



# TELUS Mental Health Index.

Pan-Europe | January 2025

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# What you need to know for January 2025.

At least one-third of workers are **feeling anxious, depressed**, say their mental health is negatively impacting work productivity, and do not have emergency savings to cover basic needs.

- At 61.4, the mental health of workers continues its slow decline
- 37 per cent of workers have a high mental health risk, 44 per cent have a moderate mental health risk, and 19 per cent have a low mental health risk
- Depression, work productivity, and optimism sub-scores have declined from September 2024
- Anxiety and depression remain the lowest mental health sub-scores for nearly three years
- The mental health score has improved in Spain, Italy, and the Netherlands, whereas mental health scores have declined in France, Germany, and Poland compared to September
- The mental health score of managers remains higher than the score of non-managers
- Labourers continue to have a lower mental health score than service industry and office workers

More than one-third of workers **feel under constant stress**, with the concern disproportionately among younger workers and parents.

- 36 per cent of workers feel under constant stress; the mental health score of this group is more than 28 points lower than workers not feeling constant stress, and more than 15 points lower than the national average
- 33 per cent of workers feel angrier and more distrustful of others
- 26 per cent of workers are skeptical of others' motives
- 24 per cent of workers get easily frustrated in daily situations
- Workers under 40 are more likely to feel under constant stress, to feel angrier and more distrustful of others, to be skeptical about others' motives, and to be easily frustrated



Workers identify health benefits as the most significant opportunity for improvement; the value placed on better support for wellbeing has increased since 2023.

- 43 per cent of workers say their organisation excels in flexible work, while 30 per cent say their organisation needs to improve flexible work
- 33 per cent of workers say their organisation excels at workload management, while 29 per cent say their organisation needs to improve workload management
- 23 per cent of workers say their organisation excels in health benefits, while 32 per cent say their organisation needs to improve health benefits
- 22 per cent of workers say their organisation excels in diversity and inclusion
- 59 per cent of workers trust their organisation to be fair and honest in how they deal with employees
- 41 per cent of employees would prefer better support for their wellbeing over a 10 per cent increase in salary; a noticeable increase from October 2023



Younger workers and parents more often delayed or avoided seeking mental health support in 2024.

- 27 per cent of workers delayed or avoided seeking dental care in 2024, 18 per cent of workers delayed or avoided seeking medical care in 2024, and 15 per cent of workers delayed or avoided seeking prescription medication in 2024
- 14 per cent of workers delayed or avoided seeking mental health support in 2024
- 50 per cent of workers cite long wait times as the reason for delaying or avoiding seeking mental health support in 2024
- 43 per cent of workers cite cost as the reason for delaying or avoiding seeking mental health support in 2024
- 20 per cent cite stigma as the reason for delaying or avoiding seeking support in 2024
- 20 per cent cite lack of insurance coverage as the reason for delaying or avoiding seeking mental health support in 2024
- 18 per cent say they didn't know where to get help/how to access support as the reason for delaying or avoiding seeking mental health support in 2024

# Country spotlights

## France

MHI	At 61.5, the mental health of workers in France has declined 1.1 points from September 2024.
<b>61.5</b>	

- **36% of workers have a high mental health risk**
- 44% are feeling anxious
- 35% say their mental health is negatively impacting work productivity
- 34% are feeling isolated
- 33% do not have emergency savings to cover basic needs
- 23% are feeling depressed
- 16% are not feeling optimistic about their future

29% feel under constant stress  
28% are highly skeptical about others' motives  
40% feel angrier and more distrustful of others  
26% get easily frustrated in daily situations

53% trust their company to be fair and honest in dealing with employees  
36% say better support for their wellbeing is more important than a 10% increase in salary

9% have delayed or avoided seeking mental health support in 2024  
33% cite long wait times as the reason for delaying or avoiding seeking mental health support

## Germany

MHI	At 62.9, the mental health of workers in Germany has declined 1.8 points from September 2024.
<b>62.9</b>	

- **35% of workers have a high mental health risk**
- 36% do not have emergency savings to cover basic needs
- 32% are feeling anxious
- 31% say their mental health is negatively impacting work productivity
- 27% are feeling depressed
- 26% are feeling isolated
- 20% are not feeling optimistic about their future

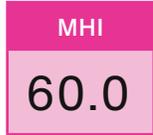
34% feel under constant stress  
25% are highly skeptical about others' motives  
33% feel angrier and more distrustful of others  
20% get easily frustrated in daily situations

62% trust their company to be fair and honest in dealing with employees  
41% say better support for their wellbeing is more important than a 10% increase in salary

20% have delayed or avoided seeking mental health support in 2024  
67% cite long wait times as the reason for delaying or avoiding seeking mental health support

# Country spotlights (continued)

## Italy



At 60.0, the mental health of workers in Italy has improved by 0.6 points from September 2024.

- 38% of workers have a high mental health risk
- 39% are feeling anxious
- 35% are feeling depressed
- 34% are feeling isolated
- 32% say their mental health is negatively impacting work productivity
- 26% do not have emergency savings to cover basic needs
- 21% are not feeling optimistic about their future

45% feel under constant stress

32% are highly skeptical about others' motives

32% feel angrier and more distrustful of others

26% get easily frustrated in daily situations

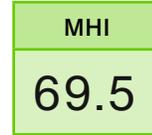
60% trust their company to be fair and honest in dealing with employees

47% say better support for their wellbeing is more important than a 10% increase in salary

11% have delayed or avoided seeking mental health support in 2024

45% cite long wait times as the reason for delaying or avoiding seeking mental health support

## Netherlands



At 69.5, the mental health of workers in the Netherlands has improved by 0.9 points from September 2024 and remains the most favourable mental health score compared to other countries in this report.

- 23% of workers have a high mental health risk
- 27% say their mental health is negatively impacting work productivity
- 25% are feeling anxious
- 23% do not have emergency savings to cover basic needs
- 20% are feeling isolated
- 18% are feeling depressed
- 9% are not feeling optimistic about their future

21% feel under constant stress

21% are highly skeptical about others' motives

20% feel angrier and more distrustful of others

18% get easily frustrated in daily situations

66% trust their company to be fair and honest in dealing with employees

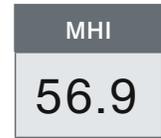
32% say better support for their wellbeing is more important than a 10% increase in salary

6% have delayed or avoided seeking mental health support in 2024

47% cite long wait times as the reason for delaying or avoiding seeking mental health support

# Country spotlights (continued)

## Poland



At 56.9, the mental health of workers in Poland declined modestly from September 2024 and is the lowest mental health score compared to other countries in this report.

- 45% of workers have a high mental health risk
- 49% are feeling anxious
- 41% are feeling depressed
- 41% do not have emergency savings to cover basic needs
- 39% say their mental health is negatively impacting work productivity
- 34% are feeling isolated
- 18% are not feeling optimistic about their future

44% feel under constant stress

21% are highly skeptical about others' motives

37% feel angrier and more distrustful of others

26% get easily frustrated in daily situations

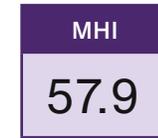
58% trust their company to be fair and honest in dealing with employees

35% say better support for their wellbeing is more important than a 10% increase in salary

19% have delayed or avoided seeking mental health support in 2024

46% cite long wait times as the reason for delaying or avoiding seeking mental health support

## Spain



At 57.9, the mental health of workers in Spain has improved nearly one point from September 2024.

- 46% of workers have a high mental health risk
- 50% are feeling anxious
- 47% are feeling depressed
- 36% are feeling isolated
- 36% say their mental health is negatively impacting work productivity
- 31% do not have emergency savings to cover basic needs
- 14% are not feeling optimistic about their future

44% are feeling under constant stress

34% are feeling angrier and more distrustful of others

29% are highly skeptical about others' motives

28% get easily frustrated in daily situations

56% trust their company to be fair and honest in dealing with employees

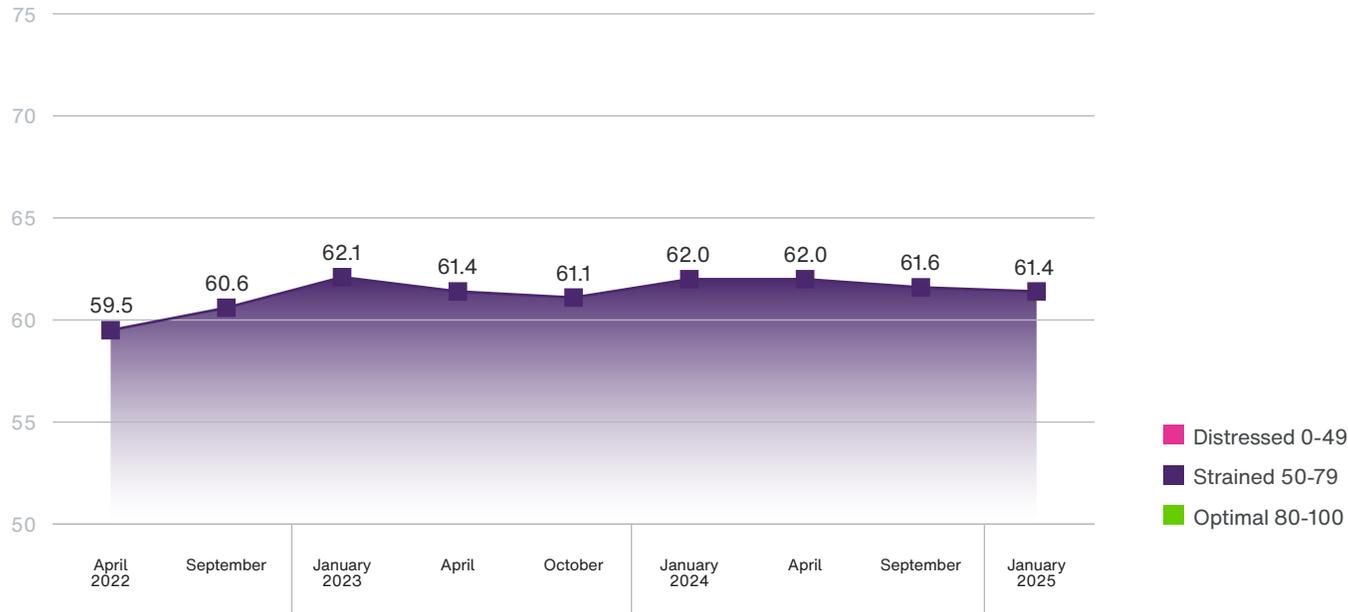
55% say better support for their wellbeing is more important than a 10% increase in salary

18% have delayed or avoided seeking mental health support in 2024

49% cite long wait times as the reason for delaying or avoiding seeking mental health support

# The Mental Health Index.

The overall Mental Health Index (MHI) for January 2025 is 61.4.  
The mental health score of workers continues its slow decline.



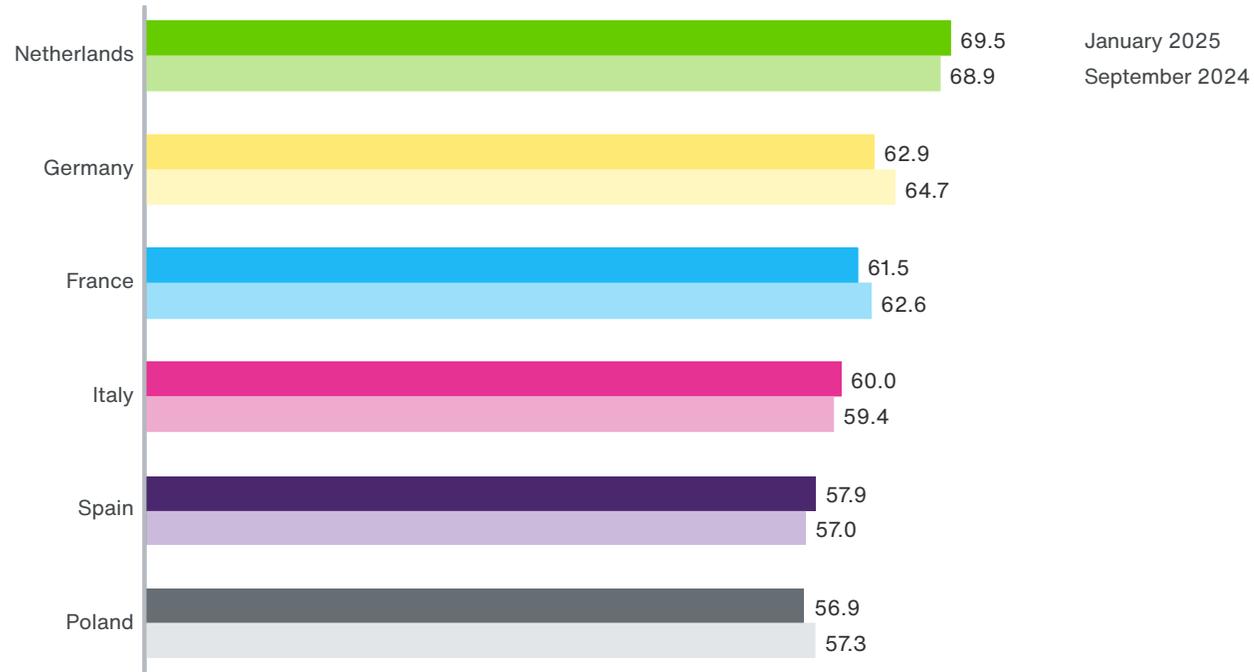
MHI Current Month January 2025	September 2024
61.4	61.6



## The Mental Health Index by country.

The lowest mental health score is in Poland (56.9), followed by Spain (57.9), Italy (60.0), France (61.5), and Germany (62.9). The Netherlands continues to have the highest mental health score (69.5), with a nearly one-point increase from September 2024.

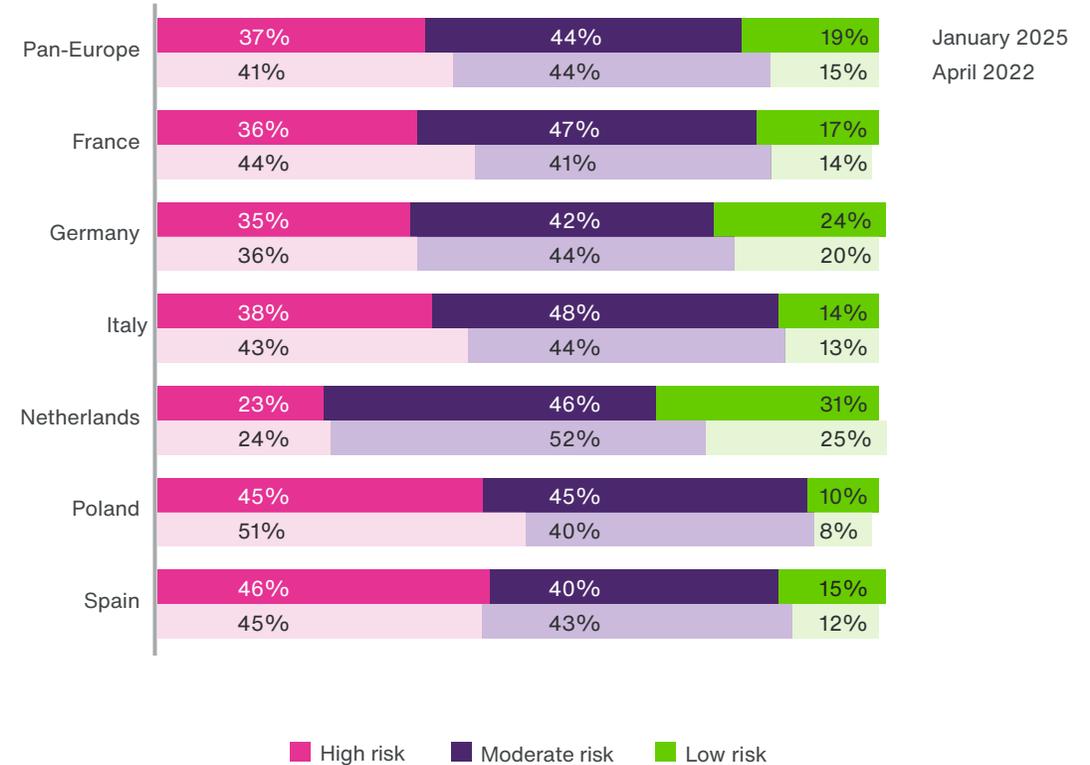
Mental health scores have improved in Spain, Italy, and the Netherlands, whereas they have declined in France, Germany, and Poland.



## Mental health risk.

In January 2025, 37 per cent of workers have a high mental health risk, 44 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 Spain (46 per cent), followed by Poland (45 per cent) and Italy (38 per cent). The Netherlands has the lowest proportion (23 per cent) of workers with a high 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.

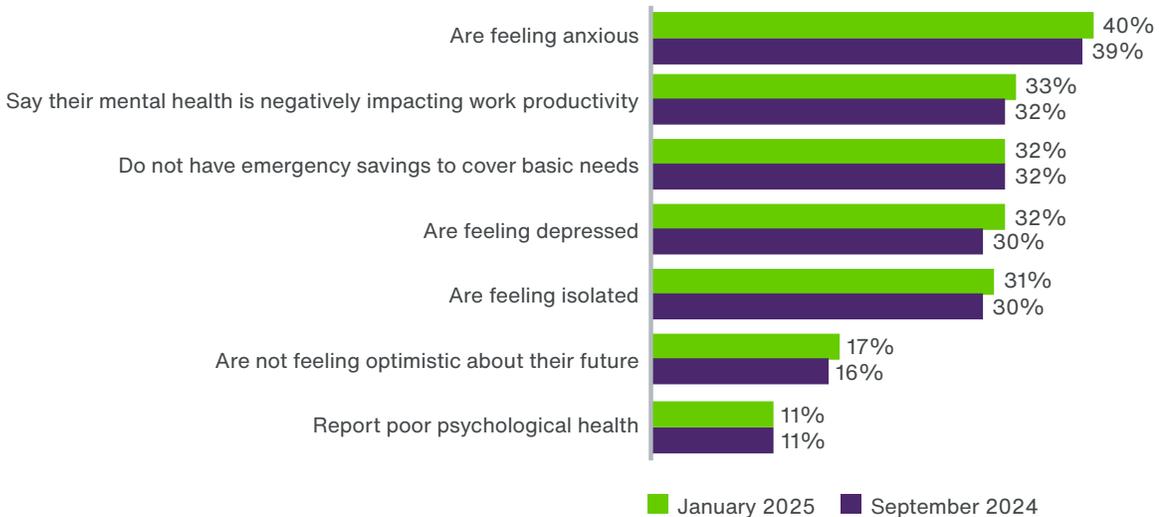
For nearly three years, anxiety (51.4) has been the lowest Mental Health Index sub-score. Depression (57.5), isolation (59.1), work productivity (59.1), optimism (63.7), and financial risk (65.9) follow. General psychological health (72.2) continues to be the most favourable mental health measure in January 2025.

- Anxiety and depression have been the lowest mental health sub-scores since the launch of the MHI in April 2022
- Depression, work productivity, and optimism sub-scores have declined from the previous period
- The work productivity sub-score has had the most significant decline, down 1.0 point from September 2024

Two in five (40 per cent) workers feel anxious, 33 per cent say their mental health is negatively impacting work productivity, 32 per cent feel depressed, 32 per cent do not have emergency savings for basic needs, 31 per cent feel isolated, 17 per cent do not feel optimistic about their future, and 11 per cent of workers generally cite poor psychological health.

Mental Health Index Sub-scores	January 2025	September 2024
Anxiety	51.4	51.4
Depression	57.5	58.3
Isolation	59.1	59.0
Work productivity	59.1	60.1
Optimism	63.7	64.2
Financial risk	65.9	65.6
Psychological health	72.2	72.1

## Percentage at risk by MHI sub-score

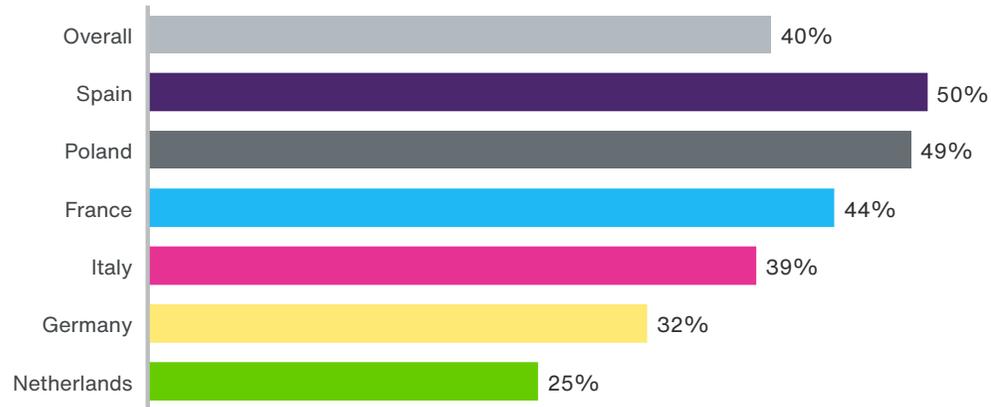


## Anxiety

Workers were asked whether they often feel unsettled and nervous.

Overall, two in five (40 per cent) often feel unsettled and nervous. Half of workers in Spain (50 per cent), 49 per cent in Poland, 44 per cent in France, 39 per cent in Italy, 32 per cent in Germany, and 25 per cent in the Netherlands report feeling anxious.

Percentage of workers by country feeling anxious

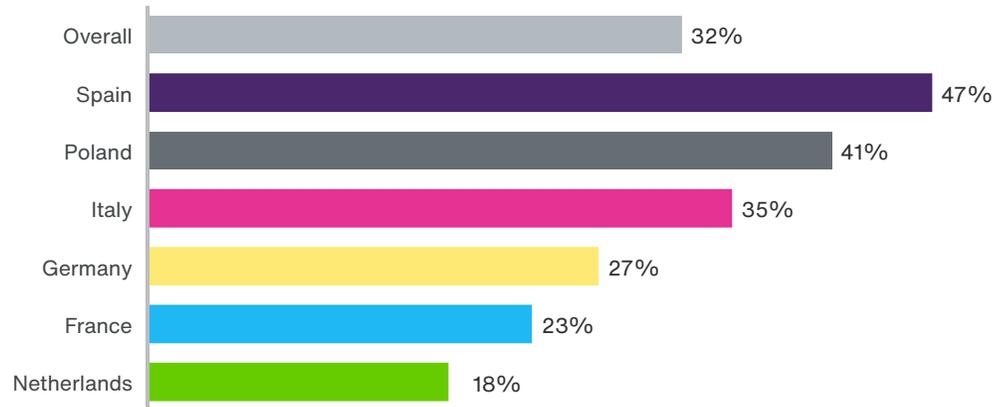


## Depression

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

Overall, nearly one-third (32 per cent) often feel a sense of helplessness. Nearly half (47 per cent) of workers in Spain feel depressed, as do 41 per cent in Poland, 35 per cent in Italy, 27 per cent in Germany, 23 per cent in France, and 18 per cent in the Netherlands.

Percentage of workers by country feeling symptoms of depression



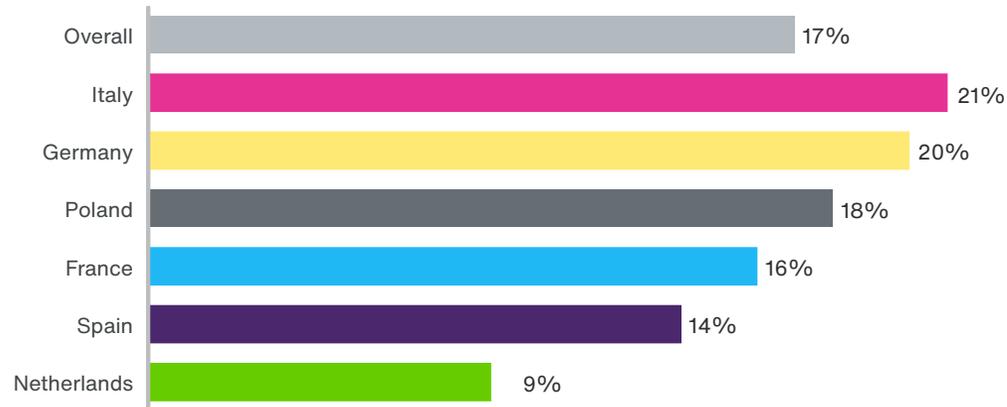
## Optimism

Workers were asked whether they feel optimistic about their future.

Overall, one in six (17 per cent) do not feel optimistic about their future.

More than one in five (21 per cent) in Italy, 20 per cent in Germany, 18 per cent in Poland, 16 per cent in France, 14 per cent in Spain, and nine per cent in the Netherlands are not feeling optimistic about their future.

Percentage of workers by country not feeling optimistic about the future

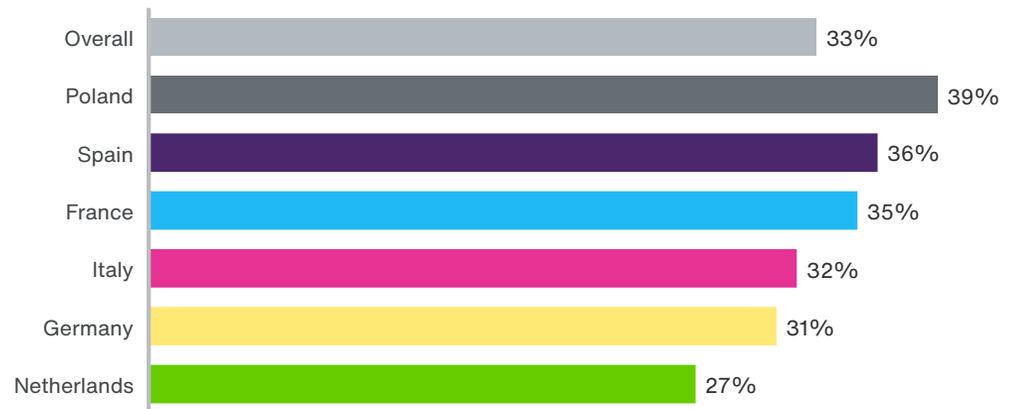


## Work productivity

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

Overall, one-third (33 per cent) report that their mental health is adversely impacting their productivity. The greatest impact of mental health on work productivity is in Poland (39 per cent), followed by Spain (36 per cent), France (35 per cent), Italy (32 per cent), Germany (31 per cent), and the Netherlands (27 per cent).

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

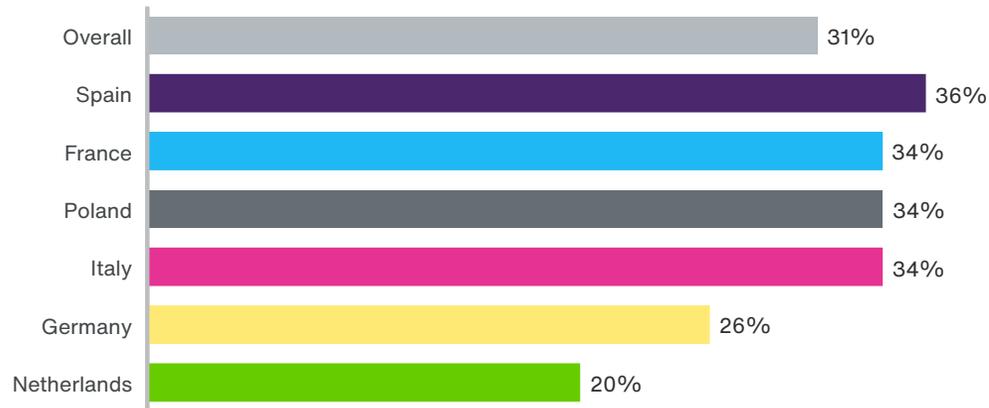


## Isolation

Workers were asked whether they often feel alone.

Overall, nearly one-third (31 per cent) often feel alone. Isolation is most notable in Spain, where more than one-third (36 per cent) often feel alone. In Poland, 34 per cent often feel alone; 34 per cent in Italy, 34 per cent in France, 26 per cent in Germany, and in the Netherlands, 20 per cent often feel alone.

Percentage of workers by country feeling isolated

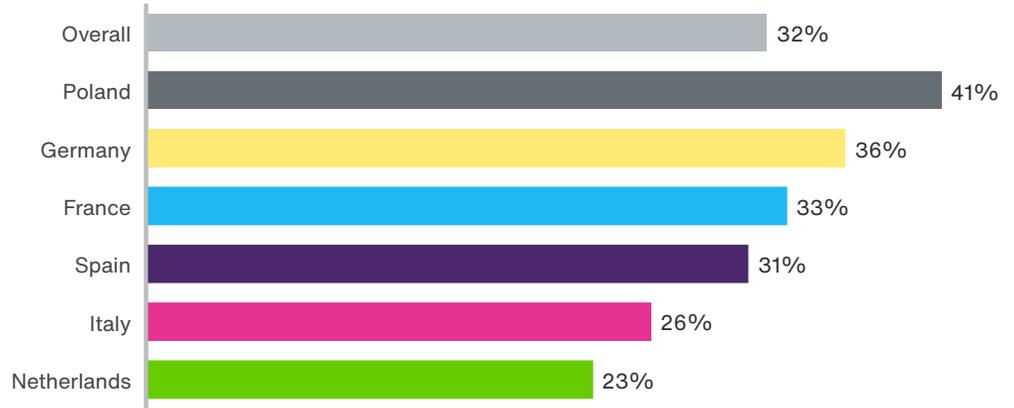


## Financial risk

Workers 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 (41 per cent) workers in Poland do not have emergency savings; 36 per cent in Germany, 33 per cent in France, 31 per cent in Spain, 26 per cent in Italy, and 23 per cent in the Netherlands lack emergency savings.

Percentage of workers by country without emergency savings

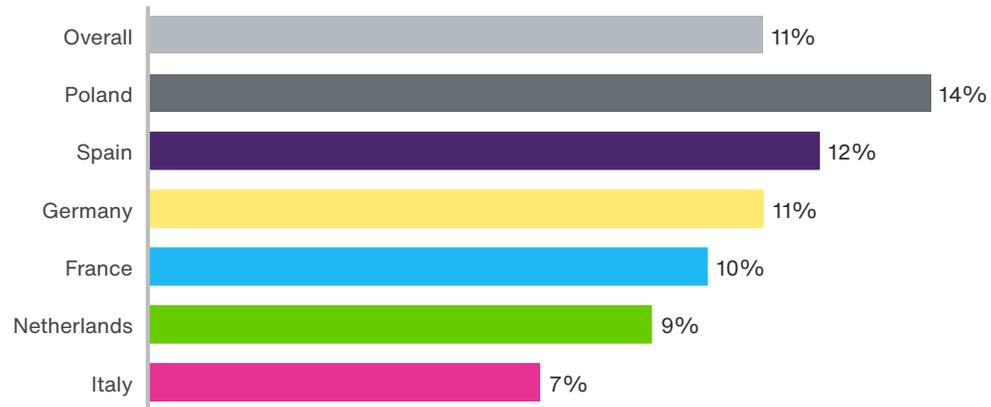


## General psychological health.

Workers were asked whether they are in good psychological health.

Overall, 11 per cent report poor psychological health. The incidence of poor psychological health is highest in Poland (14 per cent), followed by Spain (12 per cent), Germany (11 per cent), France (10 per cent), the Netherlands (nine per cent), and Italy (seven per cent).

### Percentage of workers by country reporting poor psychological health



## Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health score than men. In January 2025, the mental health score of women is 58.5 compared to 63.9 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 three years later, this pattern continues with a lower score for workers with at least one child (60.1) than workers without children (62.7)

## Mental health by employment status.

- Overall, two per cent of respondents are unemployed<sup>1</sup> and seven per cent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the previous month have the lowest mental health score (46.8), followed by workers reporting fewer hours than the last month (49.3), respondents currently employed (58.6), and workers with no change to salary or hours (62.4)
- Labourers have a lower mental health score (58.5) than service industry (61.7) and office workers (62.3)
- Managers have a higher mental health score (62.2) than non-managers (60.7)
- Respondents working for companies with 1,001-5,000 employees have the highest mental health score (64.7)
- Self-employed/sole proprietors have the lowest mental health score (59.4)



## Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (42.3) than the overall group (61.4). Workers with emergency savings have an average mental health score of 69.9.

<sup>1</sup> MHI respondents employed in the past six months are included in the poll.

Employment status	Jan. 2025	Sept. 2024
Employed (no change in hours/salary)	62.4	62.2
Employed (fewer hours compared to last month)	49.3	50.1
Employed (reduced salary compared to last month)	46.8	54.1
Not currently employed	58.6	60.2

Age group	Jan. 2025	Sept. 2024
Age 20-29	54.4	54.5
Age 30-39	56.5	58.0
Age 40-49	60.8	59.7
Age 50-59	65.2	65.1
Age 60-69	69.3	70.4

Number of children	Jan. 2025	Sept. 2024
No children in household	62.7	63.1
1 child	59.4	58.9
2 children	61.6	61.6
3 children or more	59.0	60.4

Country	Jan. 2025	Sept. 2024
France	61.5	62.6
Germany	62.9	64.7
Italy	60.0	59.4
Netherlands	69.5	68.6
Poland	56.9	57.3
Spain	57.9	57.0

Gender	Jan. 2025	Sept. 2024
Men	63.9	64.2
Women	58.5	58.8

Household Income/annum Europe excluding Poland	Jan. 2025	Sept. 2024
<€10K	52.2	52.7
€10K to <€20K	53.0	50.7
€20k to <€30K	56.6	56.4
€30K to €50K	61.6	62.5
€50K to €70K	65.5	65.4
€70K to €100K	69.3	68.5
€100K and over	71.6	73.9

Household Income – Poland	Jan. 2025	Sept. 2024
<15K pln	54.5	52.5
15K pln to <30K pln	49.8	56.3
30k to <60K pln	51.0	53.1
60k to <100K pln	57.0	56.3
100K pln and over	61.2	60.5

Employer size	Jan. 2025	Sept. 2024
Self-employed/sole proprietor	59.4	59.2
2-50 employees	60.8	60.7
51-100 employees	59.7	59.2
101-500 employees	62.9	62.1
501-1,000 employees	59.7	62.7
1,001-5,000 employees	64.7	62.3
5,001-10,000 employees	60.7	63.7
More than 10,000 employees	63.0	65.6

Manager	Jan. 2025	Sept. 2024
Manager	62.2	62.1
Non-manager	60.7	61.3

Work environment	Jan. 2025	Sept. 2024
Labour	58.5	59.1
Office/desk	62.3	62.5
Service	61.7	61.6

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 Activities of Extra-Territorial Organisations and Bodies have the lowest mental health score (51.4), followed by workers in Accommodation and Food Service Activities (54.7), and those in Electricity, Gas, Steam, and Air Conditioning Supply (56.3).

Workers in Real Estate Activities (65.1), Arts, Entertainment and Recreation (65.0), and Public Administration and Defence (64.5) have the highest mental health scores this month.



Industry	January 2025	September 2024	Change
Real Estate Activities	65.1	59.4	5.8
Arts, Entertainment and Recreation	65.0	59.5	5.5
Construction	64.1	59.2	4.9
Professional, Scientific and Technical Activities	63.8	60.3	3.5
Agriculture, Forestry and Fishing	62.7	59.6	3.1
Public Administration and Defence	64.5	62.8	1.7
Human Health and Social Work Activities	63.6	62.3	1.3
Accommodation and Food Service Activities	54.7	54.3	0.4
Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use	56.7	56.4	0.3
Manufacturing	63.1	63.2	-0.1
Transportation and Storage	63.3	64.0	-0.7
Other Service Activities	58.8	59.6	-0.8
Financial and Insurance Activities	64.0	65.5	-1.5
Education	61.6	63.9	-2.3
Electricity, Gas, Steam and Air Conditioning Supply	56.3	59.1	-2.7
Wholesale and Retail Trade	57.7	60.7	-3.0
Activities of Extra-Territorial Organisations and Bodies	51.4	54.7	-3.3
Administrative and Support Service Activities	58.5	63.5	-5.0

# Spotlight

## Stress, skepticism, and optimism.

More than one-third of workers feel under constant stress, with the concern disproportionately among younger workers and parents.

- More than one-third (36 per cent) of workers are feeling under constant stress; this group has the lowest mental health score (46.0), more than 28 points lower than workers not feeling constant stress (74.5) and more than 15 points lower than the national average (61.4)
- Workers under 40 are nearly twice as likely as workers over 50 to feel under constant stress
- Parents are 40 per cent more likely than non-parents to feel under constant stress
- Nearly half (47 per cent) are not under constant stress; this group has the highest mental health score (74.5), more than 13 points higher than the national average (61.4)
- Nearly half (45 per cent) of workers in Italy, 44 per cent of workers in Poland, 44 per cent of workers in Spain, 34 per cent of workers in Germany, 29 per cent of workers in France, and 21 per cent of workers in the Netherlands are feeling under constant stress

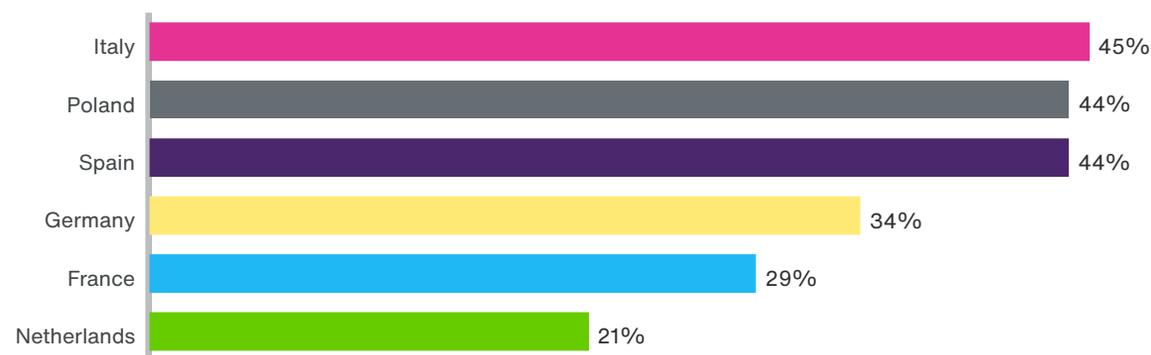
I feel under constant stress



MHI score by "I feel under constant stress"



Percentage of workers by country feeling under constant stress

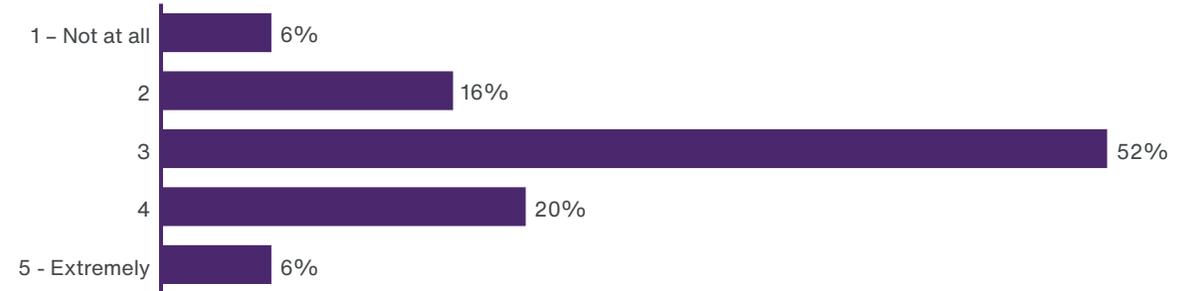


**More than one in four workers are highly skeptical about others' motives.**

- More than one-quarter (26 per cent) of workers are highly skeptical (rating of 4 or 5) about others' motives; this group has the lowest mental health scores (53.6 and 48.4, respectively), at least eight points lower than the national average (61.4)
- Workers under 40 are 50 per cent more likely than workers over 50 to be skeptical about others' motives
- Nearly one-quarter (22 per cent) are unlikely to be skeptical (rating of 1 or 2) about others' motives; this group has the highest mental health scores (69.9 and 67.6, respectively), at least six points higher than the national average (61.4)



**On a scale of 1-5 (1 being not at all, 5 being extremely), how skeptical are you about others' motives?**



**MHI score by “On a scale of 1-5 (1 being not at all, 5 being extremely), how skeptical are you about others' motives?”**



- Nearly one-third (32 per cent) of workers in Italy, 29 per cent of workers in Spain, 28 per cent of workers in France, 25 per cent of workers in Germany, 21 per cent of workers in Poland, and 21 per cent of workers in the Netherlands are highly skeptical about others' motives

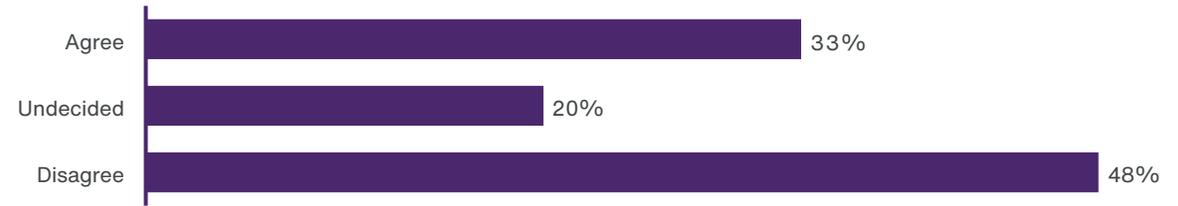
Percentage of workers by country skeptical about others' motives



**One-third of workers feel angrier and more distrustful of others.**

- One-third (33 per cent) of workers are feeling angrier and more distrustful of others; this group has the lowest mental health score (46.3), 27 points lower than workers not feeling angrier and more distrustful of others (73.4) and 15 points lower than the national average (61.4)
- Workers under 40 are 70 per cent more likely than workers over 50 to be feeling angrier and more distrustful of others
- Nearly half (48 per cent) of workers are not feeling angrier and more distrustful of others; this group has the highest mental health score (73.4), 12 points higher than the national average (61.4)
- Two in five (40 per cent) workers in France, 37 per cent of workers in Poland, 34 per cent of workers in Spain, 33 per cent of workers in Germany, 32 per cent of workers in Italy, and 20 per cent of workers in the Netherlands are feeling angrier and more distrustful of others

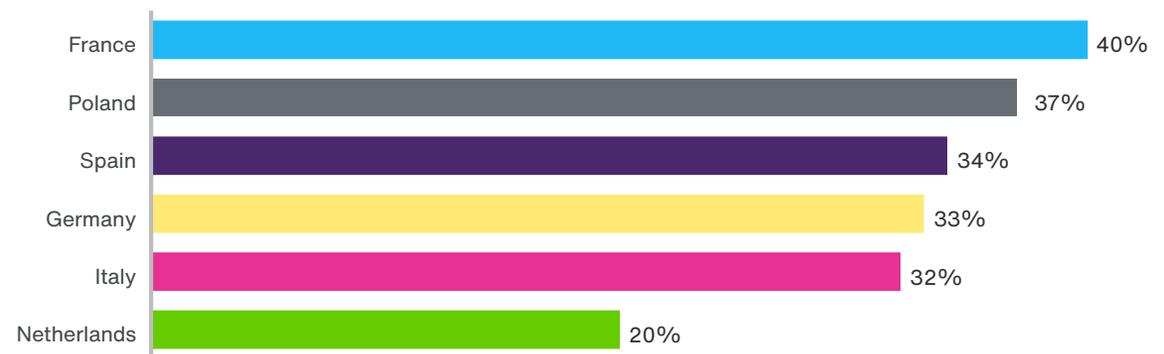
**I am feeling angrier and more distrustful of others**



**MHI score by “I am feeling angrier and more distrustful of others”**



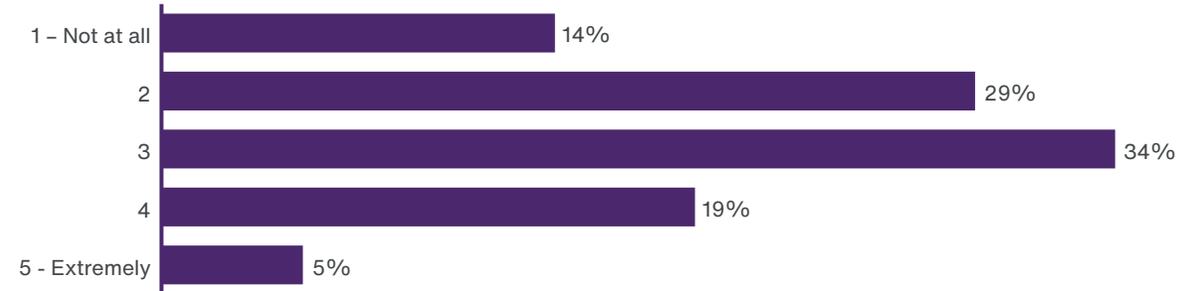
**Percentage of workers by country feeling angrier and more distrustful of others**



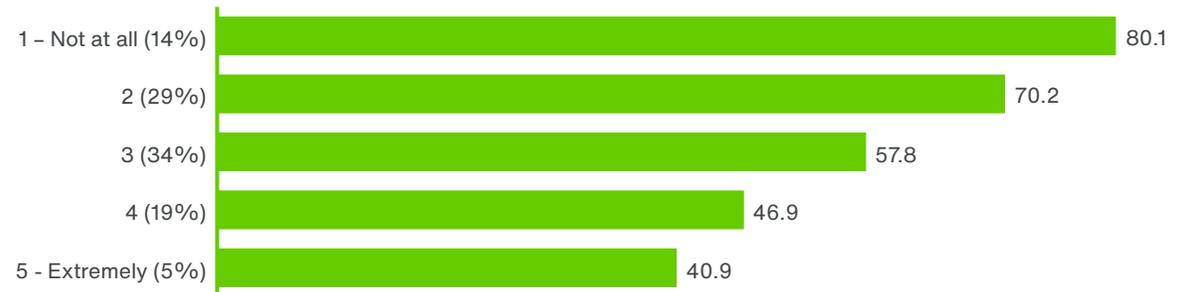
**Nearly one in four workers report getting easily frustrated in daily situations.**

- Nearly one-quarter (24 per cent) of workers report being easily frustrated in daily situations (rating of 4 or 5); this group has the lowest mental health scores (46.9 and 40.9, respectively), at least 14 points lower than the national average (61.4)
- Workers under 40 are nearly twice as likely as workers over 50 to report being easily frustrated in daily situations
- More than two in five (43 per cent) report not being easily frustrated in daily situations (rating of 1 or 2); this group has the highest mental health scores (80.1 and 70.2, respectively), at least nine points higher than the national average (61.4)

**On a scale of 1 to 5 (1 being not at all, 5 being extremely), how easily do you get frustrated in daily situations?**



**MHI score by “On a scale of 1 to 5 (1 being not at all, 5 being extremely), how easily do you get frustrated in daily situations?”**



- Nearly three in ten (28 per cent) workers in Spain, 26 per cent of workers in Poland, 26 per cent of workers in France, 26 per cent of workers in Italy, 20 per cent of workers in Germany, and 18 per cent of workers in the Netherlands report being easily frustrated in daily situations



Percentage of workers by country easily frustrated in daily situations

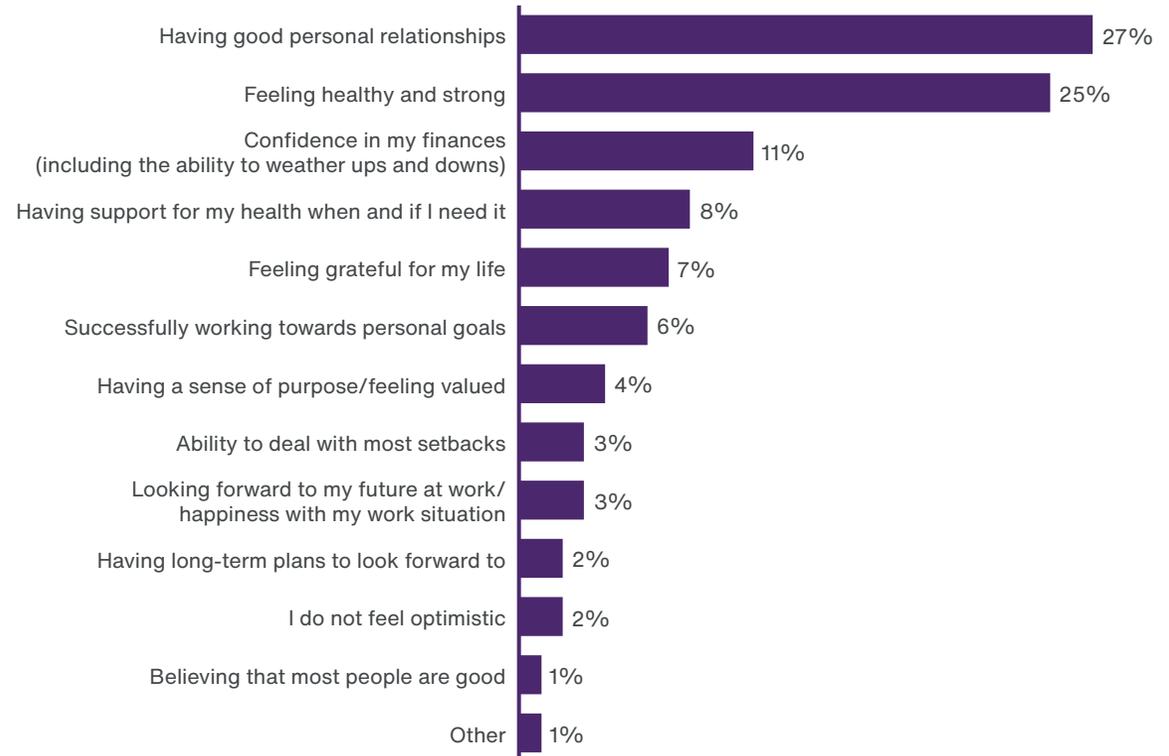


**Good personal relationships, feeling healthy and strong, and confidence in financial stability drive personal optimism.**

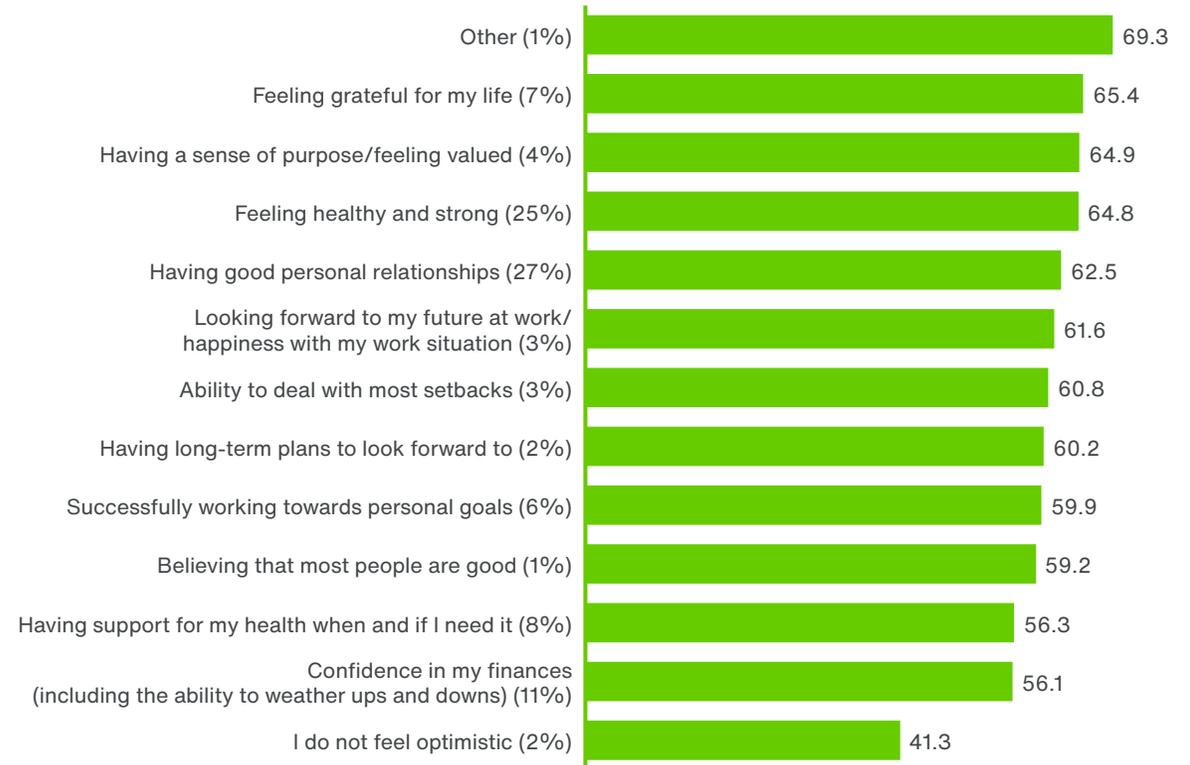
- Having good personal relationships is the leading factor most driving personal optimism (27 per cent), followed by feeling healthy and strong (25 per cent), confidence in their finances (11 per cent), and having support for their health when needed (eight per cent)



**What factor most drives your personal optimism?**



### MHI score by “What factor most drives your personal optimism?”

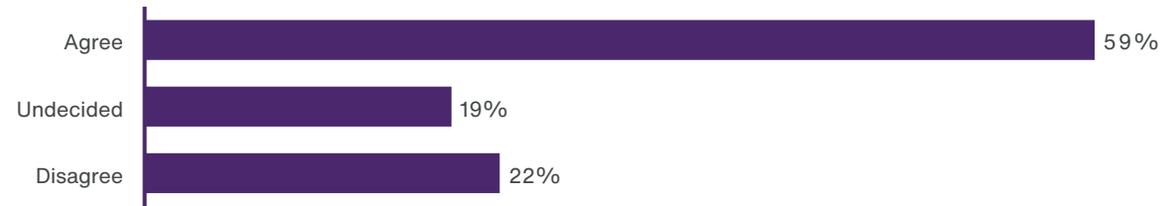


## Perceptions of organisational fairness, strengths, and opportunities.

Nearly three in five workers trust their company to be fair and honest in dealing with employees.

- Nearly three in five (59 per cent) workers trust their company to be fair and honest in how they deal with employees; this group has the highest mental health score (66.7), more than five points higher than the national average (61.4)
- More than one in five (22 per cent) don't trust their company to be fair and honest in how they deal with employees; this group has the lowest mental health score (53.1), nearly 14 points lower than workers who trust their company (66.7) and more than eight points lower than the national average (61.4)
- Two-thirds (66 per cent) of workers in the Netherlands, 62 per cent of workers in Germany, 60 per cent of workers in Italy, 58 per cent of workers in Poland, 56 per cent of workers in Spain, and 53 per cent of workers in France trust their company to be fair and honest in how they deal with employees

I trust the company I work for to be fair and honest in how they deal with employees



MHI score by “I trust the company I work for to be fair and honest in how they deal with employees”



Percentage of workers by country who trust their company to be fair and honest in how they deal with employees

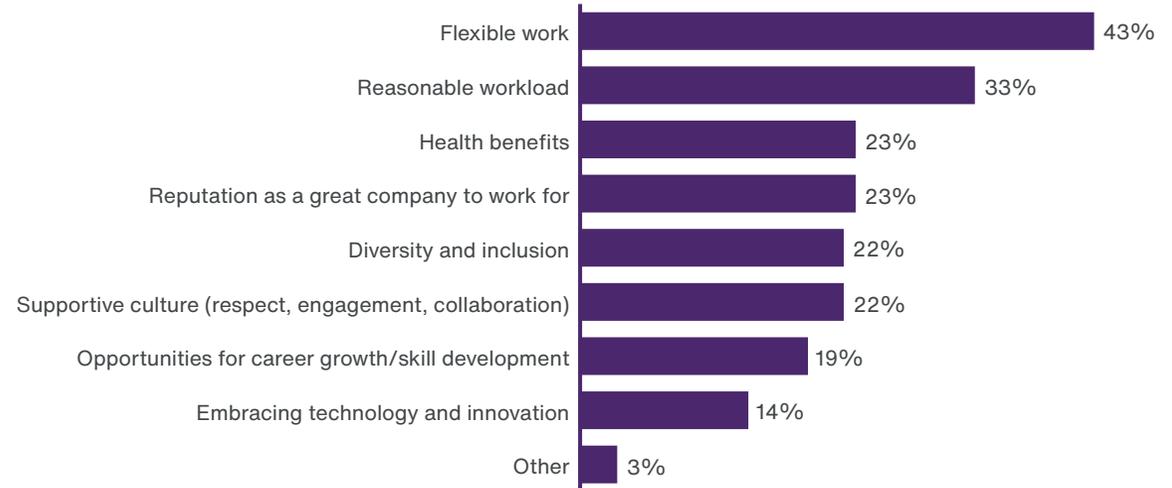


**Workers rank flexible work as the area in which their organisation excels.**

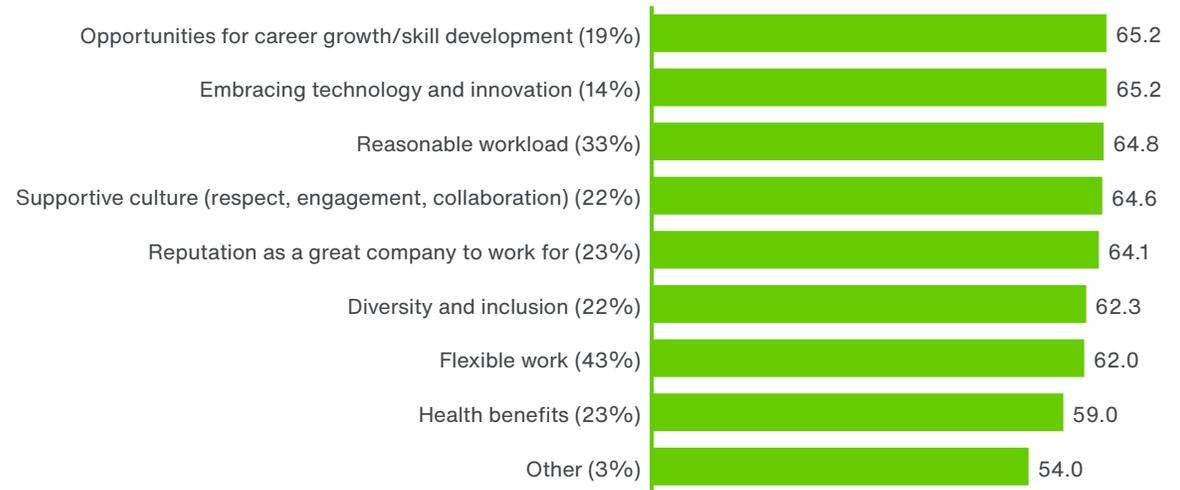
- More than two in five (43 per cent) workers say their organisation excels at flexible work, 33 per cent say their organisation excels at workload management, 23 per cent say the provision of health benefits is a source of strength for their organisation, 23 per cent say their organisation excels because of its reputation as a great company, and 22 per cent say diversity and inclusion is an area in which their organisation excels



**In which area(s) do you believe your organisation excels?**



**MHI score by “In which area(s) do you believe your organisation excels?”**

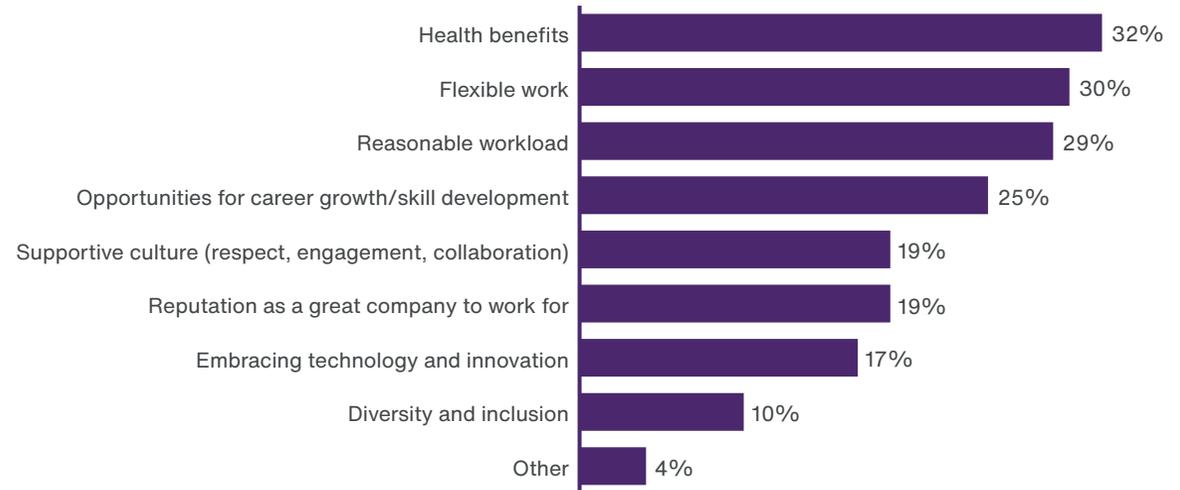


**Workers identify health benefits as the greatest opportunity for improvement in their workplaces.**

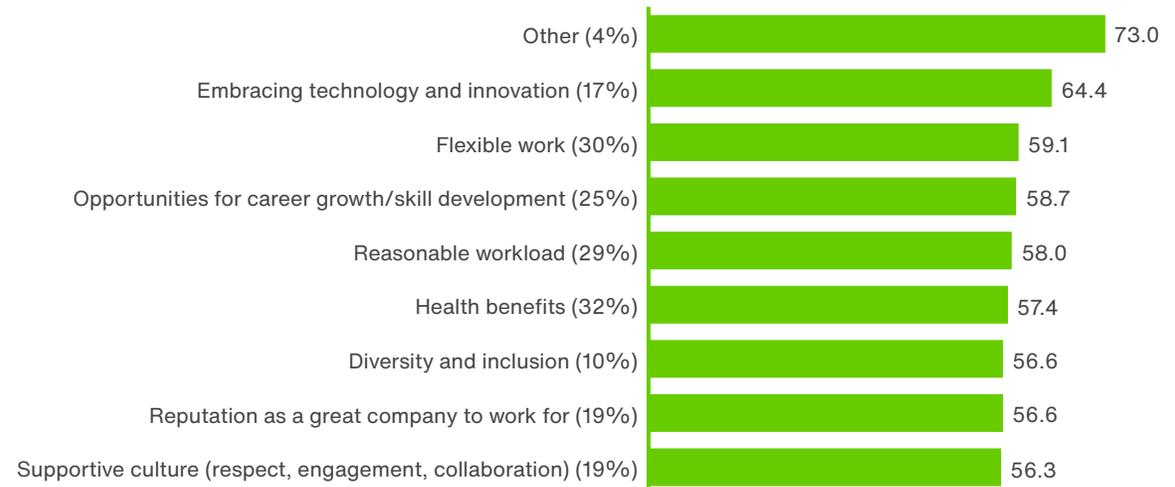
- Nearly one-third (32 per cent) of workers say their organisation needs to improve health benefits, 30 per cent say improvement is needed concerning flexible work, 29 per cent say their organisation needs to improve workload management, 25 per cent say opportunities for career growth/skills development need to improve, and 19 per cent say a supportive culture is an area requiring the most improvement in their organisation



**In which area(s) do you believe your organisation needs to improve?**



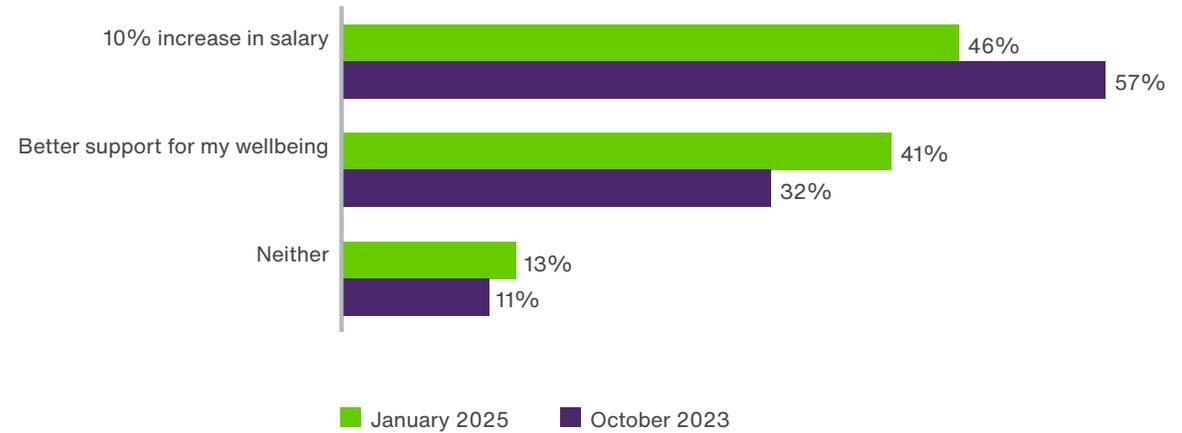
**MHI score by “In which area(s) do you believe your organisation needs to improve?”**



Since 2023, the value placed on better support for wellbeing has grown, while the importance of a 10% salary increase has declined.

- Nearly half (46 per cent) of workers say a 10% increase in salary is more important; this group has a mental health score (64.7) more than three points higher than the national average (61.4)
- More than two in five (41 per cent) say better support for their wellbeing is more important; this group has the lowest mental health score (57.9), more than three points lower than the national average (61.4)
- Between October 2023 and January 2025, the importance of support for wellbeing rose from 32 per cent to 41 per cent, while the importance of a 10% salary increase fell from 57 per cent to 46 per cent

#### Which of the following is more important to you?



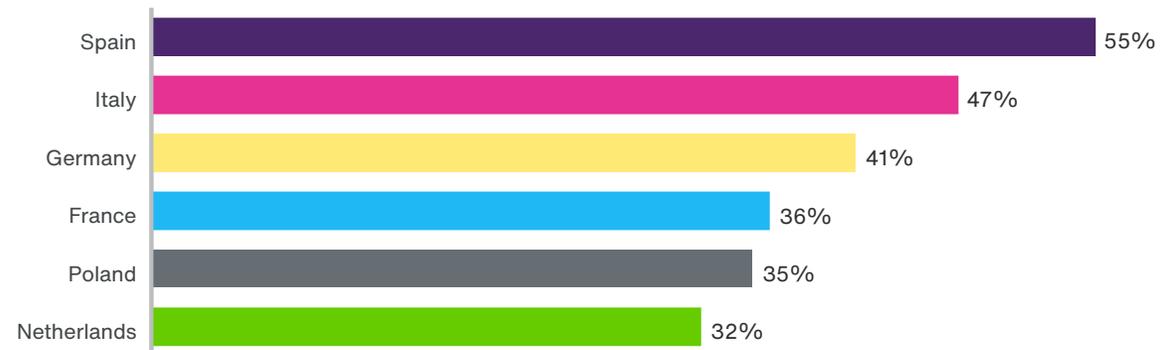
#### MHI score by “Which of the following is more important to you?”



- More than half (55 per cent) of workers in Spain, 47 per cent of workers in Italy, 41 per cent of workers in Germany, 36 per cent of workers in France, 35 per cent of workers in Poland, and 32 per cent of workers in the Netherlands say better support for their wellbeing is more important than a 10% increase in salary



Percentage of workers by country reporting that better support for their wellbeing is more important than a 10% increase in salary

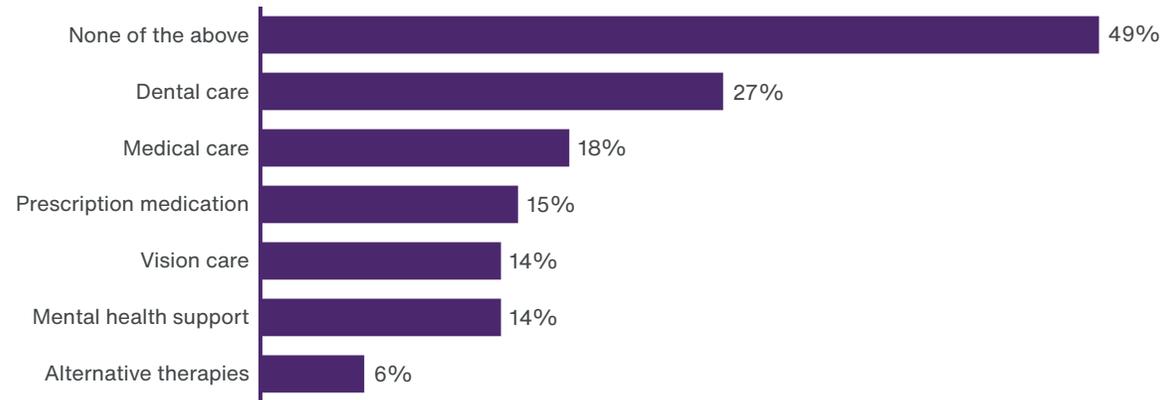


## Use of and barriers to healthcare.

### Younger workers and parents more often delayed or avoided seeking mental health support in 2024.

- More than one-quarter (27 per cent) of workers delayed or avoided seeking dental care in 2024, 18 per cent delayed or avoided seeking medical care, and 15 per cent delayed or avoided seeking prescription medication in 2024
- The lowest mental health score (45.8) is among 14 per cent of workers who delayed or avoided seeking mental health support in 2024, more than 24 points lower than workers who did not delay or avoid seeking care and nearly 16 points lower than the national average (61.4)
- Workers under 40 are two and a half times more likely than workers over 50 to have delayed or avoided seeking mental health support in 2024
- Parents are 60 per cent more likely than non-parents to have delayed or avoided seeking mental health support in 2024

In the last year (2024), did you delay or avoid seeking any of the following?

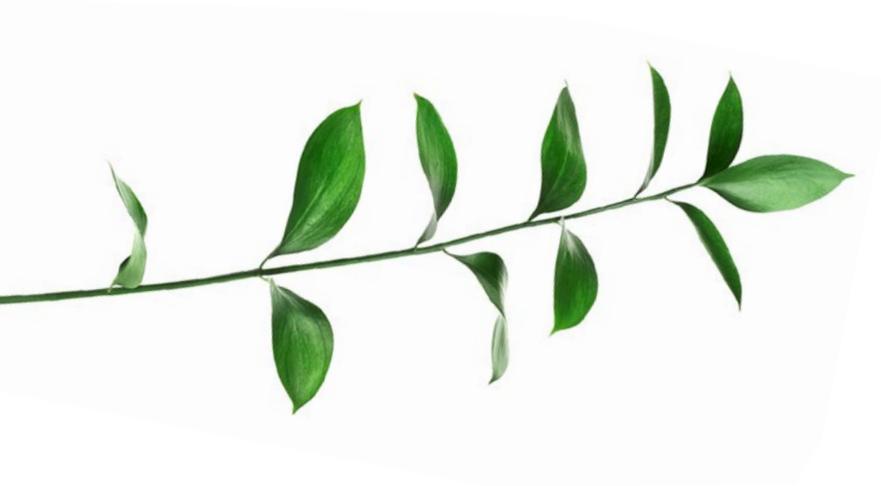
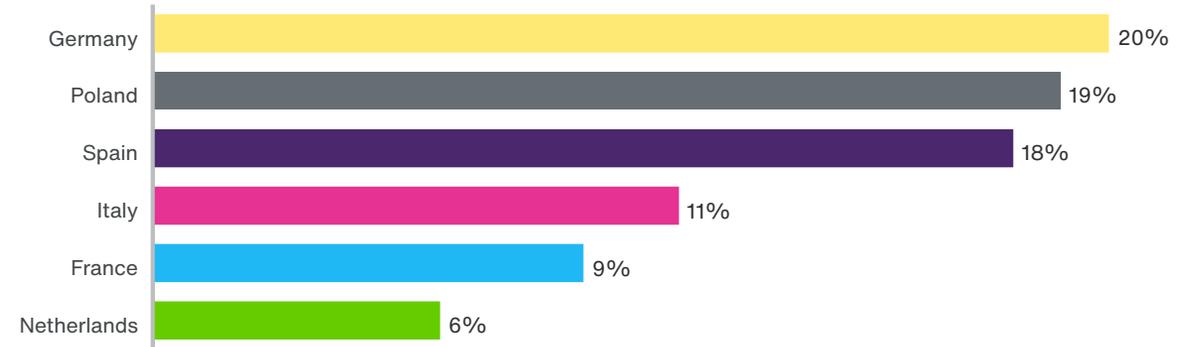


MHI score by “In the last year (2024), did you delay or avoid seeking any of the following?”



- One in five (20 per cent) workers in Germany, 19 per cent of workers in Poland, 18 per cent of workers in Spain, 11 per cent of workers in Italy, nine per cent of workers in France, and six per cent of workers in the Netherlands have delayed or avoided seeking mental health support in 2024
- Nearly half (49 per cent) did not delay or avoid seeking care in the last year; this group has the highest mental health score (70.2), nearly nine points higher than the national average (61.4)
- Workers over 50 are 80 per cent more likely than workers under 40 not to have delayed or avoided seeking care in 2024

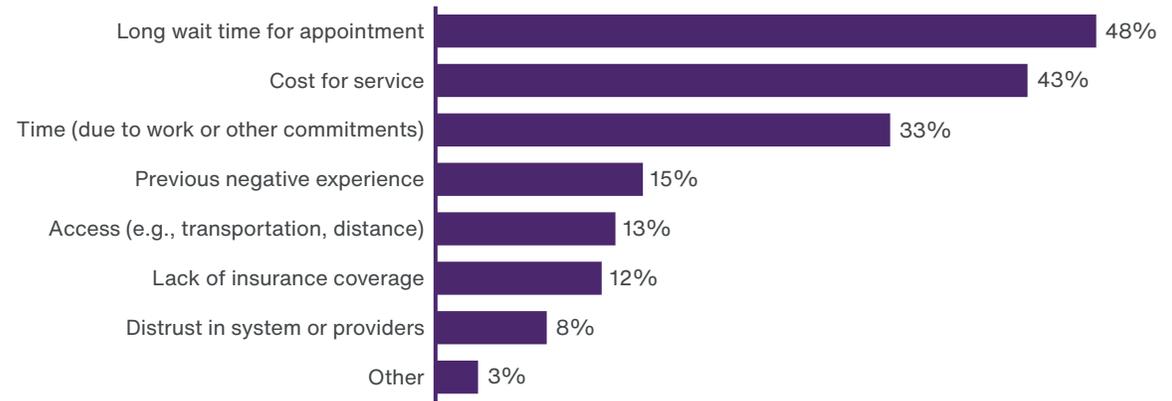
Percentage of workers by country who have delayed or avoided seeking mental health support in 2024



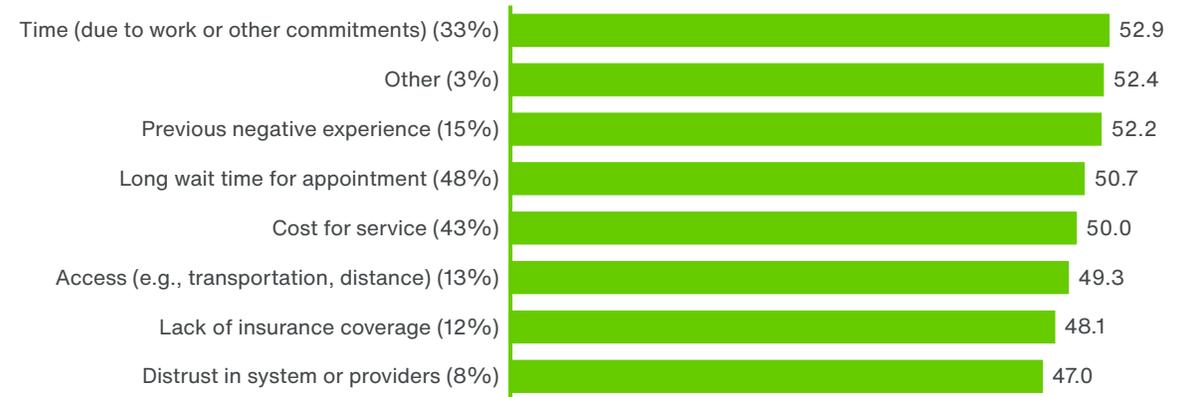
**Cost and wait times are the top reasons for delaying or avoiding medical care in 2024.**

- Nearly half (48 per cent) of workers cite long wait times as the reason for delaying or avoiding seeking medical care in 2024, 43 per cent cite cost for service, 33 per cent cite a lack of time, 15 per cent cite a previous negative experience, and 13 per cent cite lack of access as the reason for delaying or avoiding seeking medical care in 2024
- The lowest mental health score (47.0) is among eight per cent of workers citing distrust in the system or providers as the reason for delaying or avoiding seeking medical care in 2024, more than 14 points lower than the national average (61.4)

**Why did you delay or avoid seeking medical care in 2024?**



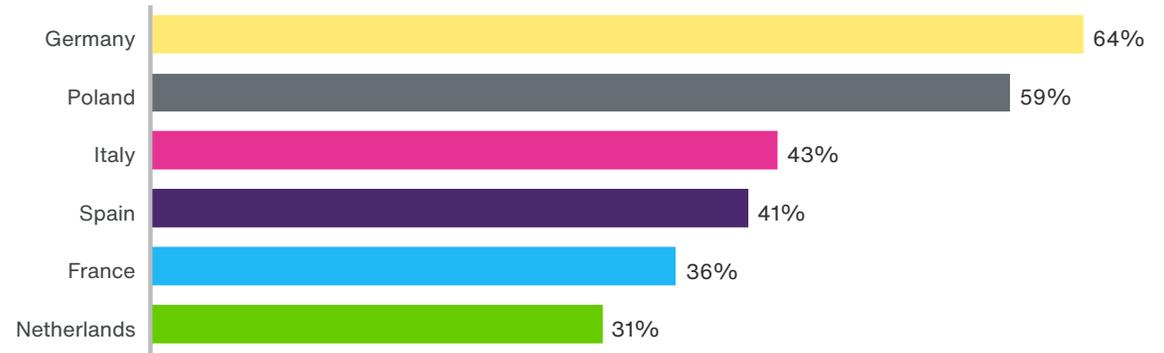
**MHI score by “Why did you delay or avoid seeking medical care in 2024?”**



- Nearly two-thirds (64 per cent) of workers in Germany, 59 per cent of workers in Poland, 43 per cent of workers in Italy, 41 per cent of workers in Spain, 36 per cent of workers in France, and 31 per cent of workers in the Netherlands cite long wait times as the reason for delaying or avoiding seeking medical care in 2024



Percentage of workers by country citing long wait times for an appointment as the reason for delaying or avoiding seeking medical care

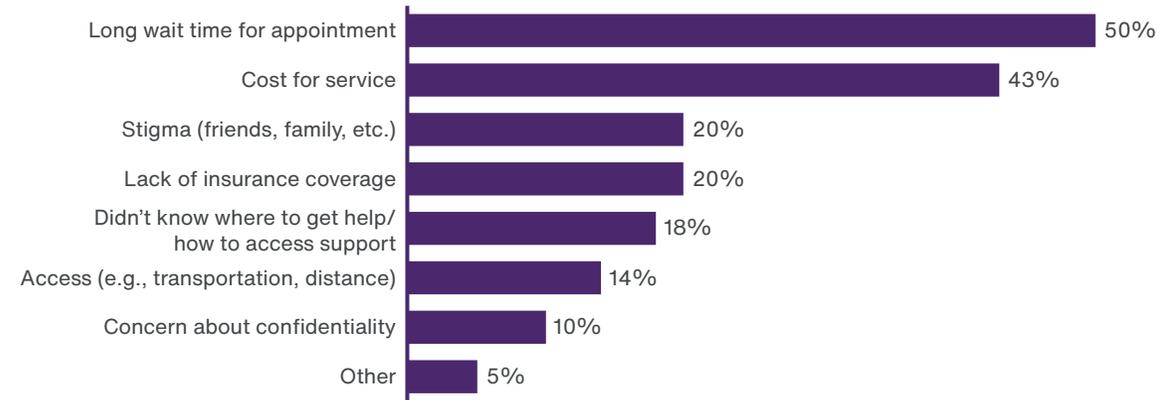


**Workers cite long wait times and cost as the top barriers to having delayed or avoided seeking mental health support in 2024.**

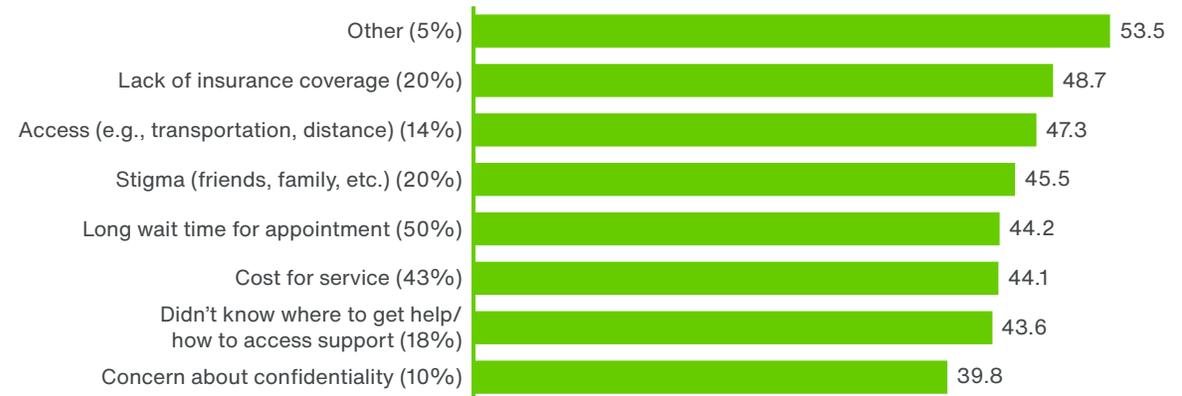
- Half (50 per cent) of workers cite long wait times as the reason for delaying or avoiding seeking mental health support in 2024, 43 per cent cite cost for service, 20 per cent cite lack of insurance coverage, and 20 per cent cite stigma
- The lowest mental health score (39.8) is among 10 per cent of workers reporting that concern about confidentiality is the reason for delaying or avoiding seeking mental health support in 2024, nearly 22 points lower than the national average (61.4)



**Why did you delay or avoid seeking mental health support in 2024?**



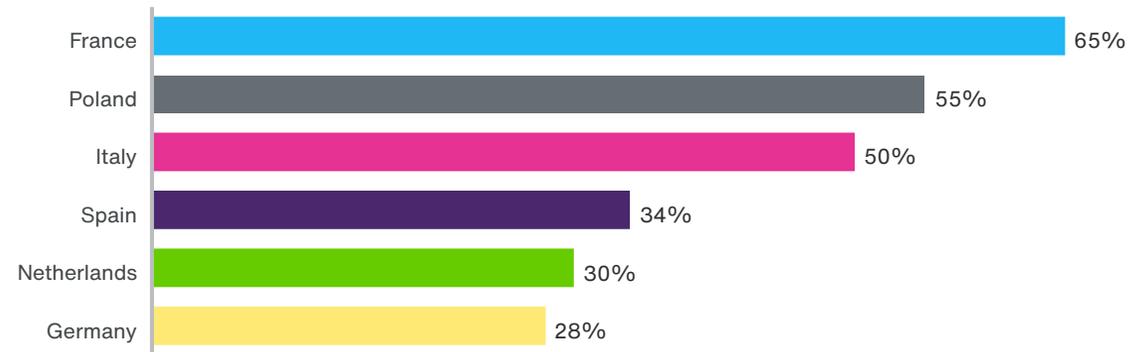
**MHI score by “Why did you delay or avoid seeking mental health support in 2024?”**



- Two-thirds (65 per cent) of workers in France, 55 per cent of workers in Poland, 50 per cent of workers in Italy, 34 per cent of workers in Spain, 30 per cent of workers in the Netherlands, and 28 per cent of workers in Germany cite cost as the reason for delaying or avoiding seeking mental health support in 2024



Percentage of workers by country citing cost for service as the reason for delaying or avoiding seeking mental health support



# Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population are essential to overall health and work productivity. The Mental Health Index provides measures of the current mental health status of employed adults. 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 businesses and governments.

## 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 previous six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in their respective countries. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between January 22 and January 30, 2025.

## Calculations

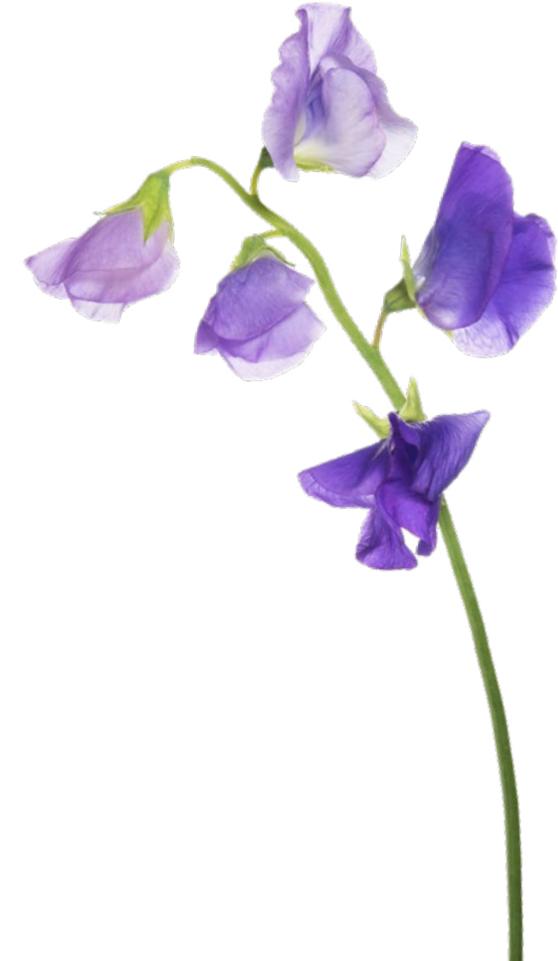
A response scoring system, turning individual responses into point values, is used to create the Mental Health Index. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. The 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](mailto:MHI@telushealth.com)





[www.telushealth.com](http://www.telushealth.com)

