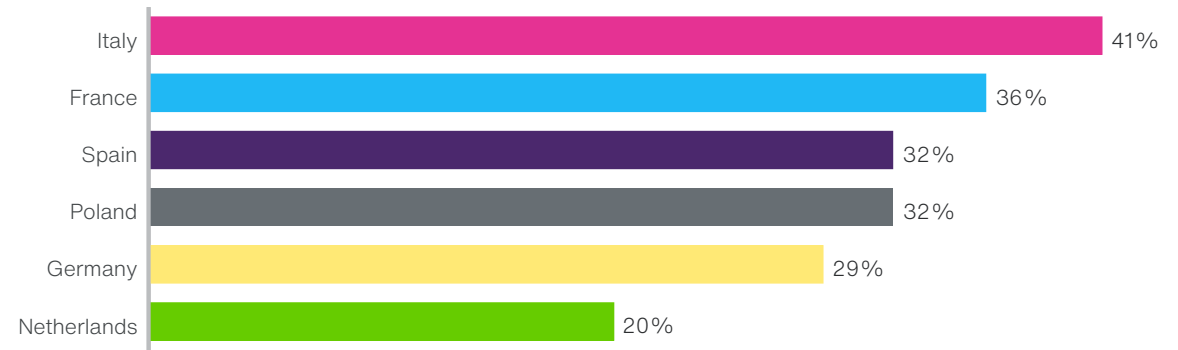


Percentage reporting they feel isolated by “I do not trust anyone enough to be my true self with”



- More than two in five (41 per cent) of workers in Italy, 36 per cent in France, 29 per cent in Germany, 32 per cent in Poland, 32 per cent in Spain, and 20 per cent in the Netherlands do not trust anyone enough to be their true selves with

I do not trust anyone enough to be my true self with



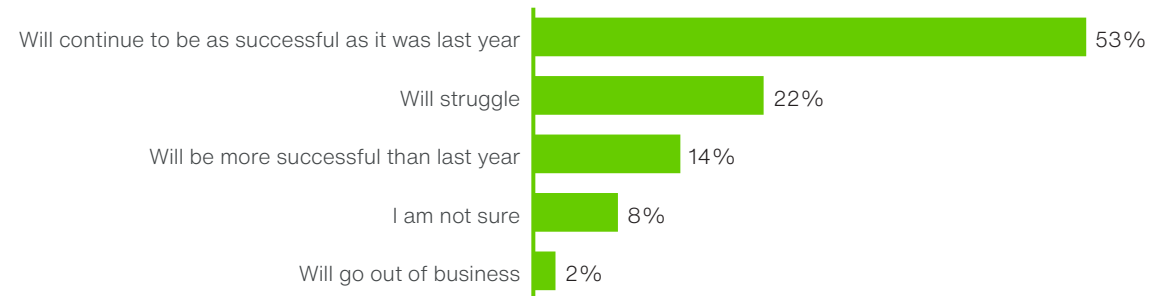
Business performance

Workers were asked how they perceive their organization will perform through 2024.

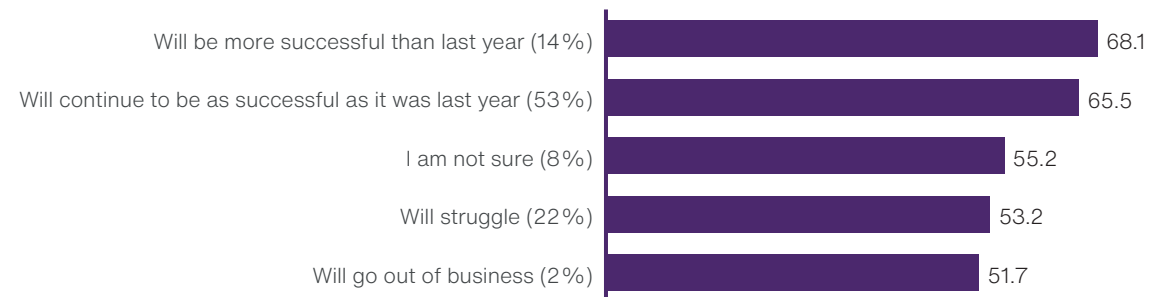
- Slightly more than half (53 per cent) perceive their organization will continue to be as successful as it was last year. The mental health of this group (65.5) is more than three points higher than the regional average (62.0)
- One in seven (14 per cent) perceive their organization will be more successful than it was last year; this group has the highest/best mental health score (68.1), six points higher than the regional average (62.0)
- The lowest/worst mental health (51.7), nearly 14 points lower than workers who perceive their organization will be successful (65.5) and more than 10 points lower than the regional average (62.0), is among two per cent who perceive their organization will go out business
- Managers are 50 per cent more likely than non-managers to perceive their organization will be more successful than it was last year



Perception of business performance in 2024



MHI score by “Perception of business performance in 2024”



Overview of the TELUS Mental Health Index.

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 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 of each country. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between January 13 and January 23, 2024.

Calculations

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@telushealth.com





www.telushealth.com

