

2020 Employee Benefit Trends Study (EBTS)

Key findings from the MetLife Australia 2020 EBTS.

Supporting employees by embracing a model of holistic wellbeing



of employers say mental health is the most important aspect of employee health to focus on in the wake of COVID-19.



of employees say they are 'most concerned' about their financial health.



4 in 10 employees say their employer isn't offering any benefits or programs to support / improve their wellbeing.



5 in 10 employees claim they are not being offered financial health support.

Close to half of all Australians are suffering from some form of mental ill-health at present due to COVID-19.

4 in 10

Australians claim financial concerns as the main driver of mental ill-health.



80%

of employers say they aren't currently tracking / measuring employee mental health.

Driving employee engagement and reducing stress

78%

of employees say they currently feel stressed, with **1 in 2** claiming they are more stressed now than before the COVID-19 pandemic.

AROUND

3 in 10

employees claim they 'often' feel run down and drained of their physical and emotional energy.



44% of employees claim the support received from their employer has improved since the COVID-19 pandemic began.

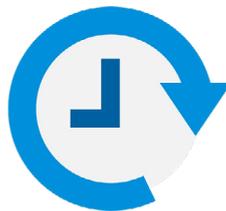
57% say the support received has made them a more loyal employee.

Top five programs employees would like from their employer to help ease their stress and improve their wellbeing:

1. Flexible work arrangements



2. Increased paid time off



3. Work from home policy



4. Additional super contributions



5. Mental wellness programs



Promoting employee wellbeing with benefits and communication

'Must have' employee benefits:

1. Flexible work arrangements
2. Professional training, development and certifications
3. Extra personal / carer's leave
4. Employee Assistance Programs (EAPs)
5. Extra paid maternity leave / parental leave

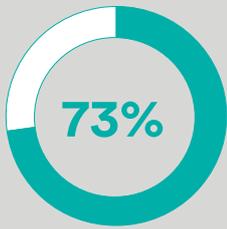
38%

of employers have increased employee benefits offered as a result of COVID-19 (38% viewed as a permanent change)

WHILE

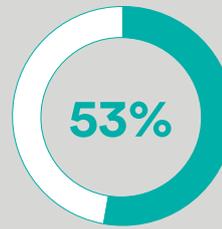
21%

of employers have reduced or removed employee benefits (71% viewed as a temporary change).



of employers claim they offer flexible work arrangements

WHILE ONLY



of employees claim they have flexible working arrangements available to them.

ON AVERAGE
48%

of employees claim to 'completely' understand the various benefits available to them and how they work.

38%

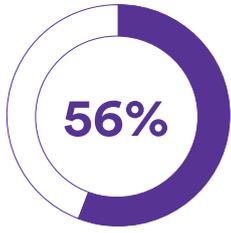
have a 'reasonable' understanding.

14%

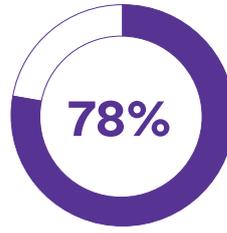
'do not' understand at all.



The new work-life reality



of Australians claim they struggle to navigate the demands that come with today's "always on" work-life world.



of employees located in the physical workplace feel exposed to COVID-19 / at risk of getting sick when doing their job.

70%

of employees either didn't work from home or did so on a limited basis (1 day per week) pre COVID-19

COMPARED TO

52%

of employees now working from home 4 - 5 days per week.

CLOSE TO
50%

of employees now expect to spend more time working from home after COVID-19 than they did pre COVID-19.



About MetLife

MetLife is a leading provider of life insurance, partnering with employers, super funds and financial advisers to help more Australians protect the lifestyle they love - and providing help when they need it most.

Our 150+ year history and global presence gives us the scale and experience to be a valued and trusted partner in business. We protect customers in more than 40 countries and lead the market in corporate insurance solutions in the US, Asia, Latin America, Europe and the Middle East.

MetLife is the third largest group insurer in Australia, protecting 1.79 million people. We support our claimants to get back on their feet financially, having paid out over \$504 million in claims in 2019. We provide an exceptional claim experience with access to ancillary support services to promote holistic health and wellbeing.

MetLife Australia is the winner of ANZIIF Australian Insurance Industry Awards 2019 - Life Insurance Company of the Year.

You can find out more at [metlife.com.au](https://www.metlife.com.au)

Methodology

- Two distinct employer and employee surveys conducted between 26 August – 11 September 2020
- Questions based off latest 2020 MetLife U.S. Employee Benefit Trends Study, however localised for the Australian market
- The **employer** survey included **339** respondents with benefits decision makers and influencers at Australian based companies with at least two employees
- The **employee** survey included **1,037** respondents, including a mix of full-time and part-time employees, aged 18 and over, at Australian based companies with at least two employees
- Representative sample across age, gender, industry, geography, and company size
- Research conducted in collaboration with independent research partners, Little Triggers

For further information on our EBTS research, visit metlife.com.au/EBTS-2020/

To find out more about the research, please call 1300 555 625 to contact your Relationship Manager or email auserVICES@metlife.com

Thank you.

What is MetLife 360Health?

MetLife 360Health defends you against serious illness, so you can live healthier for longer. MetLife recognises that we all need support, not just when faced with an accident or illness, but at all stages of life.

A holistic, integrated suite of solutions covering tools, services and resources, MetLife 360Health complements our insurance products. It focuses on customers as both individuals and employees, taking into account mind, body, environmental and work factors.

It also aims to facilitate better health literacy, improve health support and deliver on improving health outcomes.

MetLife 360Health, your health partner.



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