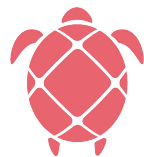




CARE-RELATED ABSENCE IN THE TRANSPORT INDUSTRY

W H I T E P A P E R

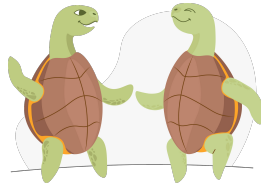


Yurtle



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ABOUT YURTLE



Yurtle is an InsurTech dedicated to solving workplace absence through a lens of carer and parent support. We believe much of the care-related absence companies observe is preventable, as are the associated costs to the employer and employee. A team of subject matter experts, with combined lived and worked experience, and the transport sector has been selected for focus due to the challenges faced by industry's employers and employees.

EXECUTIVE SUMMARY

The purpose of this paper is to highlight the convergence of carer and parent challenges in the workplace with the business imperatives of the transport sector. The industry has a number of pain points associated with or exacerbated by staffing challenges, which crossover with Yurtle's expertise.

The broad themes explored in this document are intended to contribute to dialogue around the benefits of supporting parents and carers in the workplace, but more tailored figures can be arrived at in conversation with us.

Key learnings include:

- Customer compensations, falling customer Net Promoter Scores (NPS), and skills shortages are just some of the costs worsened by unsupported care and care-related absence
- Widespread fatigue amongst workers poses various risks in safety critical functions, and drives costs such as staff unavailability or assignment to 'light duties'
- The impact of care is different in men and women. Supporting both cohorts can boost retention of skilled men who are of retirement/semi-retirement age, and propel women's careers
- Much of the poor mental and physical health of employees, as well as productivity deficits, are linked to caregiving
- Union concerns around the prevalence of overtime, worker sickness rates, support for caregivers, and gender inclusion can be allayed with an intentional strategy on parents and carers

BUPA's 2024 'Wellbeing Index: Multigenerational Health and the Missing Middle' highlights the size of the challenge, reporting that carers take an average of two days of annual leave per year to give care, with millennials taking an average of six sick days each year.