

# Under the microscope: **The post-pandemic world of** **employee wellbeing**

Employee Wellbeing is at the forefront of many employers minds, and if it isn't on yours, it should be. We break down the new challenges and explain how you can support your people and how we can support you.

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## INTRODUCTION

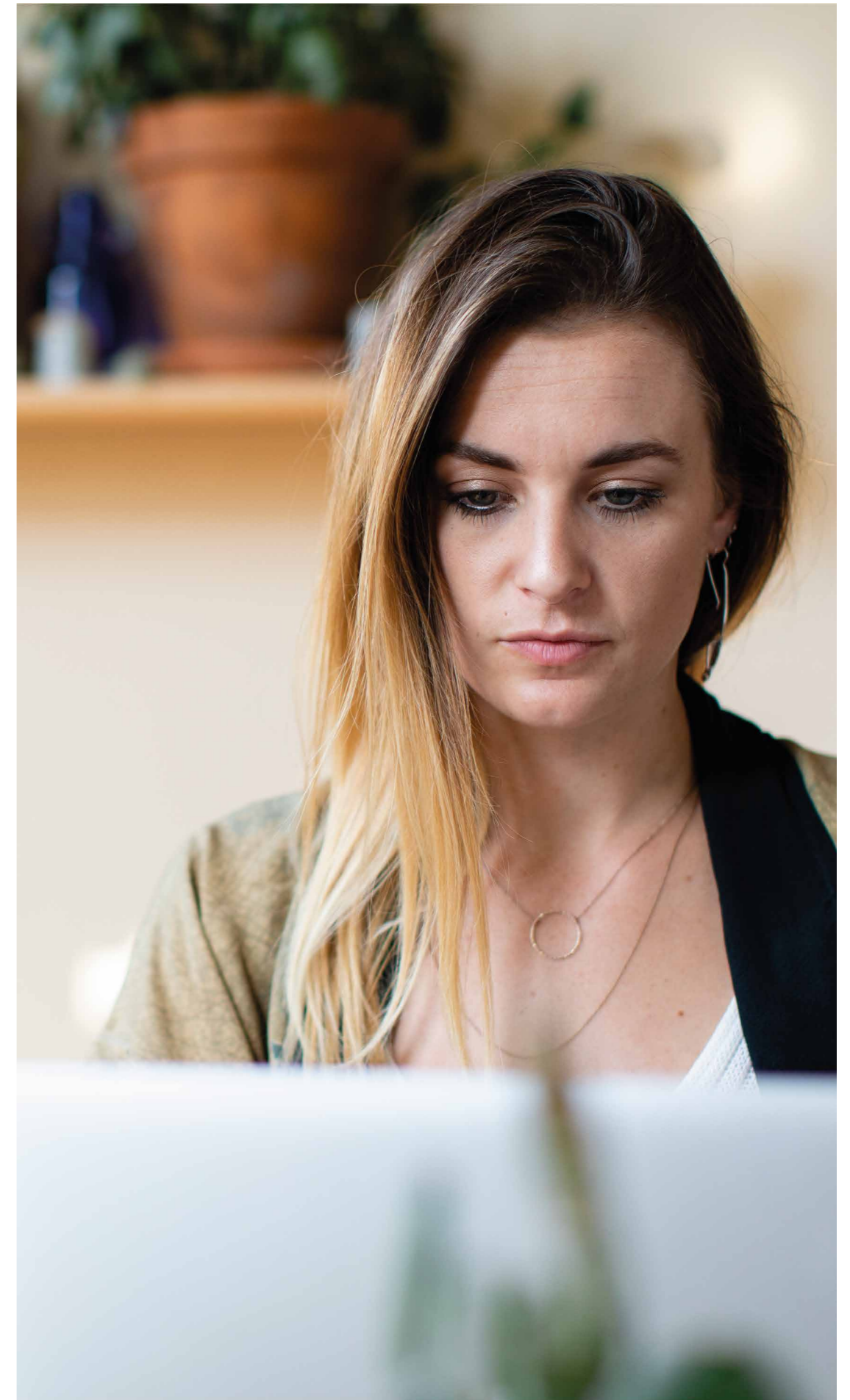
# The post-pandemic world of employee wellbeing

So here we are, 18 months on from the COVID-19 outbreak and 'the new normal' has gripped us. The pandemic has had a seismic impact on regular working life, and things are still yet to settle. Prior to coronavirus, 20% of employees worked from home, all or most of the time. As of late 2020, that figure was 70%.<sup>1</sup> Will these kinds of numbers endure? Probably not. Will there be a flexible, hybrid approach adopted, where we balance home and office working? Almost certainly.

Rightly or wrongly, for better or worse, employees have had a taste of telecommuting and many like what they see. It is perceived to have provided freedom and generated wellbeing. And to a degree, this may be true. But the issue isn't that clear-cut. In the wake of COVID, a recent survey of 300 HR magazine readers showed respondents were most worried about health, job security, debt and yes, you guessed it, wellbeing.<sup>2</sup> Often these things are interconnected. Employee health and wellbeing, financial wellbeing, employee benefits and pensions are four key components that each contribute to the greater wellbeing whole.

HR executives know only too well that this is a multi-faceted beast, which can make tackling what is an increasingly important facet of working life seem pretty daunting. But tackle it we must. Why? Well as employees bask in their new-found freedom and find their own balance between work and family commitments, managers can be sceptical about their dedication and performance. Trust, you'd hope, will develop over time — productivity pending. But it won't be all plain sailing.

While the coronavirus appears to have fast-tracked these shifting business attitudes, it has also given rise to a fresh wave of challenges around working environments and methods, mental health and financial pressures — all of which need addressing before they escalate. The clock may already be ticking, but there is reassurance in the fact that plenty of support is out there which HR managers, pension managers and trustees can lean on. None of the new issues are insurmountable. And small steps taken now can yield results that work for all parties concerned.





# Contents

## 04

### HEALTH & WELLBEING

- Remote working: the bigger picture
- Paying attention to flexible working
- Communication is everything
- Creating a wellbeing culture
- Committing to a plan

[How we can help](#)

## 20

### EMPLOYEE BENEFITS

- The true influence of employee benefits
- Time for action
- Seizing the opportunity

[How we can help](#)

## 13

### FINANCIAL WELLBEING

- The need to stay engaged
- A beacon for hope on a difficult journey
- The hidden value in saving
- Five reasons to promote financial wellbeing

[How we can help](#)

## 27

### WORKPLACE PENSIONS

- Surviving the harsh financial landscape
- Striking at the heart of retirement
- Stepping in with support

[How we can help](#)

THE POST-PANDEMIC WORLD OF HEALTH & WELLBEING

## Health & Wellbeing

- 05 Remote working: the bigger picture
- 07 Paying attention to flexible working
- 08 Communication is everything
- 09 Creating a wellbeing culture
- 11 Committing to a plan
- 12 How we can help

### *Health & Wellbeing at a glance...*

**Stress, depression or anxiety accounted for 51% of all work-related, ill-health cases** and 55% of all working days lost.

**Employees need to feel they have permission to** step away from their daily tasks and **take time for wellbeing.**

With three-quarters of employees believing their wellbeing is important to their employer (this rises to 83% for those aged between 18 and 34), **there is a great foundation for the future.**

**Better mental health support in the workplace would collectively save** UK businesses up to £8 billion per year.

## HEALTH &amp; WELLBEING

## Remote working: the **bigger** picture

Despite many employees welcoming the release from commuting and having greater flexibility, the coronavirus pandemic has brought with it a degree of uncertainty. It has been a challenge that has affected people both physically and mentally, and in different ways. Flexibility, of course, is a two-way street. Later nights or earlier starts, the abandonment of familiar daily routines and the separation from offices and co-workers are all potential pressure builders, particularly for those with fledgling careers. A far cry from what we expect, fragmented team cohesion can quickly descend into a drop in morale, disengagement and reduced workforce performance.

According to the Chartered Institute of Personnel and Development (CIPD) 2020 survey on health and wellbeing, a third of people reported that stress-related absence had increased over the previous year, saying their organisations didn't take any steps to address it. A 2020 Office for National Statistics Labour Force Survey suggests public service industries such as education, health and social care, and public administration and defence have been noticeably harder hit.

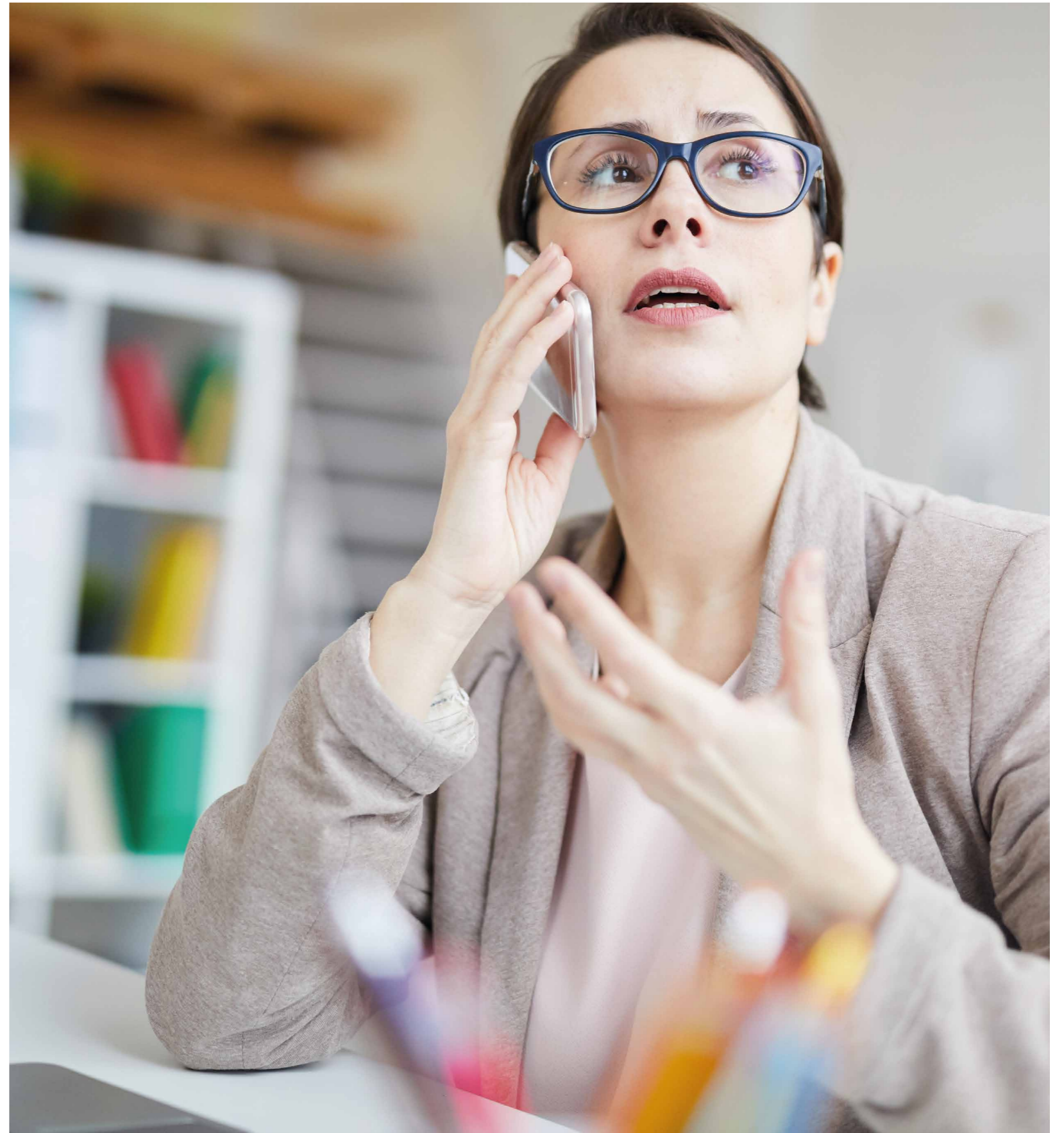
**Stress, depression or anxiety accounted for 51% of all work-related, ill-health cases and 55% of all working days lost.** A fear of meeting people has also materialised, along with increased alcohol consumption.



## *So what are seen as the triggers for these figures?*

Workload pressures, too much responsibility, tight deadlines and a lack of employer support are all cited, and none of them has been helped by the emergence of COVID. With the alarm bells already ringing, workplace wellbeing has moved on from being a nice thing to do, to being the right thing to do.

Employees need to feel they have permission to step away from their daily tasks and take time for wellbeing. **Business leaders and managers would be well advised to lead by example in their own day-to-day working activities and take steps to support physical, emotional, financial and social wellbeing. As this paper will outline, they have everything to gain.**





HEALTH & WELLBEING

## Paying attention to *flexible working*

If hybrid working arrangements are to prevail in the wake of COVID-19, organisations will need to pay as much attention to remote working set-ups as they would to employees operating in the office. As we adapt to new ways of working, employers have a duty of care to manage their employees' wellbeing during periods of further change. Re-evaluating communication methods, learning what works for your people and being clear about the options they have available will change perceptions quickly.

**Be the employer that cares,** and you'll have happy, healthy and motivated employees that are far more likely to commit long-term.

HEALTH & WELLBEING

# Communication is **everything**

For those not in regular workplace attendance, a network that blends physical and remote services will ensure employees continue to receive the same support they did in the office. Support with work-related stress, depression or anxiety, for example, can come in many different forms. Sessions on resilience and mindfulness, exercise classes and online yoga, access to emotional wellbeing apps, a virtual GP with digital appointments and free counselling sessions are the kinds of things that will all hit the mark. Even basics like desktop assessments to enable a suitable ergonomic set-up while at home will send the right message.





HEALTH & WELLBEING

## Creating a wellbeing culture

Given that each of us has mental health, just as we do physical health (where we sit on the spectrum varies at different times in our lives), it makes sense that organisations build a culture of wellbeing as part of their wider company culture.

A central employee resource that pulls all aspects of wellbeing into one place makes the subject accessible. This can operate in tandem with education sessions on key topics like nutrition, exercise and stress management. Or volunteering initiatives that give back and help employees break their work cycle to connect with other communities — and each other. Irrespective of location, managers can be at the heart of all this and build healthy, meaningful relationships with their teams.

With three-quarters of employees believing their wellbeing is important to their employer (this rises to 83% for those aged between 18 and 34), there is a great foundation for the future.

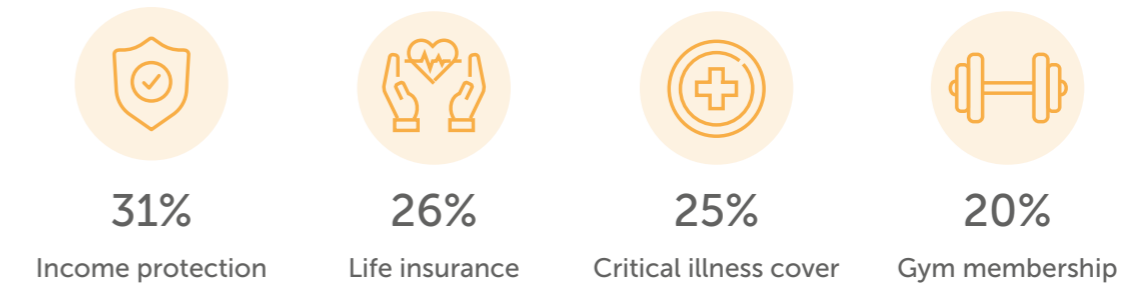
**With three-quarters of employees believing their wellbeing is important to their employer (this rises to 83% for those aged between 18 and 34), there is a great foundation for the future.**





## There are some indicators too...

What employees want from their employer:



In all age groups, 31% of employees said they would feel more positive about their employer if they offered them income protection. 26% listed life insurance as an attractive benefit, while a quarter would feel more positive about their employer if they offered critical illness cover. For one in five, a big perk would be gym membership.<sup>3</sup>

While industry still has some way to go, there are plenty of pioneers out there. The CIPD 2020 survey indicates organisations are increasingly building frameworks based on committed leadership and good people management. Just over two-fifths have a wellbeing strategy that supports their wider organisational strategy (44%, up from 40% in 2019). An encouraging 61% believe that wellbeing is on senior managers' agendas, with many reporting that line managers have bought into the importance of wellbeing (58%, up from 51% in 2019). While 63% of public sector organisations already have wellbeing strategies in place, the non-profit and private sectors have some catching up to do, with 41% and 37% respectively.

## HEALTH &amp; WELLBEING

## Committing to a plan

Having a proper strategy is the only way to tackle wellbeing, such is its diversity. Allowing a positive first step to descend into an ad-hoc workplace wellness activity seldom pays dividends. Showing a visible commitment with a tailored programme through a senior team, on the other hand, will. To be successful, health and wellbeing, like anything else, needs proactive management that nurtures a culture of transparency over the longer term if it's to have any lasting impact. Should initiatives be readily available, properly utilised, run smoothly and undergo reviews, they will bear fruit.

It doesn't take a stretch of the imagination to realise the potential financial benefits that a healthy workforce can bring to an organisation; evidence shows that investing in employee wellbeing delivers bottom-line returns. Make it a core business strategy — not one to solely lower employer healthcare costs — and it can lead to measurable ROI through higher engagement, lower turnover and a hike in productivity. Better mental health support in the workplace would collectively save UK businesses up to £8 billion per year.<sup>4</sup>

**Better mental health support in the workplace would collectively save UK businesses up to £8 billion per year.<sup>4</sup>**



HEALTH & WELLBEING

## Promoting employee health & wellbeing in the workplace

At Lemonade Reward, we are flying the flag for wellbeing. We work alongside organisations to custom-build and deliver wellbeing benefits packages that suit both company and staff. Whether you have a big or a small employee health and wellness budget at your disposal, we will maximise what's available and help you find a solution that works perfectly in your environment.

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THE POST-PANDEMIC WORLD OF FINANCIAL WELLBEING

## Financial Wellbeing

- 14 The need to stay engaged
- 15 A beacon for hope on a difficult journey
- 17 The hidden value in saving
- 18 Five reasons to promote financial wellbeing
- 19 How we can help

### *Financial Wellbeing at a glance...*

Worryingly, **the majority of employers either don't feel it's their responsibility** or have little idea of where to start

49% of employers still **do not offer financial education**

**Financial stress is reported to impact employees'** sleep (38%), social life (29%), relationships (29%) and health (23%).

**Two-fifths of employees believe their quality of work is affected** when they are uneasy about the state of their finances

## FINANCIAL WELLBEING

## The need to stay engaged

While financial wellbeing may not be the be-all and end-all where our general contentment is concerned, few of us would deny its importance in laying the groundwork for our wellbeing. Even the naysayers among us would have to concede that having control over our financial futures gives us at least one less thing to worry about. As awareness around our wellbeing gathers momentum, money worries have become infamous for igniting conditions like mental stress, fatigue, anxiety, depression and even alcoholism or drug abuse. None of which creates an environment for clear thought or competent work. The onset of COVID has poured fuel on this fire.

In a recent survey of HR magazine readers, a whopping 86% argued the pandemic had increased the importance of, and the need for, better understanding and support around financial wellbeing in the workplace.<sup>5</sup>

The economic downturn brought on by the coronavirus has placed a significant number of households across the UK under mounting financial pressure. Yet we must advise and encourage staff to strain every sinew to remain engaged with their long-term financial planning, even as the nation rebuilds in the harshest economic conditions for a generation. It can be beyond tough. To compound this, the phasing out of defined benefit retirement plans means individuals have to shoulder much more responsibility for funding their retirement than ever before. Many are simply not equipped to do so.

The fact remains that an individual's journey to financially prepare for, and transition to, retirement is still largely dependent on the support they receive from their employer. And with money problems often following people to work, employers are uniquely positioned to help.





## FINANCIAL WELLBEING

# A beacon for hope on a difficult journey

Financial wellbeing, if addressed correctly, is good for employees and great for business. By taking some simple steps to actively engage with their workforce, employers can play that crucial supporting role in helping staff manage their financial wellbeing and in so doing get the most out of their people. For those executives caught in limbo on this subject (worryingly, the majority of employers either don't feel it's their responsibility or have little idea of where to start),<sup>6</sup> education programmes are usually a good way to get things moving. In fact, just the act of providing free workplace advice around financial wellbeing is often seen as an employee benefit in its own right. Information builds bridges, appreciation and trust, ultimately enabling motivation and employee retention (you can expect your recruitment costs to plummet too).

Worryingly, the majority of employers either **don't feel it's their responsibility** or have **little idea of where to start**

SOURCE: [6] Punter Southall, Online survey, 2020.



Establishing Employee Assistance Programmes (EAPs), workshops or consultations to talk about managing money and preparing for retirement are practical and effective steps employers can take to bring these decisions to life for their workforce. But this is never a one-size-fits-all scenario. By taking into account the different life stages of individuals (these are often better barometers than career markers), training could cover a broad range of financial topics, including investment and pension planning, making the most of defined contributions, tax planning, managing money and how to pay off debts, as well as information on share schemes and salary sacrifice.

Other initiatives like providing mental health training to line managers or offering flexibility in role functions can help new and existing employees to work in ways more suited to their needs. Employee benefits are a powerful tool. They can break the link between financial difficulties and mental health problems, and help employees to unlock their financial futures, nudging them towards becoming both retirement strategists and habitual savers.



## FINANCIAL WELLBEING

# The **hidden** value in saving

Being closest to the wellbeing action, HR executives are perhaps in as good a position as any to know the ins and outs of their company employees.

**Everybody's situation is different. But in essence, there are three core groups: those who have planned for their futures, those who've thought about it and those who haven't.**

In the UK, 42% of workers make sure that they are habitually saving for retirement. The number of workers saving occasionally has increased from 20% to 26%. Meanwhile, the number of saving 'intenders' rose from 12% to 15%. A whopping 75% of those habitual savers felt that workplace pensions played an invaluable role in making employees feel valued. And 54% of them stated they felt more like they were part of the work family, compared to just 33% of non-savers.<sup>7</sup>

In short, get savers on board and you have employees on side. **Despite this, 49% of employers still do not offer financial education, support or wellbeing to employees.**<sup>8</sup>

**There is a learning here.**



## FINANCIAL WELLBEING

# Five reasons to promote financial wellbeing at work:

78%

Almost four-fifths of employees rely on finance options such as credit cards in order to source money quickly between paydays; among London-based employees, this rises to 91%. (Hastee Pay, 2020)

38%

Financial stress is reported to impact employees' sleep (38%), social life (29%), relationships (29%) and health (23%). (Hastee Pay, 2020)

74%

Almost three-quarters of employees diagnosed with cancer worry about the cost of their illness and how their families would cope with a loss of income if they had to give up work. (Unum 2021)

24%

Nearly a quarter of organisations do not currently offer financial wellbeing support to employees. (Employee Benefits 2020)

41%

Two-fifths of employees believe their quality of work is affected when they are uneasy about the state of their finances; a further 40% admit to currently having financial worries. (Salary Finance 2021)



FINANCIAL WELLBEING

# Support, educate & empower your people with financial wellbeing in the workplace

Mounting debt and workplace stress is an ever-increasing barrier affecting your employees productivity and quality of work. Lemonade Reward has a vast wealth of experience in delivering financial wellbeing in a clear and engaging way. We want everybody to be more informed about their finances.

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## *Employee Benefits at a glance...*

UK businesses offering education and a broader range of financial products have seen a **22% increase in employee engagement** and over twice the effectiveness of their benefits programme than those that don't.

34% of employees would like their employer to **explain more about the benefits available to them.**

Throwing together a medley of **off-the-shelf employee benefits won't tick boxes.**

**Employers currently providing a wellbeing allowance** to prevent ill health and improve mental wellbeing equated to only 5%.

THE POST-PANDEMIC WORLD OF EMPLOYEE WELLBEING

## Employee Benefits

- 21 The true influence of employee benefits
- 23 Time for action
- 25 Seizing the opportunity
- 26 How we can help

EMPLOYEE BENEFITS

## The **true influence** of employee benefits

If HR executives need any ammunition on how wellbeing trends are shifting, they need look no further than this: Figures from the Association of British Insurers (ABI) and Group Risk Development (GRiD) show that the insurance industry paid out £6.2 billion in life insurance, income protection and critical illness claims in 2020 — the equivalent of £17 million a day, the highest combined figure on record and up 8% on 2019.

So with wellbeing truly on the radar, what can employers do to keep pace? It almost goes without saying that benefits play an important role in employee wellbeing. But the impact of a robust people strategy can be far-reaching and mutually beneficial. Offering health protection, for example, supports employee wellbeing but also reduces sickness and absence.





Research done by Cigna in the UK found that 58% of respondents believe a workplace wellbeing programme will help them achieve good health outcomes. A study from Thomsons has shown that UK businesses offering education and a broader range of financial products have seen a 22% increase in employee engagement and over twice the effectiveness of their benefits programme than those that don't.<sup>9</sup>

Comprehensive benefit packages also improve retention rates, as content employees feel a sense of passion for their work. Equally, they are a magnet for attracting talented new recruits, as you look to build a team that could give you a competitive advantage and help the next generation of retirees achieve their retirement aspirations. Gone are the days where basic criteria such as salary, holidays and convenience were enough to entice a prospect. The work-life balance and a protected future are here and now.

**UK businesses offering education and a broader range of financial products have seen a 22% increase in employee engagement and over twice the effectiveness of their benefits programme than those that don't.**

## 34% of employees would like their employer to explain more about the benefits available to them

### EMPLOYEE BENEFITS

## A time for action

In the current climate, some employees don't know how they'll be able to pay their next bill or meet essential financial obligations. Changes in the economy have also been forcing the early withdrawal of pension funds, as stress over financial uncertainty reaches a tipping point. As employers look to guide their people through the immediate aspects of a crisis with the least amount of financial damage, there is an obvious but crucial first step that can reverse this potentially crippling trend: communicate the fact that guidance and assistance governing monthly spending and income are actually available.

A recent Canada Life online poll for small to medium enterprises illustrated the need for employers to talk more openly about what benefits they had in place. The research showed millions of employees are being left in the dark about the workplace benefits open to them, with employers not doing enough to communicate the perks. 34% of employees — equivalent to 11.2 million people — would like their employer to explain more about the benefits available to them, such as income protection and private medical insurance.

9% of employees had no idea which benefits, if any, were accessible to them. Only 20% received benefit information when first joining their workplace and 31% said the same about income protection.





An alarming gap on the part of employers to embrace greater business and people strategies still remains, despite the positive impact reported by the more forward-thinking organisations.

*In another study on work-related stress in the UK...*

**Employers currently providing a wellbeing allowance** to prevent ill health and improve mental wellbeing equated to only 5%.

**65% of employees want more financial support** in the workplace; only 7% of employers are currently offering it.

**Just 16% of employers have aligned a wellness approach** to their wider business and people strategies

**Only 19% of employees say they are measuring the impact** of their strategy.<sup>10</sup>



EMPLOYEE BENEFITS

## Seizing the opportunity

Whether it's face-to-face, via email, or through an intranet hub, employees are crying out for information and support. The awareness clearly exists — and so does the opportunity for those who are prepared to grasp it.

No fewer than 60% of small and medium-sized business (SME) owners acknowledge that providing health and wellbeing benefits has a high impact on supporting the productivity of their company. This increases to 69% for medium-sized businesses. A further 22% rated having health and wellbeing benefits as being critical for ensuring high productivity.<sup>11</sup>

As lockdowns across the UK begin to ease and many companies start adapting to the 'new normal', employee health and wellbeing will become evermore important for businesses. Despite the growing urgency, throwing together a medley of off-the-shelf employee benefits won't tick boxes. Identifying individual needs must be a part of the process; a strategy that dovetails with an employee's life is the only way financial wellbeing can successfully be executed and managed. Regular reviews can then ensure the approach remains effective as the landscape changes.



Throwing together a medley of off-the-shelf employee benefits **won't tick boxes**

EMPLOYEE BENEFITS

# Improve the lives of your people through your employee benefits

At Lemonade Reward, we have a range of services that will help to maximise the value of your benefits package and ensure your employees feel valued, supported and motivated to work harder for you. We want you and your employees to get the most out of your benefits.

People like being rewarded, it's human nature. Many employees think their benefits are just as important as their salary, and would move to another company for a better benefits package.

A lot of companies are aware of this and have a great range of benefits on offer. The piece of the puzzle that is often missing though, is good communication and management of these benefits to increase employee understanding, awareness and appreciation.

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THE POST-PANDEMIC WORLD OF EMPLOYEE WELLBEING

## Workplace Pensions

- 28 Surviving the harsh financial landscape
- 29 Striking at the heart of retirement
- 31 Stepping in with support
- 32 How we can help

*Workplace pensions at a glance...*

**Almost a third of older workers report that their financial situation has worsened** as a result of the crisis

**52% of all UK adults are concerned** about not being able to afford their current lifestyle in retirement

**22% of workers admit they do not understand their options** around finance in retirement

**61% of employers do not offer pre-retirement guidance**

WORKPLACE PENSIONS

## Surviving the harsh financial landscape

The coronavirus crisis has disrupted people's working lives in ways we could not have foreseen. Many have found themselves out of work, furloughed or subject to pay cuts, with the changes in household income forcing finances to be juggled and priorities to be reassessed.

Even employees who were relatively financially stable before the pandemic may have seen their retirement savings eroded, or their pension pots put at greater risk by market turbulence.

With financial shortcomings laid bare and resilience waning, the temptation to reduce or pause pension contributions has been ever-present for some, without fully understanding the long-term ramifications. While re-adjusting finances or life plans for any working demographic can be traumatic, those in the earlier stages of their careers at least have time to make up any losses and ride out the current market dip. For those approaching the critical retirement period, however, the consequences can be particularly damaging. The scale of the current troubles only goes to highlight just how much employer intervention and support is needed.

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WORKPLACE PENSIONS

# Striking at the heart of retirement

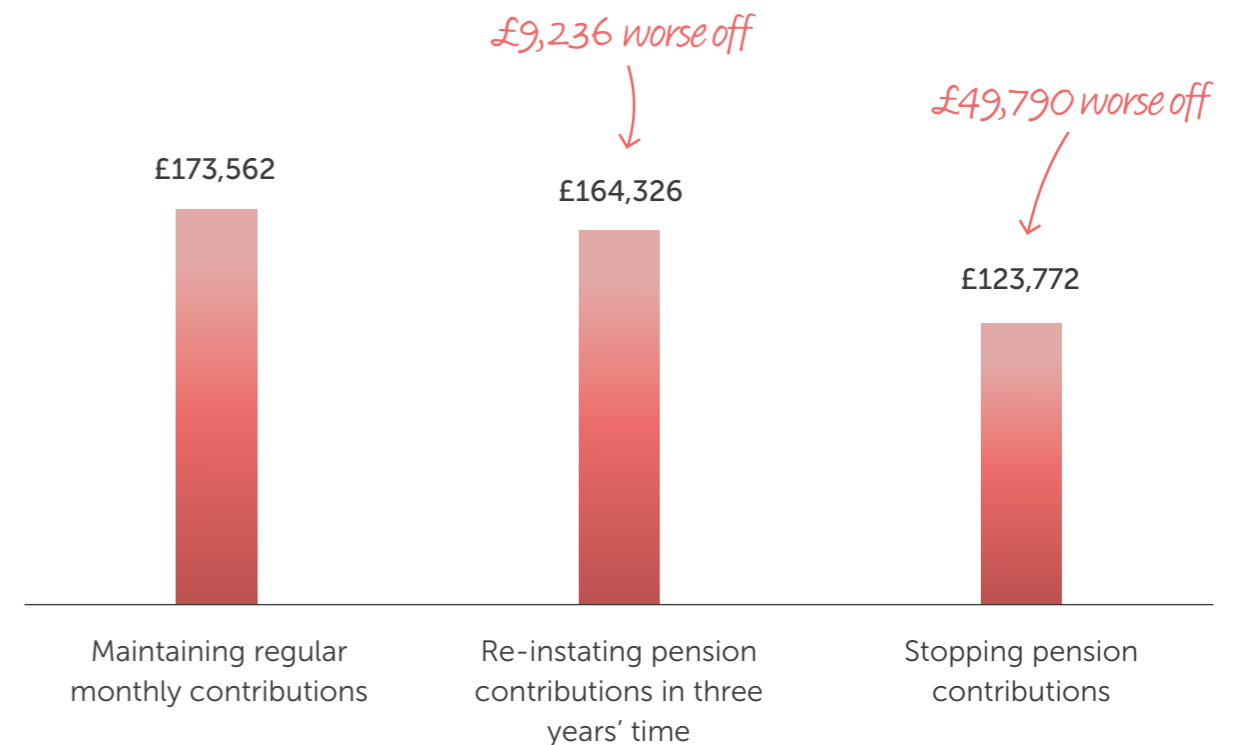
Almost a third of older workers report that their financial situation has worsened as a result of the crisis, with some unable to absorb the shocks. Among those whose income has fallen since the pandemic outbreak, 23% have household net financial wealth of less than £500 per person. In response to falling incomes, 5% have drawn on pension savings, 4% have borrowed from a bank and 5% have borrowed from family or friends. Around 34% of older workers and 41% of retirees hold wealth directly in risky assets, while 54% of older workers have defined contribution pensions.<sup>12</sup> Fluctuations in stock markets will have hit this group hard. The concern is that wealth will be permanently reduced if individuals draw on pensions before asset prices recover.



## The effect of stopping or pausing pension contributions

A 50 year-old earning the average UK wage of £30,566 a year<sup>13</sup>, with an existing pension pot of £61,000<sup>14</sup> would be £49,790 worse off by the State Pension age of 67 if they never saved into their workplace pension again. By opting out of payments, they would be left with a pension pot nearly a third smaller at £123,772, compared to the £173,562 they would amass if they maintained their regular monthly contributions. (This assumes that the individual continues to work full-time up until their retirement age.) However, by re-instating pension contributions in three years' time, they would still be able to accumulate £164,326 by the time they are 67, which would be a shortfall of just £9,236. Opting back in sooner means the impact is limited further; paying back into the scheme within a year means a reduction of £3,101 and a break of just six months means being £1,729 worse off in retirement. The figures leave little room for ambiguity.

Predicted pension pot by the State Pension age (67), based on a 50 year-old earning the average UK wage of £30,566 a year, with an existing pension pot of £61,000.





Research has also found that 1.7 million workers aged over 50 are now saving less for their retirement as a direct result of COVID. Their pension savings have decreased by £142 a month on average, in response to the pressure the pandemic has placed on their finances.<sup>15</sup> These are the sorts of numbers that outline the need for solid financial advice, where considered decisions can be taken to avert a pruned-back existence later in life.

In a bid to combat a fall in their wealth, some employees are now understandably planning to work for longer. According to a YouGov poll, 13% of workers over 55 who expect to retire in the future are planning on delaying their retirement due to the COVID crisis, while 52% of all UK adults are concerned about not being able to afford their current lifestyle.

While older workers on furlough may be more likely to consider retiring early, analysis from the Institute for Fiscal Studies (IFS) indicates 13% of older workers have already changed their planned retirement age, with 8% now planning to retire later than they had previously intended.<sup>16</sup> This has been more common among those with a pension fund that has fallen in value.

**52% of all UK adults are concerned about not being able to afford their current lifestyle in retirement**

## WORKPLACE PENSIONS

## Stepping in with **support**

When you consider that, according to a YouGov poll, 22% of workers admit they do not understand their options around finance in retirement, there is a clear void that needs filling. Add to this the fact that 37% of employees want some support, 30% want involvement and some assistance, and 7% want someone else to manage their retirement finances entirely, and the need for employers to pick up the pension baton and run with it is abundantly clear. Given that many retirement plans are under the microscope due to the influence of the pandemic, could the need for guidance be any more pressing?

Yet alarmingly, 30% of workers say their employers, or their retirement plan providers, do not offer services to help them prepare for retirement. And just 21% say they receive an annual retirement plan statement from their employer or retirement plan administrator. When you consider that 59% of those who receive an annual retirement plan statement find it very or extremely useful, there is a clear opportunity that many employers aren't taking.<sup>17</sup>

Workplace pensions are one of the most effective ways employees can save for their retirement. Providing professional support and encouragement about planning ahead, budgeting, and saving towards an employee pension will future-proof their finances and clear a path towards a better retirement. Considered communication around matching contributions must come from both the employer and scheme pension provider.

A woman with curly blonde hair and glasses is looking down at a laptop screen. She is wearing a white top and a long wooden bead necklace. The background is softly blurred, showing what appears to be an office or home workspace with a window in the background.

**22% of workers admit they do not understand their options around finance in retirement**

Opportunity aside, there is obligation at play here too. The Pensions Regulator has advised that the employers' duty to pay workplace pension contributions remains, just as before the pandemic. This also applies to furloughed workers, even if the amounts are based on the reduced furlough payment. Under no circumstances should employers advise or encourage workers to stop pension contributions. This is critical given that 29% of over-55s want the ability to withdraw ad hoc lump sums.<sup>18</sup> A quarter expect to, or already have, accessed their retirement savings in their fifties, and two-thirds plan to first access, or have accessed, their savings in their sixties.

Many workers will not be able to enjoy the same standard of living in retirement as they had during their working life if pension savings are compromised. Guidance on understanding what they have in their retirement pots, as well as other available assets is the only way to boost income in retirement.

While the majority of employers (61%) do not offer pre-retirement guidance to employees approaching the age when they can access their pension pots, there are corporate leaders and laggards in financial wellbeing.<sup>19</sup> But even the more pro-active organisations typically set time periods to deal with pension-related matters, rather than conducting engagements on a regular basis.

**61%**  
of employers do not  
offer pre-retirement  
guidance





WORKPLACE PENSIONS

# Increase your workplace pension engagement & improve your scheme management

We exist to engage your members and turn them on to their most valuable employee benefit.

Using our expertise and experience in pensions, we engage through simplicity and make the topic of pensions relatable to real life journeys. Our financial experts are the life blood of our business and have many years' experience in corporate pension advice.

Our online tools and animated videos breathe new life into pensions, with the aim of inspiring and empowering your members to take control of their financial future.

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NEXT STEPS

## Support your people and we can support you

The pandemic has had the power to level the playing field and shake even the best laid plans to their core. Nipping financial problems in the bud before they escalate into horror stories, being in tune with flexible working arrangements, and having acute awareness around mental health issues are all related topics that employers might want to give some serious consideration. Swathes of statistical evidence certainly seems to point to proactive action paying dividends for all parties concerned.

Thinking holistically about employee wellbeing and providing guidance as part of a diverse service for staff and pension scheme members allows the right people to receive the right kind of support. Any benefits or reward package with targeted coverage will be immeasurably more effective and give you far better value for money.

**You don't have to go this alone.** To find out exactly how we might be able to help you, or to discuss the challenges of your own situation, you can reach us on **0800 788 0887** or email us at **info@lemonadereward.com**.



NEXT STEPS

# It can be overwhelming... we can help your people!

Lemonade Reward takes a fresh approach to pensions, benefits and employee wellbeing. We simplify the complex to help you engage your employees through simplicity. Our proposition is built around our unique advisory capabilities and communication expertise.

In a competitive market, we differentiate ourselves by putting people first. We have an unrivalled financial advice service that helps employees achieve their life goals through financial security.

GET IN TOUCH

**w** [www.lemonadereward.com](http://www.lemonadereward.com)  
**e** [info@lemonadereward.com](mailto:info@lemonadereward.com)  
**t** 01483 617010



"I had a great pension review with Steve, he went over everything clearly with me and made sure I was happy and comfortable on each section before moving on."



"My understanding of how the financial markets etc work is fairly limited so to go through this has always been daunting however with Lemonade this was an easy and painless process as they made it very easy to understand answering any questions along the way. I would highly recommend them to anyone who is unsure of how to proceed with any financial dealings."



"The guys at Lemonade Reward are great! They are friendly, honest, and truly approachable. I have had pension reviews with a few of their team members over the years, and every one of them treats you like an individual and knows your plan details. I absolutely recommend Lemonade Reward to anyone looking for a great pensions advisory service."



"The team at Lemonade are thorough and allow you to understand the pension process and make informed decisions about your future. They make you feel comfortable in those decisions for a peace of mind when you retire. The saying is very true 'when life gives you lemons, make Lemonade'. My recipe for Lemonade is set and ready. Thank you Steve and the team at Lemonade."



"Jack Saunders spoke to me about my pension Pie options, I found him pleasant and very helpful, fully explaining my options, I told him about my current situation. He was helpful and explained everything clearly. I felt informed after our meeting and very confident about the Pie offer from my pension provider. Thanks Jack it was a lot clearer after speaking to you."



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