



Helping Employees Own Wellness

Employee wellness is an integral part. Some programs such as EAP, Health check-up camps, webinars, and Round glass (formerly Zoojoo.be) have been implemented in JLL as early as 2013 and throughout 2016. Besides, myFlex, was made live during May in 2020 amid pandemic and lockdowns.

RAPID ROUNDUP

- Helping people own their wellness journey through various support initiatives.
- Telemedicine – just a call/WA away.
- Counselor-Counselee privilege establishes confidentiality to make people feel safe & secure.
- Collaborated with Santulan, to address taboos and how to remove them.

Physical & Mental Wellness Initiatives:

- Specific interventions have been carried for physical wellness. They identified gamification and app (e.g., Zoojoo.be app, which is now, RoundGlass Reach) to challenge colleagues at work to achieve fitness goals.
- Similarly, for mental wellness, they have collaborated with Santulan to remove all taboos surrounding mental wellness. Consciously encouraged employees to call 24/7 helplines for professional help, an unbiased ear to listen to all issues about their professional/ personal lives. The information between the employee and counsellor is never shared back with others, and is kept confidential under counsellor- counselee privilege.
- A Wellness Week in June was conducted - three days of physical wellness sessions and one day of mental wellness.
- Additionally, JLL's Impact League - an app-based step challenge (workout challenge) enabled people to focus on their physical and mental wellness. The various types of workouts (Yoga, Running, Walking, Cycling, etc.) ensured that they give due time to their health and overall well-being.

Pandemic Response:

- Increased usage of EAP services. While this is good on one hand but it's also worrisome – the number of increased cases.
- Driven by the HR community with support from senior leadership, there has been greatly increased communication encouraging people to make use of the various wellness activities offered by the firm.
- Communications are designed to ensure that the right hooks are created to ensure maximum participation. Organisations can create many initiatives but employees

also need to “own” their wellness and leverage the support provided, whenever required.

- In the current pandemic and lockdown, they have tried to bring quality medical advice through “Telemedicine”. Employees can consult doctors via WhatsApp & calls. Also since the lockdown continues in many forms across the globe and a consistent need was felt across the globe to provide all JLL employees with sufficient support. Thus launched “Wellbeing Resource Hub,” providing resources related to physical, mental, and financial wellbeing and inclusion, across 16 countries in the Asia Pacific.

Building Awareness & Removing Stigma:

- Through email communication, WhatsApp messages, webinars, virtual kiosks, and employee townhalls & virtual connects.
- It is essential to talk about counselor-counselee privilege when promoting the EAP services. Senior members openly shared with their teams about what they felt during the current stressful times including how they coped with it and encouraging their teams to unburden themselves.
- Awareness campaigns to shed inhibitions around their mental and physical wellbeing have been beneficial to drive consciousness.

