

Impact of mental health on assuring accuracy and precision of work in the manufacturing and logistics industry

This case study discusses the impact and contributions of Intellect's comprehensive platform to the diverse workforces of manufacturing and logistics companies across the Asia Pacific region. From self-care resources to a 24/7 helpline, learn how Intellect's platform has become a cornerstone in alleviating mental health distress of frontline and field workers facing unique challenges in the manufacturing and logistics sectors.

The Challenge

Long hours and high pressure to accomplish process-intensive work with little to no room for error

The manufacturing and logistics industry presents its workforce with a distinctive set of responsibilities, leading to elevated levels of stress, anxiety, and various mental health concerns. The precise and focused nature of tasks performed by manufacturing employees is crucial to avoid accidents or injuries. Their experience in these settings is marked by **extended work hours, constrained spaces for both work and living, and a requirement for precision with minimal margin for error**. This combination can be mentally exhausting for individuals after extended shifts, especially if away from home.

Research from a [2022 study on women factory workers in China](#) reveals that high job strain was linked to symptoms of poor mental health, while perceived job insecurity, working overtime, and night shifts were associated **with reduced feelings of usefulness, depression, and hopelessness**, respectively.

To ensure the productivity, safety, and overall wellbeing of every worker, the mental health and wellness of employees must become a central focus within the safety culture of every manufacturing organisation.

The Solution

Validating the importance of mental wellness for field employees with a holistic solution

As stress and mental health challenges may not always display visible external symptoms like physical injuries or contagious illnesses, factory and shift employees might be hesitant to request time off when necessary. Proven strategies for management to empower and validate the importance of mental wellness include clarifying that employees can utilise **sick leave for mental health purposes** or, even more proactively, incorporate dedicated **mental health days** into company policies.

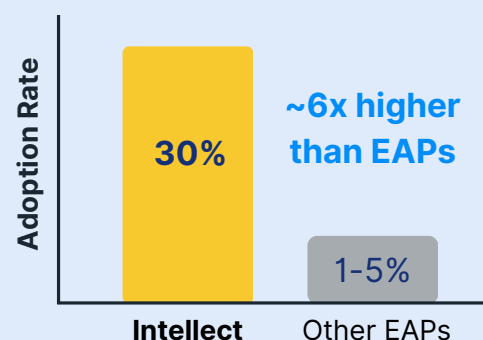
Snapshot of Results

Across 12 manufacturing and logistics companies:

- ✓ 30% avg. adoption rate of the Intellect app
- ✓ 37% avg. of signups engaged with a coach
- ✓ 4.6 out of 5 satisfaction rating of coaching



5,123 avg minutes spent on the app



Acknowledging the demands of manufacturing and logistics roles, clients have expressed their need for a solution that could adapt to their fluctuating capacity and schedules. Given the demanding nature of their positions, scheduling in-person therapy or counselling sessions posed a challenge. Employees of our clients have expressed that Intellect has been a useful outlet for various types of mental wellbeing support amidst their busy schedules. Accessible in web and mobile, Intellect offers round-the-clock access to a self-care app and helpline, along with the availability of counselling and coaching sessions scheduled for the following day.

With Intellect, workers can access resources as necessary without revealing any confidential information to their employer. Employees may not feel comfortable sharing personal concerns with managers or in-house providers, which is why it's important to offer external counselling services that ensure data privacy will be upheld.

To take a step further, organisations can have their employees get a **Mental Health First Aid™ certification** from Intellect to identify the initial indicators of a mental health problem and offer preliminary assistance to the affected person, providing a comparable life-saving advantage to conventional first aid. As the sole MHFA International licensed provider in Singapore, Intellect's programme uses a locally adapted curriculum to empower communities to become more productive, empowered, and destigmatised.

For frontliners and field workers



24/7 access to personalised and clinically-validated programmes anytime, anywhere



On-demand coaching sessions to support employees on work stress and everyday challenges



Experienced, vetted, and trained EAP responders for immediate response



Wide omnichannel access to providers of 20 languages and from 22 countries

For management



Aggregated and anonymised insights presented on an end-of-term evaluation report



Real-time access to an HR analytics dashboard for a pulse on employee wellbeing across different departments



Highly qualified clinical research team with published peer-reviewed studies to lend consultative expertise and demonstrate platform efficacy



Integration with an in-person medical facility to scale existing support

Traditional EAPs vs. Intellect

	Traditional EAPs	Intellect
End-to-end care	✗	✓
All-in-one regional solution	✗	✓
Highly trained responders	✗	✓
Higher than 1-5% industry average utilisation rates	✗	✓
Full-year onboarding and engagement strategy	✗	✓

We started this journey during the pandemic. There was a very stark difference to the last employee pulse feedback that we did. [Intellect] has really played its part so I'm very comfortable in sharing that people who left due to mental stress or poor work life balance improved tremendously by 16%.

Among those who use the Intellect app, we could see that the coaching element is such a strong feature of what Intellect offers. Many of those who have used the coaching services have been very vocal in sharing that the coaches that they have spoken to have really helped them in their personal journeys towards mental wellbeing.



Lutfi Ghani,
HR Director for
Singapore and
Malaysia,
Kuehne+Nagel

Impact and results

Record-high adoption rates and satisfaction ratings for Intellect's services

Intellect proudly supports **12 client partners** from the manufacturing and logistics industry across **9 regions**: Singapore, Malaysia, Philippines, Indonesia, Thailand, Vietnam, South Korea, Australia, and New Zealand. These client partners include globally-renowned brands with approximately a thousand to ten thousand employee headcounts.

Collectively, we've gathered a **30% average adoption rate** which is 6x higher than the industry average of 5% for traditional EAPs. Our client partners have also reported an average **4.6 out of 5 satisfaction rate on behavioural coaching sessions**. Intellect's features have proven to be helpful among employees as they have reported good feedback to their dedicated Client Success Managers. Kuehne + Nagel, for instance, has expressed a **decrease in employee turnover by 16%** and an **improvement in their pulse survey results** compared to when they started their mental wellbeing journey in 2021.



Join leading companies in using Intellect for **better employee mental wellbeing that translates into workplace outcomes.**

www.intellect.co
team@intellect.co