meQ.

**THE WORLD'S LEADING
WORKFORCE RESILIENCE EXPERT**

PAYCHEX®

Building a Culture of Mental Well-being Pays Off for Both Employees and the Organization

OVERVIEW

PAYCHEX, INC., a leading provider of integrated human capital management software solutions for human resources, employee benefits, insurance services, and payroll, serves over 745,000 customers across the U.S. and Europe. During the pandemic, the company recognized an opportunity to support employee mental well-being more comprehensively, as cultural events and conversations helped destigmatize the topic of mental health.

When workforce disruptions such as the Great Resignation gained steam, Paychex realized it needed more data-driven insights into employee turnover and costs. The company partnered with meQ to strategically enhance its employee resilience and well-being strategy, drive workforce growth with data-based interventions, and ensure they retained talent by creating a culture of belonging, guided by purpose.

THE OPPORTUNITY: ADVANCE A CULTURE OF RESILIENCE AMIDST WORKFORCE DISRUPTION

Paychex's strong foundation of employee wellness doesn't just drive business performance; it improves employees' lives. Company leadership realized that the challenges of the pandemic and subsequent recovery offered them a chance to expand and refine their understanding of comprehensive workplace wellness.

As a longtime meQ customer, Paychex has a deep bench of data on the positive impact of resilience training on business outcomes and individual employee development. For this study, they focused on the impact of resilience on turnover rates.

THE SOLUTION: USE DATA TO IDENTIFY THE IMPACT OF RESILIENCE TRAINING ON TURNOVER

With meQ's support, Paychex conducted a rigorous study, matching meQ users to non-meQ users on gender, state, ethnicity, division, job type, work-from-home status, manager status, and age. This allowed leadership to measure and compare the turnover rates of the two groups over a five-month period.

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Paychex rolled out meQ's resilience training program methodically during the study, with an emphasis on promoting individual and team learning. Middle managers also received careful focus and messaging, as leadership understood that managers are under substantial pressure to carry the well-being and performance of their teams and themselves.

THE IMPACT: RESILIENCE TRAINING LOWERS TURNOVER RATE BY DOUBLE DIGITS

Between March and August 2022, Paychex found that employees participating in meQ resilience training were **18% LESS LIKELY TO TURN OVER** than the matched sample of employees who did not participate.

Paychex has also been able to connect meQ usage data with their extended leave of absence data, and discovered that meQ participants are significantly less likely to take extended leaves of absence.

The meQ data accessible through the Workforce Intelligence dashboard, provided precise, real-time insights into opportunities to upskill and support their whole workforce, putting Paychex in a position to succeed in uncertain times.

Leaders could see which interventions were helping and identify the aspects of employee well-being that needed more support, such as physical factors and emotion control. meQ data helped the company confirm opportunities, choose optimal responses, and track improvements over time.

> **"ORGANIZATIONS WITH RESILIENT WORKFORCES PERFORM BETTER. INVESTING IN OUR EMPLOYEES' WELL-BEING CULTIVATES THAT RESILIENCY AND GENERATES A POSITIVE RETURN TO THE   BUSINESS. WE HAVE THE DATA TO PROVE IT."**
>
> **- Tim Perrotta, Sr. Director of Global Total Rewards, Paychex**

SUMMARY

As Paychex looks to the future, leadership supports weaving resilience into the fabric of its culture. They will continue to build on a history of consistent, equitable, and purpose-driven employee support, while using resilience training and data to engage employees in their own well-being. With meQ, the company has the insights to predict and prevent risks, adapt to today's challenges, and prepare for the future of work.

LEARN HOW BUILDING WORKFORCE RESILIENCE CAN STRENGTHEN YOUR ORGANIZATION.

Reach out to a meQ specialist today