



Live it

2020/2021 Annual Wellbeing Report

Our company is committed to helping employees and their families improve their health and wellbeing. We share this second annual wellbeing report with you to demonstrate the priority we place on employee wellbeing and to hold ourselves accountable to measure our progress, celebrate successes, constantly raise the bar, and share best practices with employees, their families and stakeholders around the world.



Wellbeing during a global pandemic



In 2020/2021, a global pandemic turned our world upside down and changed the way we live and work. As a company that aspires to improve access to health and save and improve lives, we understood we had a responsibility to help address COVID-19 globally. Further, we knew that to be truly successful with our company’s mission, we had to begin with the health, wellbeing and safety of our employees.

Our health and wellbeing offerings are combined under one umbrella called **Live it**. **Live it** is a continuum of actions—**Prevent it**, **Balance it**, **Move it** and **Fuel it**—that gives our employees and their families a wide range of programs, resources, tips and tools to help make healthy choices and enrich their lives.

With a culture of wellbeing in place, we were able to quickly provide extensive support during an unprecedented global health challenge. From medical and financial needs to caregiving and parenting support to virtual exercise and nutrition information, we offered a wide selection of resources, programs and services to engage and support our employees in a new normal. We placed a special emphasis on mental wellbeing to help our company cope with pandemic effects, such as stress, anxiety, grief and isolation.

We’re incredibly proud of our employees’ resilience, their willingness to support their colleagues, and efforts to help others in the communities in which we live and work. Since the launch of **Live it**, we’ve enhanced our programs to meet changing needs. We’ll continue to solicit feedback and adapt to ensure that we are doing everything we can to help us all lead happier, healthier lives.



A handwritten signature in black ink that reads 'Julie L. Gerberding'.

Julie L. Gerberding, M.D., M.P.H.

Executive Vice President &
Chief Patient Officer



A handwritten signature in black ink that reads 'Steven C. Mizell'.

Steven C. Mizell

Executive Vice President &
Chief Human Resources Officer

Adapting to COVID-19

Employee quote: “So great to meet with some of you this week virtually. Really looking forward to making our enthusiasm and ideas for Live it contagious!”

One of our company’s top concerns throughout the COVID-19 pandemic has been the wellbeing of our 74,000 employees and their families. Our approach includes providing information and resources to help employees adapt to the new normal, with engaging, practical information, programs and services. For example:

SARS-CoV-2 global town hall series

Julie Gerberding, executive vice president and chief patient officer, and Dr. Pete Nigro, chief employee health officer, hosted 12 town halls from March 12, 2020 to April 7, 2021 to provide critical information about COVID-19 safety and wellbeing, resilience, ways of working during challenging times, COVID testing and vaccines.



Nurturing a culture of wellbeing in a remote world

We expanded our health and wellbeing programs to include a range of information and tools to help employees sustain their physical and mental wellbeing and feel connected to those around them in a remote world. These resources included a special podcast series, *Wellness while working from home*, financial counseling and webinars to help with sleep and a variety of wellbeing topics.

We made significant investments in programs to support the unique needs of our employees. Examples of our investments include covering all COVID-19 related medical expenses at 100% and paid leave for employees unable to work due to COVID-19 related quarantine. In the U.S. we expanded our backup child and elder care program by increasing the total visits allowed by 6x and introduced a friends and family feature. Our vacation carryover allotment was increased and extended for the year 2021 and we also launched subsidized remote tutoring services, a caregiving concierge and tools to enhance work-from-home.

COVID-19 volunteering program

Research shows that giving to others makes us feel better; it’s a win-win. With this in mind, we created a COVID-related volunteering program to enable colleagues with medical skills to volunteer throughout the pandemic with no interruption in pay. It helped our community while helping our employees to improve their own emotional wellbeing.



Comprehensive approach to wellbeing

84%
of employees
felt that their
manager supports
a culture of well-
being
(+4% vs. Q4 2020)

Our employee wellbeing mission is to optimize a culture of health, wellness and safety that becomes a business imperative with measurable improvement in targeted areas, including the health status of our employees and their families.

Employee perceptions

According to our most recent Pulse Survey (Q2 2021), 70% of employees felt that they have a successful work-life balance; 85% felt a sense of belonging; and 84% felt that their manager supports a culture of wellbeing.

Recognition

How do we know if we're making an impact? Are we truly helping our employees and their families lead healthier and more productive lives? Are we driving meaningful business results? In addition to tracking our employees' wellbeing engagement, many external organizations are validating

the work we're doing. We always seek opportunities to improve—and know that events like the COVID-19 pandemic require us to pivot—but this recognition tells us we're making progress.

- The National Business Group Excellence in Health & Wellbeing (platinum two years in a row)
- The American Heart Association Workplace Health Achievement Gold (achieved the highest level three years in a row)
- CEO Cancer Gold Standard Company



Live it

Live it is a comprehensive and integrated approach to wellbeing based on employee needs. It goes beyond physical health to include emotional and financial health and safety. Live it provides a broad array of resources to help employees create healthy habits by changing behaviors one step at a time.

Prevent it

When it comes to wellness, prevention is a top priority. Through **Prevent It**, our company offers many programs and resources to optimize physical health, including vaccination clinics and a commitment to all our work-sites becoming tobacco-free.

Fuel it

Through **Fuel It**, our company provides resources to help employees and their families better understand nutrition and achieve a healthy weight.

Live it
Wellbeing

Balance it

Through **Balance It**, our company offers the education, tools and services to help employees enhance their emotional, mental and financial wellbeing.

Move it

Physical activity plays a key role in employee health both today and in the future. Through **Move It**, our company makes it easier to integrate fitness into a daily routine.

209
U.S. Live it
Champions
in 2020

52%
of U.S.
employees
are enrolled in
Virgin Pulse
(2020)

Live it Champions are employee volunteers who support, motivate, educate and inspire their colleagues to live healthier, more enriched lives. We're particularly proud of our employees' commitment to helping one another and the growth of this volunteer program in 13 countries across North and South America and Eastern and Western Europe.

The Virgin Pulse digital platform empowers employees and their families to make wellbeing a priority. In fact, 52% of employees are enrolled in Virgin Pulse. By engaging in fitness challenges, journeys and connecting with a wellness coach, participants can turn healthy behaviors into lifelong habits while getting rewarded along the way.

Living it with Cancer was created to provide employees and their families with easy access to critical resources to support them throughout a cancer journey. From diagnosis to treatment and survivorship to caregiving, we provide a wide range of resources and support to help.



Prevent it

100% U.S.
Tobacco-Free Sites

Tobacco-Free

78% Worldwide
Tobacco-Free Sites

Preventive health care is always important, but especially so during the COVID-19 pandemic to decrease associated risk factors. Through **Prevent it**, our company continues to raise awareness and provide resources for vaccines, cancer, smoking cessation, and much more. Last year, we expanded our offerings to help employees sustain their wellbeing and comfortably work in a remote office environment.

Flu shots and vaccinations

To increase flu and other vaccination rates we not only provided information about how to get vaccines and offered flu shots at select locations around the world, we recognized employees for getting theirs and encouraged others to do the same with the "I got my flu shot" badge. More than 500 employees visited the website to gather information or download their badge!

Working remotely

Working in a remote environment because of the pandemic, we know it's important for employees to have an ergonomically sound workstation. We provided a wide range of resources to help employees with home office setup, including tips for ergonomics, wellbeing office stretches and more. In the U.S., we introduced an employee purchase program to make it easy to order supplies and equipment.

Tobacco-Free

Amid a global pandemic, we missed our goal to achieve 100 percent tobacco-free sites globally by the end of 2020. However, we're proud that we were still able to make progress. Seventy-eight percent of global employees and a full one hundred percent of U.S. employees report to a tobacco-free site. Additionally, we continue to offer many tobacco-cessation resources, including an Employee Assistance Program (EAP), WorkLife Services, nicotine replacement therapy products and a free Quitline.

#GrowAMo photo contest

November is an annual global event during which men grow a moustache to raise awareness about men's health issues, such as prostate cancer, testicular cancer and men's suicide. In 2020, colleagues from around the world participated in our #GrowAMo photo contest during the month of November.

Christopher Olsen was the winner of the Yammer photo contest. Here he models his Mo!




Employee quote:

"I am growing my Mo in remembrance of a friend who passed away in college and another one who lost his dad in middle school. Thanks for sharing your experience and for inviting us to do even a little more."



Balance it

**Hello!
I'm Ethan**



A bit about me

My name is Ethan Joseph, and I work at MSD within the MRL GCTO team. I am a clinical research associate and have been employed by MSD for just over a year.

My partner Lara and my pet dog Chico (@elperritochico) have been instrumental to maintaining my mental health during this pandemic. This year RUOK Day is more important than ever with our ever-changing environment with uncertainty, and I take pride in providing you all with the information above to ensure you and all your colleagues have someone to talk to.

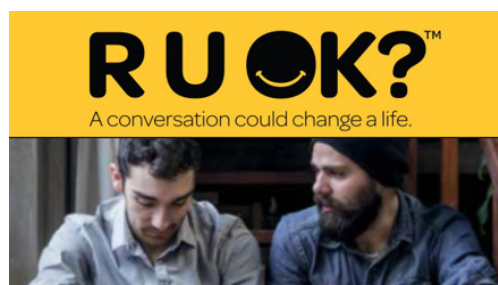
As employees adapted to work from home and social distancing, many also balanced parenting, caregiving and helping with remote learning. The effects of the pandemic, including stress and anxiety, made it more important than ever for us to support our employees' emotional and mental wellbeing. Through **Balance it**, our company makes available programs and workshops on general wellbeing topics, such as mindfulness, resilience and sleep. Through Mind Well, our company is working to reduce the stigma of mental health by raising awareness.

We're grateful to our employees around the world who volunteer as Mind Well Champions to support the emotional wellbeing of their colleagues, offer help and access to critical information and resources.

4,972
employees logged into our ongoing series of Mental Health Global Webinars with experts on a range of topics to help employees and their families

R U OK? day

This has been an especially challenging year, and it's more important than ever to reach out to family, friends and colleagues by asking if they're OK and knowing what to say if their answer is no. On September 10, our company promoted R U OK? Day to bring emotional wellbeing awareness and resources to colleagues globally, especially now as we endure a global pandemic and social unrest all while trying to balance our personal and professional lives.



Spotlight on happiness and resilience

In May and October, we put a spotlight on mental health and emotional wellbeing. We provided resources, tools and materials to support our employees' emotional wellbeing and sponsored a special series of webinars on growth through happiness and resilience.

Employee quote: *"Thank you so much! We are all on the journey to help each other with the 7 Habits of Highly Resilient People. My favorites are staying mission focused, not being afraid to fail and asking for help. We all get by better with a little help from our friends."*

Mental health by the numbers

- 521 employees registered for myStrength to improve their mind, body and spirit with eLearning modules, activity and mood logs, inspiration and select goal-based content, including mindfulness training.
- 2,262 employees took our global mental health e-module to learn how to recognize the signs of mental health distress, talk about it comfortably and guide colleagues to the many available resources and help they need. The module was designed for managers but open to all employees.
- 4,978 employees took advantage of daily 15-minute Mindful Minute sessions designed to help reduce distractions and stress, and increase overall mental wellbeing.

- 4,972 employees logged into our ongoing series of Mental Health Global Webinars with experts on a range of topics to help employees and their families improve and maintain their emotional wellbeing.

Employee Quote: *“I just wanted to reach out and say thank you! I appreciate all that you do! These newsletters, reminders, tips and classes are so very helpful! I am excited for the new “Stress Buster” newsletter! I hop in on sessions when I can... and recorded sessions are great, too! I just wanted you all to know how much you are appreciated.”*

985 employees recorded hours

Volunteering

46,279 hours recorded total

Employee volunteering

Volunteering provides many benefits to mental and physical health: it helps **counteract the effects of stress, anger, and anxiety**. We know it feels good to do good! With this in mind, last year we added a volunteer component to our **Balance it** efforts to help employees learn about the benefits of making a difference in the lives of others and find virtual opportunities to get involved. Also, In response to the COVID-19 pandemic, our company changed its volunteer policy to support employees with medical backgrounds. Recognizing the need for additional health care professionals, including doctors, nurses and medical laboratory technicians, to assist in regions where COVID-19 had spread, we removed the cap of 40 hours of paid time off to volunteer for these individuals.

Resources for Living

Our Global Employee Assistance Program (EAP) offers employees in-the-moment telephone support for daily relationship challenges, work issues and everyday stress in addition to professional counseling sessions for personal, family or emotional issues. More than eight percent of employees in the United States used Resources for Living in 2020. Employees can also get help finding assisted living for an aging parent or support with childcare services, and crisis support for unanticipated events. In addition, we launched the Lyra Health benefit for U.S. employees. Lyra provides fast access to high-quality mental health care for those enrolled in Horizon BCBS.

8.3% of employees in the United States used Resources for Living in 2020.

(+1.7% over the past two years)



Move it

Through **Move it**, our company makes it easier for employees to be more active by integrating fitness into their daily routines. While many of our fitness centers were closed during the pandemic, we kept our employees moving and safe through a wide range of virtual fitness activities, coaches, guides, and recognition and rewards. These programs were made available to employees all around the globe.



We offer a wide range of activities to help employees and their families no matter where they are located around the world get moving, including virtual live group and recorded exercise classes, including Bootcamp, HIIT, Tabata, Cardio Kickboxing, Pilates, Mobility and more. And, we provide a unique, interactive web experience that provides the guidance and motivation people need to get active, unwind and stay strong during these tough times. Daily tips and live streaming events feature everything from yoga and kid-friendly workouts to nutrition tips. Over 13,000 employees took advantage of our live, virtual activities in 2020.

Employee Quote: *“Just wanted to send a thank-you note. Your workouts have been lifesaving through the COVID days. Thanks very much for these. I love the energy you bring in and really look forward to your workout sessions. I really appreciate what the team is doing to keep the energy levels up.”*

Employee Quote: *“The silver lining to this horrible situation in our world is that I have traded my commute time for Getting Healthy time!”*

1:1 coaching

We know it’s not always easy to get—and stay—motivated to move. Our 1:1 virtual coaching sessions enable employees to work individually with a fitness center team member to talk about fitness objectives, motivation, struggles and design a fitness plan!

Wellbeing challenges

Twice a year, our company sponsors a Wellbeing Challenge to motivate employees to get moving, individually or with a team. This year, we pivoted to a virtual format with our challenges, *A Tour of Our Company Around the World* and *A Tour of Bridges Around the World*. Participants logged steps and others joined in various activities to move from milestone to milestone, unlocking health tips and nutritious recipes at each stop. In the U.S. participants earned virtual raffle tickets for prize drawings and were eligible for a grand prize of \$5,000.



Kristin Ogden (pictured here) won the grand prize of \$5,000 for the 2020 Live it digital Fall Wellbeing Challenge, *A Tour of Our Company Around the World*. Kristin has taken 4,523,883 steps since the pandemic started (and counting!)

Fuel it

Employee quote:

“Thanks for this! I found fiber to be so important in that I was able to reduce my bad cholesterol...I’m always ready to read and try new ideas...”



Through **Fuel it**, we provide resources to help employees and their families understand nutrition and how to achieve a healthy weight. As we all know, 2020 presented its fair share of hurdles to healthy eating. We helped combat that by providing a range of programs and services to our employees, such as discounts on grocery delivery services or meal prep subscriptions, discounts on weight loss programs and healthy recipes.

With more than 1,500 page views, our handy guides to stress and food choices - “Healthy eating habits for a new normal” and “How to stock your kitchen with a healthy shopping list”—were popular with employees.

To help employees stay on track with their healthy food plan, we offered access to professional chefs and registered nutritionists hosting a series of cooking demonstrations with healthy appetizers, main dishes, desserts and holiday treats.

Nearly 2,000 employees around the world signed on to our series of webinars on topics ranging from how to set nutrition goals that stick to a closer look at keto, paleo and intermittent fasting, and managing stress eating.

Live it

Wellbeing

For over 125 years, our company has been inventing for life, bringing forward medicines and vaccines to address many of the world's most challenging diseases. We must lead by example. Our **Live it** continuum of wellbeing—**Prevent it, Balance it, Move it** and **Fuel it**—gives our employees and their families a wide range of programs, resources, tips and tools to help make healthy choices and enhance their lives.

We value the health and wellbeing of our employees and encourage everyone to strive to be at their very best. **Live it** helps our colleagues exercise, eat healthy, manage emotional wellbeing or finances and pursue an overall healthier life. For those who are just beginning a wellbeing journey, start small and continuously add new healthy habits after mastering current ones. The fact is good health and wellbeing can make a positive personal impact and allow for stronger and more meaningful contributions both at work and at home!



For more information on our wellbeing programs for employees, as well as on other environmental, social and governance (ESG) topics, please see our ESG Progress report on the [Responsibility page](#) of our corporate website.