



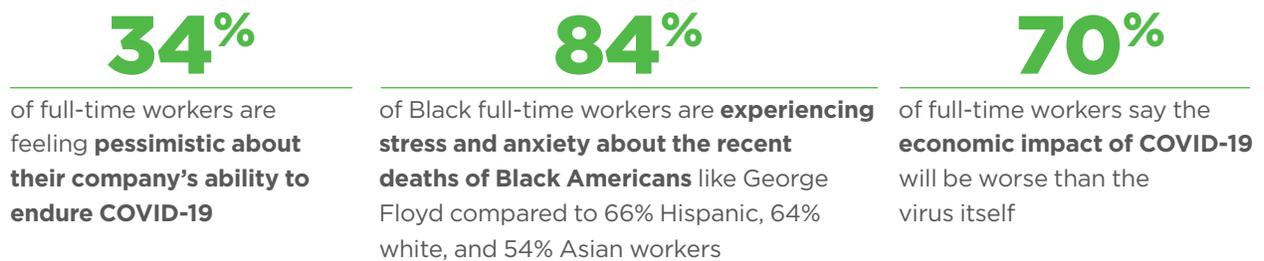
2020 U.S. WORKFORCE REPORT: Supportive relationships, exposure to diversity and access to resources and community will help us build a more resilient workforce

To better understand and help Americans build resilience in the face of today's challenges, Cigna fielded a multi-arm national survey of 16,500 school-aged children, their parents, young adults and working adults.

RESILIENCE IS AT RISK FOR THE MAJORITY OF AMERICANS SURVEYED

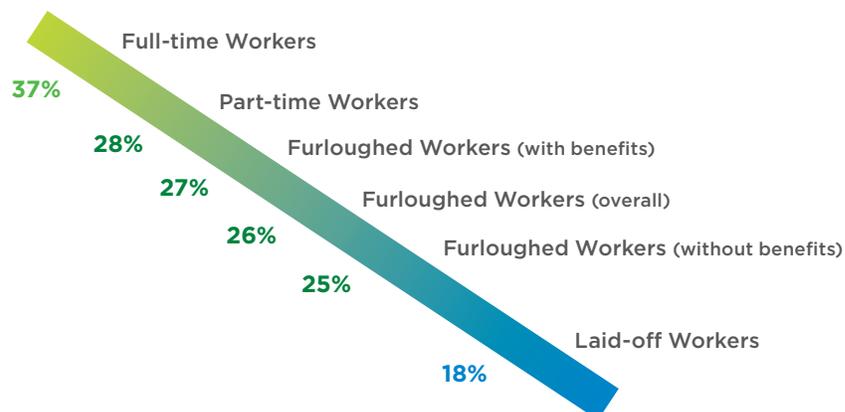


TODAY, AMERICAN WORKERS ARE NATURALLY FEELING THE IMPACT OF MAJOR STRESSORS LIKE COVID-19, THE ECONOMIC DOWNTURN, INCREASED DIVISIVENESS AND AWARENESS OF SYSTEMIC RACISM



EMPLOYMENT STATUS IS A KEY DETERMINANT OF RESILIENCE

High resilience levels decline from full-time to part-time to furloughed to laid-off workers, but **nearly 2/3 of full-time workers are still at risk** of not being able to overcome challenges.



THERE IS A BUSINESS COST TO LOW EMPLOYEE RESILIENCE



LESS RESILIENT WORKERS HAVE:

- Lower job satisfaction and higher likelihood for turnover
- Lower performance and professional ambition
- Weaker relationships and lack of community at work
- Lower feelings of self-worth and self-esteem
- Less ability to cope with the impact of COVID-19

EMPLOYERS CAN HELP EMPLOYEES STRENGTHEN THEIR RESILIENCE

WAYS TO BUILD RESILIENCE:



Focus on holistic health management



Build quality relationships and connections



Increase diversity in the workplace



Focus on inclusivity



- **Facilitate transparent two-way communication:** Workers who have frequent and proactive conversations at work with managers and leadership, including about difficult topics, have higher resilience
- **Promote availability of access to resources and tools:** Full-time workers who have access to resources such as Employee Resource Groups and paid parental leave, as well as resources that help manage COVID-19 stressors, are more likely to be resilient
- **Balance the use of technology:** Those workers who use various communications tools (e.g., chat, video calls) the right amount, or even too often, are more resilient than those who don't use them frequently enough

For more information, please visit CignaResilience.com.

Methodology

Approximately 16,500 Americans ages five and over from the continental U.S., Alaska and Hawaii were surveyed online in August 2020 by Dynata in English.

The evaluation of resilience is based on the Child and Youth Resilience Measure (CYRM) and Adult Resilience Measure (ARM), two 17-item questionnaires developed by the Resilience Research Centre at Dalhousie University. The CYRM and ARM are self-report measures of resilience and all findings are based on this self-reported data.

For the purposes of this study and report, "resilient" refers to high resilience. High (H), Moderate (M) and Low (L) resilience scores were measured as follows (based on a total possible score of 85 for Adults and Children ages 11-17 and 51 for Children ages 5-10): Adults (H: 85-75; M: 74-50; L: 49-17), Children 11-17 (H: 85-78; M: 77-55; L: 54-17), Children 8-10 (H: 51-49; M: 48-40; L: 39-17), Children 5-7 (H: 51-49; M: 48-40; L: 39-17).

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Real solutions for real life.

Help support the total health and well-being of your employees.

A healthy life means more than just good physical health. That's why our **Health Accelerated: Life Connectedsm** approach works to connect the many dimensions of your employees' health and well-being - from physical and emotional needs to financial, social and environmental impacts.

Together we'll look at your culture, resources and goals, as well as your employees' unique health risks to help you create a well-being program that supports your organization.

PHYSICAL

well-being helps increase energy and improve your ability to accomplish daily tasks.

EMOTIONAL

well-being helps manage feelings and behaviors, enabling you to be more productive and make more meaningful contributions to your community.

ENVIRONMENTAL

well-being involves an awareness of the relationship between individual health and your home, work and community.

FINANCIAL

well-being helps provide a sense of security and relief from financial stress.

SOCIAL

well-being can include connecting with others at work, home and in your community.



Employees in the United States exercise less than **15 minutes** on a typical workday⁵



1/3 of Americans with a chronic condition also have symptoms of depression⁴



1 in 4

nonsmoking Americans is still exposed to secondhand smoke¹



only **53%** of Americans have meaningful, in-person interactions on a daily basis²



72% of Americans are stressed about money³



To learn more or schedule a consultation, contact your Cigna account representative.

Together, all the way.®



Bring a true Culture of Well-being[®] to your workforce.

As your Cigna Engagement Consultant works with you to create a strategy that supports all five dimensions of your employee's health and well-being, it's important to keep in mind that change does not happen overnight. Every organization – and every employee – will be starting at a different point and taking a different path to change behaviors and develop long-term strategies.

There are three phases.



Cigna can help your organization's well-being programs across all five dimensions.

- ▶ **Physical:** Reward employees for working with a health coach on a health problem such as congestive heart failure, depression or lower back pain.
- ▶ **Emotional:** Encourage employees to take our stress quiz and get suggestions for a plan tailored to their level of stress.
- ▶ **Environmental:** Offer incentives to employees for enrolling in a smoking cessation program to help them give up tobacco use once and for all.
- ▶ **Financial:** Through your EAP, offer employees a 30-minute complimentary phone consultation with a financial specialist.
- ▶ **Social:** Start an awareness campaign about the impacts of loneliness in the workplace and share available resources.

Cigna wants to help your organization and its employees truly adopt a lasting Culture of Well-being. And the best way to help improve total health, body and mind, is to work directly with your Engagement Consultant and develop a program suited to the needs of your workforce.

Together, all the way.[®]



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1. Centers for Disease Control and Prevention, Exposure to Secondhand Smoke Among Nonsmokers – United States, 1988–2014, December 7, 2018. 2. Cigna 2018 U.S. Loneliness Index. 3. American Psychology Association, 10/30/18, "The 2018 Stress in America™ survey". 4. WebMD, *Dealing With Chronic Illnesses and Depression*, August 2018. 5. National Health Statistics Report, June 28, 2018, Debra L. Blackwell, PhD, and Tainya C. Clarke, PhD, MPH.

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