

# Transforming Employee Wellbeing and Performance with Data-Driven Insights

Propr is a short-term rental management company, with +800 properties in Africa, the Middle East and Lisbon, Portugal.

Propr offers October Health access and Kaelo AskNelson services to its diverse workforce of 130 employees, providing a flexible solution to ensure that employees, who often work at various property sites with irregular hours, have the necessary wellbeing and productivity resources to thrive.

## Encouraging Continuous Employee Feedback

Propr is interested in exploring a way to administer and encourage the completion of a pulse survey to regularly assess employee sentiment and measure employee perceptions of organizational culture. This approach aims to provide real-time insights, enabling HR to address issues promptly and establish a continuous feedback loop.

Propr wishes to assure employees of the complete anonymity of their responses, and deliver the survey in a convenient way to an employee base that are often out of office at property sites. October Health has offered to host the survey in the App, and encourage completion through the delivery of push notifications to employees.

The survey will be administered for the first time in July 2024, and October is confident that this initiative will continue to foster a supportive and productive environment that prioritizes employee mental health and well-being at Propr.

# Implementing Data-Driven Strategies to Mitigate Key Stressors

Once a quarter, in a standard monthly meeting, October presents a summary of metrics surfaced in the Insights portal to the Head of People at Propr. Part of this discussion is to identify some of the major pressure points affecting employees.

Together, October Health and the Head of People agree on and implement a series of strategies and initiatives to address these pressure points, including;

- Incorporating these as core themes/topics for Closed Forest sessions
- Promoting upcoming open Forest sessions related to the key stressors identified
- Developing a tailored and comprehensive action plan in the Insights Portal that can be implemented in the organization
- Distributing assets that contain a summary of key features and content in the App related to the top stressors
- Integrating discussions on these key stressors into team meetings to unpack specific causes – these discussions inform discussion points in Closed Forests

The quarterly implementation plan is then rolled out to employees – ensuring that they have relevant resources, from multiple channels – to support them with the challenges that they face.

'October Health has changed the wellness game at our company. We work hard to break the stigma of getting help for mental health matters and October makes it easy for our employees to do so anonymously and effectively. The Closed Forest sessions are well loved by our team as it provides the opportunity for insights into individuals and their methods to success for the whole company. Our previous EWP garnered around a 1.4% adoption rate but with October we're at 55% which just goes to show that what we're doing is actually working'

**Marni Riese**

*Head of People, Propr*