

# Canada Well-Being FAQs

## Eligibility

- 1. Who is eligible?**  
AECOM employees and spouses who are eligible for the AECOM Sun Life health plan are eligible for the Canada Well-Being program.
- 2. Can my spouse participate in Well-Being at AECOM activities?**  
Yes! Spouses can participate starting January 1, 2021.

## Participation

- 3. How do I participate?**  
To get started, register on the Sprout platform online at the [website](#) or through the [Sprout at Work app](#).  
  
Once you register, you can start participating in well-being programs and challenges and tracking your well-being activities, so you can earn points, unlock badges and receive gift card rewards.
- 4. How do I register online?**  
Visit the Sprout [website](#) and then follow the instructions below depending on if you're an employee or a spouse.  
  
**For employees**  
Enter your Access ID and password. Your Access ID can be found on your Sun Life health ID card and:  
\* **For DCS employees**, your Access ID is your Workday ID.  
\* **For EOM employees**, your Access ID is your Employee ID.  
  
**For spouses**  
Enter your spouse's Access ID as noted above and add an 's' to the end (e.g., "123456s"). For your department, enter "spouse."
- 5. How do I register through the Sprout at Work app?**  
Download the Sprout at Work app from the [App Store](#) or [Google Play](#). Register using your AECOM email address, Access ID (see previous FAQ) and the program name: aecomwellbeing.  
  
If you are the spouse of an AECOM employee, use your spouse's Access ID plus an "s" on the end to register. Select 'spouse' as your department and use program name: aecomwellbeing.
- 6. Why should I participate?**  
You have access to free well-being programs and resources, which can help you improve or maintain all aspects of your well-being. In addition, you can earn rewards for tracking your well-being activities.
- 7. Do I have to participate?**  
No. While we hope everyone will embrace our culture of well-being and join in the fun, it is a voluntary program, and no one is required to participate.

## Well-Being Rewards

### 8. How do I earn well-being rewards?

- Earning rewards is easy – simply track all your well-being activities on the [Sprout website](#). Login using your AECOM email address.
- **Track your activities.** You can earn points by completing a range of well-being activities such as walking, eating well, meditating, budgeting, completing an AECOM Safety training course, participating in a Corporate Responsibility event and more.
- **Unlock Badges.** As you earn points, you can unlock badges each quarter:
  - **5,000** points unlocks the **bronze** badge
  - **15,000** points unlocks the **silver** badge
  - **25,000** points unlocks the **gold** badge
- **Receive Well-Being Bucks redeemable for gift cards.** As you unlock badges, you receive Well-Being Bucks that are redeemable for e-gift cards for a variety of retailers featured in the Rewards Store. You can earn up to \$25 Well-Being Bucks per quarter. Well-Being Bucks carry over from one quarter to the next. You have until the end of the year to redeem them.
  - The **bronze** badge = 5 Well-Being Bucks = \$5 in the Rewards Store
  - The **silver** badge = 10 Well-Being Bucks = \$10 in the Rewards Store
  - The **gold** badge = 10 Well-Being Bucks = \$10 in the Rewards Store

### 9. Where can the gift cards be used?

The gift cards can be used directly in the Sprout app from the Rewards Store to make purchases at a variety of retailers: Air Canada, Amazon, American Eagle, Apple Store, Bass Pro Shop, Best Buy, Boston Pizza, Cineplex, Esso, Gap/Old Navy/Banana Republic, Groupon, Home Depot, Hudson's Bay, Indigo, iTunes, JOEY restaurants, Le Chateau, Roots, Starbucks, Visa, Walmart and Winners/Marshalls.

### 10. Are the gift cards taxable?

Yes. Gift cards are taxable under Canadian law. Sprout will provide AECOM payroll with the amount of any gift cards you redeem and that amount will be included in your taxable income.

## Sprout

### 11. Who is our Canada Well-Being partner?

Our well-being partner in Canada is Sprout, the Toronto-based health and wellness platform dedicated to helping people engage in making positive choices to support their well-being. Sprout administers the digital well-being platform and its challenges, activity tracking and the rewards program and offers a wide array of tools and resources that can help you be well (in English and French).

### 12. Is my profile and personal information on the Sprout platform private?

AECOM employees and spouses who participate in the Sprout platform will be able to see what you choose to be public within the platform. By default, the following are public, but you can always make changes in your privacy settings:

- Your name and photo
- Your department
- Your location
- Groups you joined
- Your latest achievements (badges you've unlocked)
- Your place on the leaderboard and points earned
- Public events you are signed up for

In Profile Settings, under the Privacy tab, you can uncheck the options for your name to appear on the general leaderboard or any of the challenges allowing you to keep your participation private.

AECOM has the highest respect for your privacy. Any personal information you provide while participating in the Canada Well-Being program will be treated in a safe, secure and confidential manner that is fully compliant with privacy laws. At no time will AECOM receive any employee-specific personal information, nor will AECOM be privy to any aspect of your participation other than whether you've completed the program components and are eligible for well-being rewards.

## Tracking activities and earning rewards

### 13. What well-being activities can I choose from?

You can earn points by completing a wide variety of well-being activities and challenges across all pillars of well-being: physical, emotional, financial, social and the planet. [Learn more](#).

### 14. How do I track my activities?

- Select the 'plus sign' from the navigation bar.
- Select **Track**.
- Tap the day you would like to track activities for.
- View previously tracked activities or select **Add another activity**.
- Browse the activity list or search for an activity.
- Enter the quantity and select **done**.

### 15. Can I sync my fitness device to track activities automatically?

Yes. Sprout supports device syncing with Fitbit, Garmin, Strava as well as Apple Health and Google Fit. Connecting your Sprout account with an app or device, will allow you to automatically sync your device activity to Sprout. It's recommended that you select only one device or app to prevent duplicate tracking in your activity log.

To review your points tracked from an app or device, log in to the Sprout platform, go to the 'Me' tab and look for the activity named Movement.

### 16. How do I sync my fitness tracker?

- Select the device icon from the top left of the homepage.
- Select your device from the list.
- Note: Apple Health and Google Fit must be connected through the Sprout at Work mobile app.

### 17. Where are my points tracked?

On the homepage, you will see your total points earned for the quarter (your points will reset back to 0 at the start of every new quarter). There are three levels set at different point thresholds: Bronze level (5000 points), Silver level (15,000 points), Gold Level (25,000 points).

### 18. How can I see which badges I've earned?

Visit the Me tab and select View all under My Achievements.

## Well-Being Survey and Well-Being Score

### 19. What is the Well-Being Survey and Well-Being Score?

The Well-Being Survey is a health assessment tool available on the Sprout platform. It takes just 5 minutes to receive your Well-Being Score, which is calculated by comparing the answers you provide about your health and lifestyle to those of millions of other people in the same age and gender category as you. Your score reflects your relative rank and shows you where you can maintain or improve your well-being.

### 20. What should I do with my Well-Being Score?

Once you get your score, set well-being goals for yourself based on where you are today and where you want to go. You can set up and track up to 3 personal goals in the Sprout platform. Watch how your choices and behaviors improve your score.

### 21. How do I complete the Well-Being Survey and receive my Well-Being Score?

On the Sprout website: Log in and select the heart icon from the top navigation bar.

In the Sprout at Work app: Click on the "Me" tab, then "Profile." Scroll down to "Get your Well-Being Score."

### 22. Can I earn any points for completing the Well-Being Survey?

When you complete the Well-Being Survey, you'll unlock the Health Check badge and earn 5 Well-Being Bucks that can be redeemed in the Rewards store.

## Additional features in the Sprout platform

### 23. What is the leaderboard?

The leaderboard shows you how your activity is measuring up against your colleagues. The leaderboard is based on points earned from activities tracked, either manually or using a device/app in a given time period. You can customize the Leaderboard to show the stats that are most meaningful to you by clicking on **see full leaderboard**. If you do not want to appear on the leaderboard, go to your **Profile Settings** from the dropdown menu under your profile picture and select **Privacy** to change your settings.

### 24. How can I share a post to the notification stream?

- Select the plus sign button from the navigation bar.
- Select **Post**.
- From here you can share an update, post a photo, and choose the audience your post will be visible to.

### 25. How do I join or create a team in a challenge?

- Select the **Explore** tab from the top navigation bar.
- Swipe through the challenges or select **View all** to see which challenges are available.
- Click on the challenge you wish to join and select **Create a team** or **Join a team**.
- When creating your own team, add a photo that will represent your team and choose a team name.
- Select **Invite others to my team** to invite your colleagues.

## 26. Can I leave a team?

Any member of a team can choose to leave the team at any time. Note that when you leave the team, those points will stay with that team (i.e. you will not take them to the new team). Once you join a new team, from that point on, the points will then contribute to your new team's average.

## 27. How do I set a personal goal?

- Select the plus sign in the navigation bar and select **goal**.
- Swipe through to see your **Recommended goals** which are based on your answers to the welcome survey.
- You can also create your own goal by clicking on the plus sign.
- Follow the onscreen prompts to set up your personal goal. You can have up to 3 goals at any time.

## 28. How can I create or share an event:

- Select the plus sign from the navigation bar.
- Select **Event**.
- Add a photo, name your event and follow the on-screen prompts to create your event.
- Once you've created your event, you can decide who can see it by selecting **Private** or **Public**.

## 29. How can I create a challenge:

- Select the plus sign from the navigation bar and then select **Challenges**.
- Select either **Compete as individual** (all users compete individually) or **Compete as a team** (all users compete as part of a team).
- Select a challenge style: Goal (set a target to meet) or Competition (most points wins).
- Follow the prompts to create your challenge.

## 30. How will I receive updates from Sprout?

Occasionally, you will receive emails from Sprout to the email address you registered with. More often, you will receive notifications on the well-being website itself. On the website or the app, you will see a pop-up indicating you have a new notification on the upper right side of the page near your profile picture.

## 31. How do I unsubscribe from Sprout emails/notifications?

- Select the **Notifications** tab from the navigation bar at the bottom.
- Select the three dots in the top right-hand corner.
- Select **Settings** and adjust your email/notification settings.

## 32. I'm having trouble with the Sprout website or app. What should I do?

- Try searching the **[Sprout Support Portal](#)** for help and information on a variety of topics.
- If you still need assistance, contact the Sprout support desk at **[support@sproutatwork.com](mailto:support@sproutatwork.com)**. The support desk typically responds within 24 hours and is available in English and French.
- Please note that tickets submitted on weekends and holidays will be addressed on the next business day.

## 33. Who do I contact if I have non-technical questions about Well-Being at AECOM?

Send an email to the AECOM Well-Being Team at **[globalwellbeing@aecom.com](mailto:globalwellbeing@aecom.com)**.

*AECOM has the highest respect for your privacy. Please be assured that the Canada Well-Being program is delivered in a safe, secure and confidential environment. AECOM is not privy to any aspect of your participation other than whether you qualify for any well-being rewards.*