meQuilibrium

A 2-PART CASE STUDY:

F50 TELECOMMUNICATIONS CONGLOMERATE REVERSING ABSENCE + IMPROVING eNPS IN HIGH STRESS CALL CENTERS

CASE STUDY #1

RESILIENCE LOWERS ABSENCE RATES

for a Fortune 50 Media and Technology Company operating large call centers



THE PROBLEM

- High intermittent and continuous absence rates in call centers
- Company-wide stress is a significant workplace factor correlated with high absence
- Existing programs (EAP, yoga, meditation) were effective, but participation levels were low and not scalable

THE SOLUTION

- Provide effective coping mechanism for frontline employees in difficult work environments
- Embrace resilience training as a new means of thinking about disability management
- Track and improve perceived stress and resilience

THE RESULTS

- Stress Management scores improved 20%
- Overall Resilience scores improved 8.5%
- Average 4 fewer absence days per year, per participant
- $3 million savings for a population of 12,000 eligibles

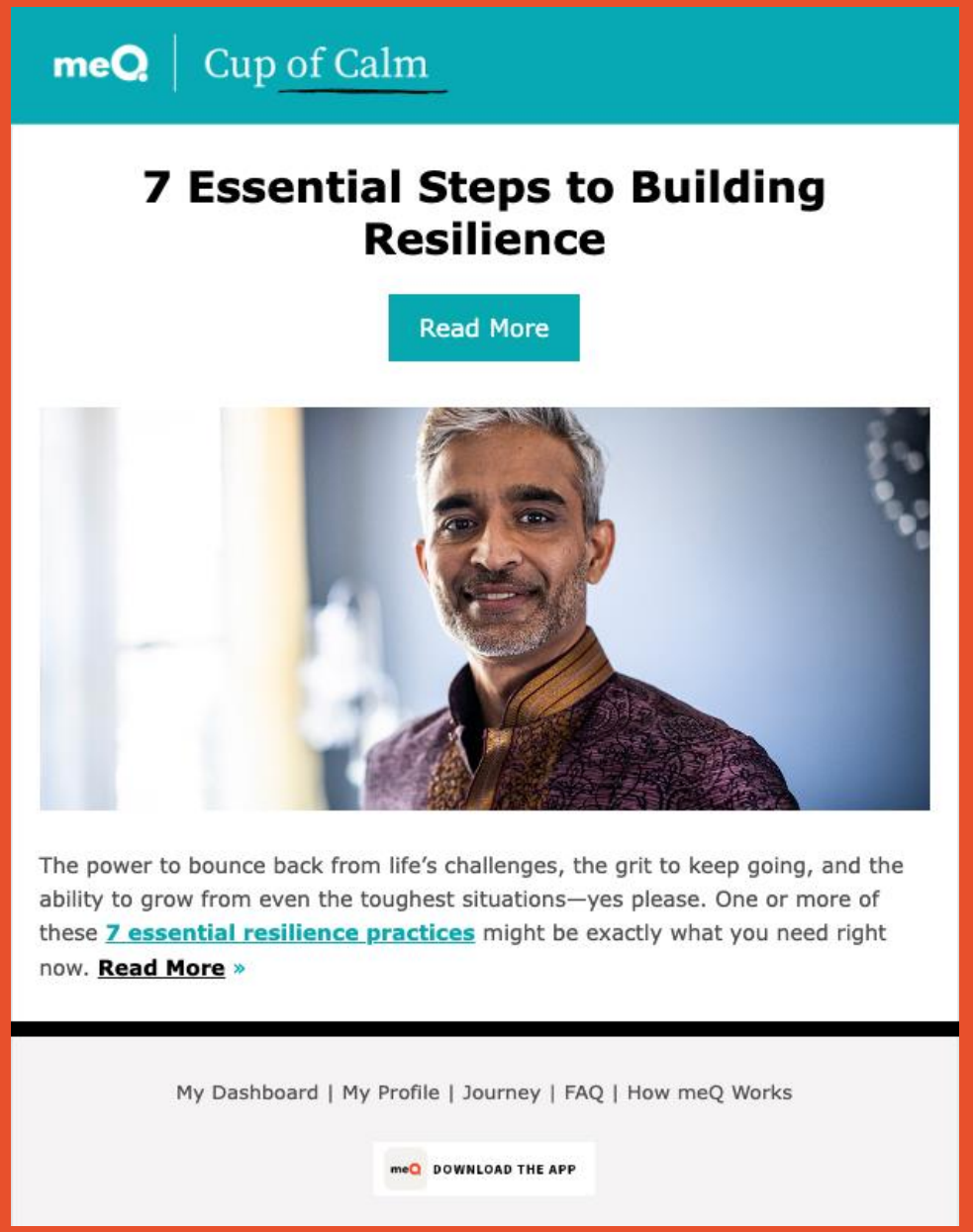
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CASE STUDY #1

REDUCING ABSENCE RATES

COMMUNICATION STRATEGY

- **ONSITE EVENTS:** Healthy week and benefits fair
- **PRINT MATERIALS:** Desk drops, posters, table tents, flyers
- **EMAILS:** Behaviorally-driven emails
- **VIDEO TESTIMONIALS, CORPORATE COMMENTS:** Testimonials from users
- **ONGOING COMMUNICATIONS:** Leverage all health and wellness communications for ongoing enrollment
- **ONGOING COMMUNICATIONS:** Weekly E-letter (Cup of Calm)

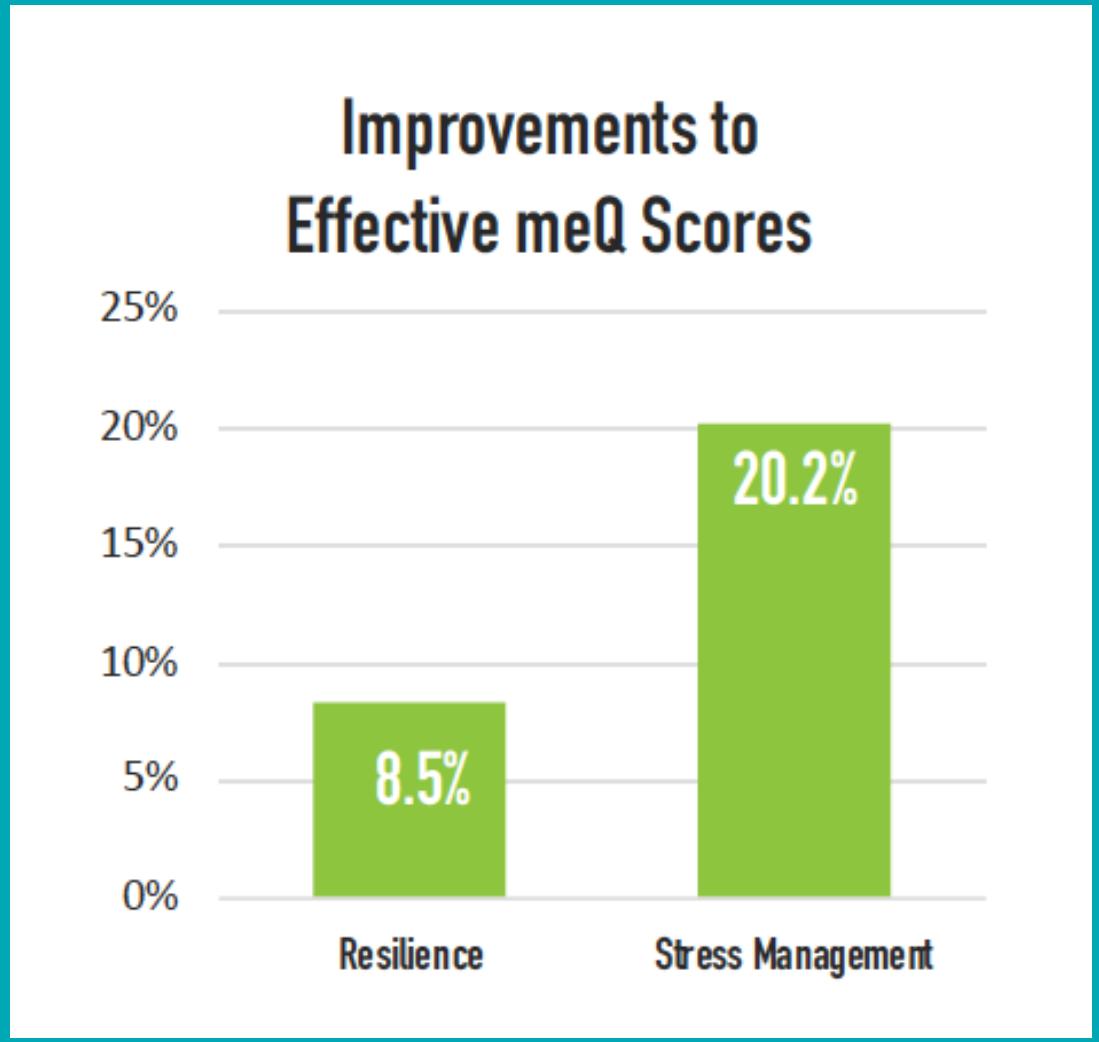


CASE STUDY#1

REDUCING ABSENCE RATES

OUTCOMES

- Clear relationship between increased resilience, improvement in stress management, decrease in absence rates
- Reduction in call center absenteeism was seen in:
  - Continuous leave
  - Intermittent leave
- Success and interest in program leading to new ways of thinking about disability management



CASE STUDY #1

MEQUILIBRIUM'S IMPACT ON EMPLOYEE ABSENCE

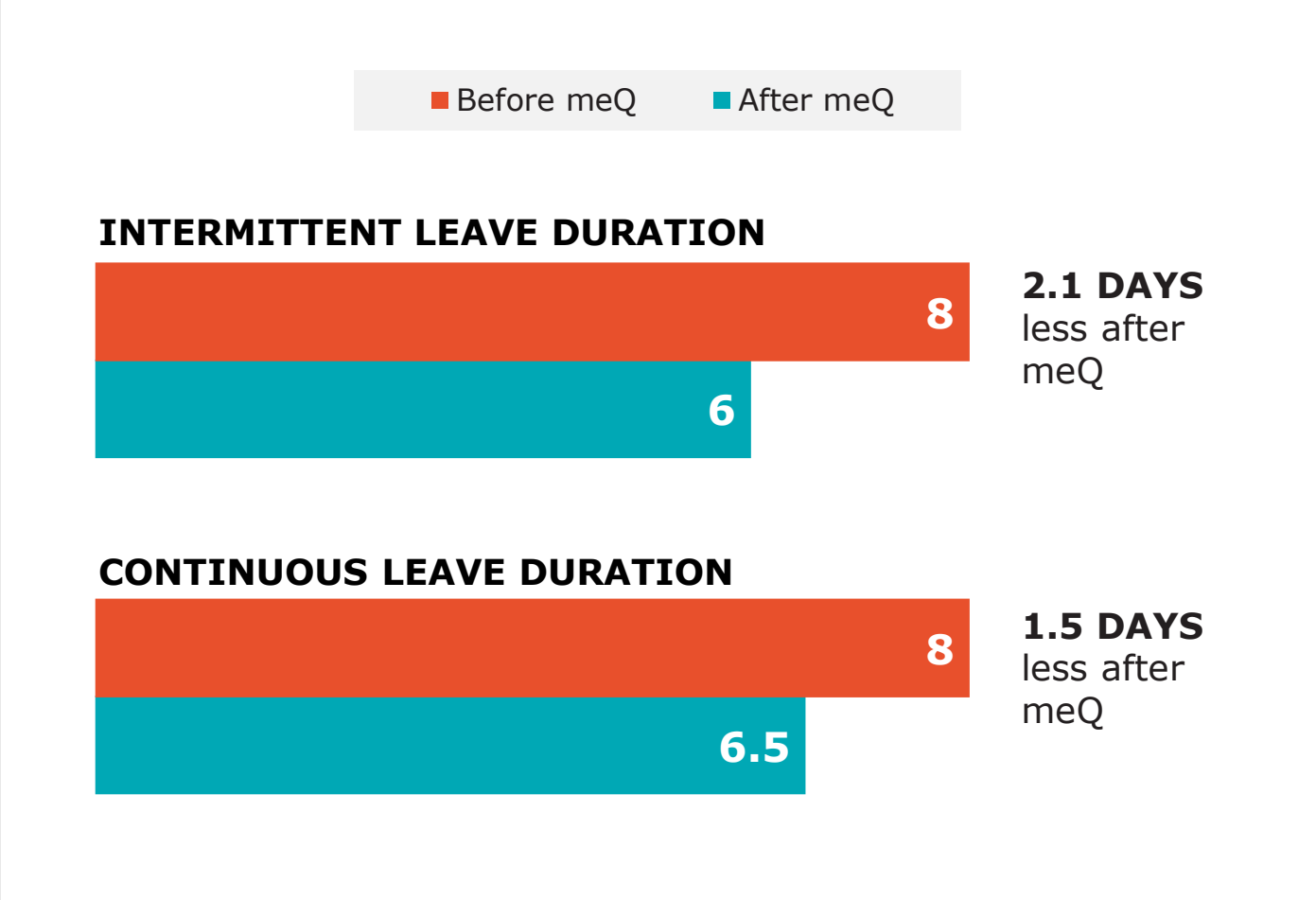
We compared average leave duration in a group of employees from before to after they had completed a set of key content modules in meQ.

A strong upward trend in leave duration shifted direction after employees completed the meQ onboarding modules.

Between continuous and intermittent leave, average duration dropped 3.6 days.

The customer's ROI analysis valued this at **$3 MILLION SAVINGS ACROSS A POPULATION OF 12,000 ELIGIBLE EMPLOYEE**.

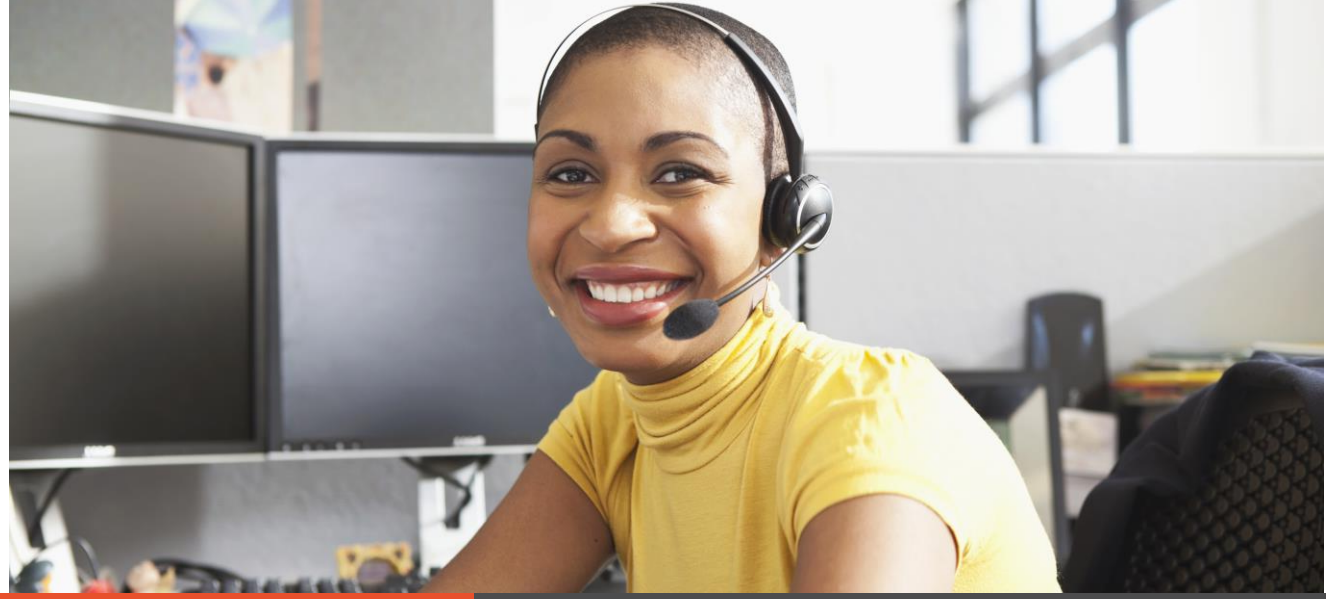
Average Absence Duration Before and After Completing meQ Modules



CASE STUDY #2

RESILIENCE IMPROVES ENGAGEMENT

for a Fortune 50 Media and Technology Company operating large call centers



THE PROBLEM

- This telecommunications company faced problems with high turnover and low employee engagement in their call centers.

THE SOLUTION

- As part of a establishing a Center of Excellence at a new center, customer included meQuilibrium as part of onboarding for new team members.
- Employees who did not have access meQuilibrium in a second call center were used as a comparison group.

THE RESULTS

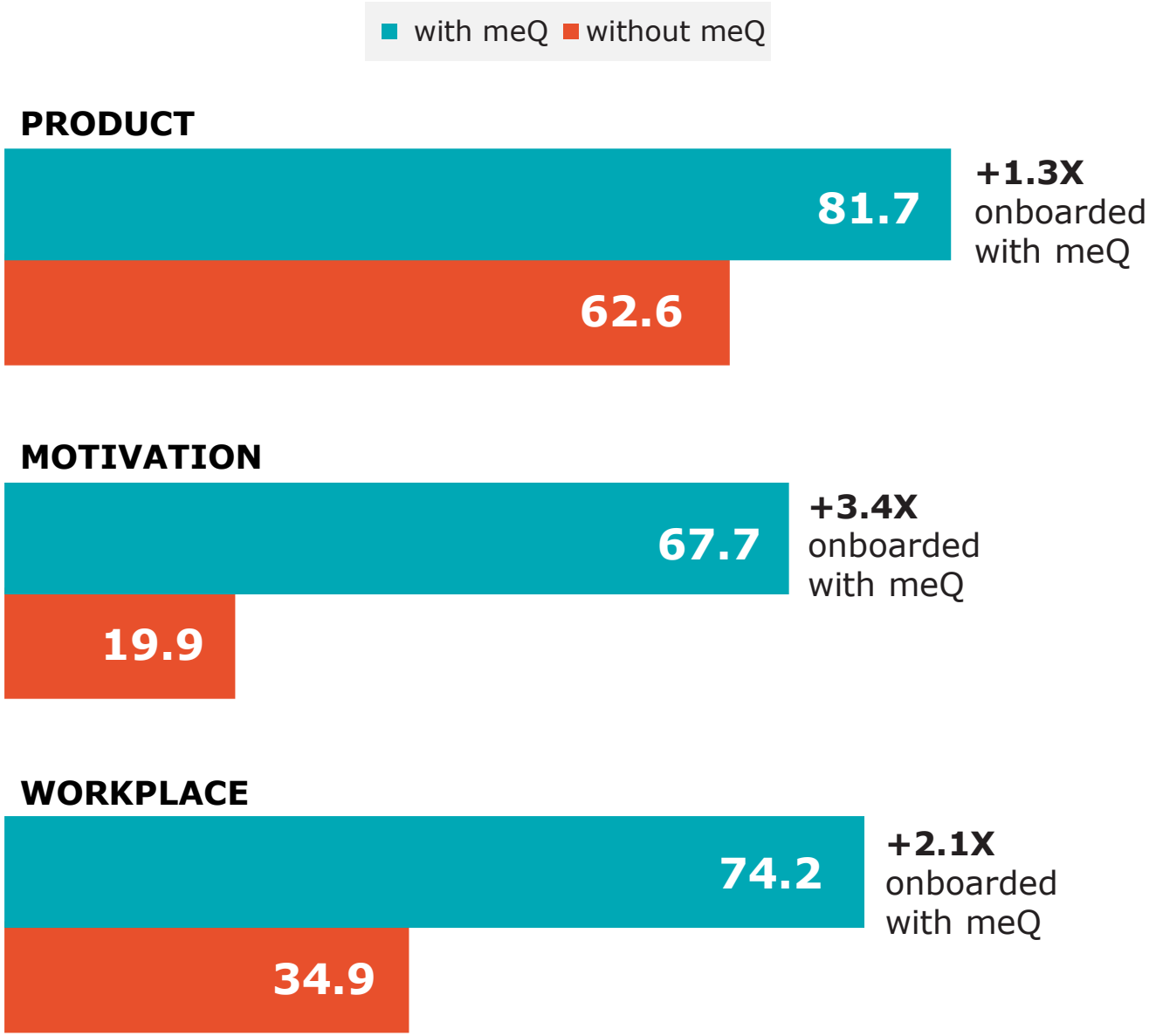
- Employee NPS scores were better in the call center where meQulibrium was deployed.
- The Center of Excellence call center also had higher employee engagement than the comparison call center.

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CASE STUDY #2

meQ PARTICIPANTS SHOW STRONGER eNPS SCORES

Offering meQuilibrium as part of the onboarding plan for new employees delivered significantly higher eNPS and employee engagement scores



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CASE STUDY #2

EMPLOYEE ENGAGEMENT SCORES TELL THE STORY

OUTCOMES

- In addition to higher eNPS scores, better outcomes were also noted across a set of other engagement measures.
- Employees who onboarded with meQuilibrium viewed the company in a more positive light, were more pleased with their benefits and a third more likely to say that their work stress was manageable.

+33%

MORE EMPLOYEES BELIEVE THAT STRESS LEVELS AT WORK ARE MANAGEABLE

+16%

HIGHER HEALTH + WELLBEING FAVORABILITY

+9%

HIGHER OVERALL FAVORABILITY

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