Table S10.1 shows demographic information for participants recruited in the pre-lockdown data collection period, split by contact centre.

Table S10.1. Baseline demographics for participants involved in pre-lockdown data collection, stratified by contact centre

|  | | | | Centre | | | | | |  | |  | |  | | Total |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | | 2 | | 3 | | 6 | | 10 | | 11 | |
| Age (years) [n=153] | 18-24 |  | 8 | | 0 | | 2 | | 0 | | 1 | | 3 | | 14 | |
|  | 38.1% | | 0.0% | | 7.4% | | 0.0% | | 3.1% | | 13.0% | | 9.2% | |
| 25-34 |  | 6 | | 5 | | 16 | | 7 | | 9 | | 8 | | 51 | |
|  | 28.6% | | 18.5% | | 59.3% | | 30.4% | | 28.1% | | 34.8% | | 33.3% | |
| 35-44 |  | 2 | | 6 | | 4 | | 8 | | 13 | | 9 | | 42 | |
|  | 9.5% | | 22.2% | | 14.8% | | 34.8% | | 40.6% | | 39.1% | | 27.5% | |
| 45-54 |  | 4 | | 9 | | 5 | | 4 | | 4 | | 1 | | 27 | |
|  | 19.0% | | 33.3% | | 18.5% | | 17.4% | | 12.5% | | 4.3% | | 17.6% | |
| 55-64 |  | 1 | | 7 | | 0 | | 3 | | 4 | | 1 | | 16 | |
|  | 4.8% | | 25.9% | | 0.0% | | 13.0% | | 12.5% | | 4.3% | | 10.5% | |
| > 65 |  | 0 | | 0 | | 0 | | 1 | | 1 | | 1 | | 3 | |
|  | 0.0% | | 0.0% | | 0.0% | | 4.3% | | 3.1% | | 4.3% | | 2.0% | |
| Gender [n=153] | Male |  | 15 | | 10 | | 11 | | 3 | | 10 | | 3 | | 52 | |
|  |  |  | 71.4% | | 37.0% | | 40.7% | | 13.0% | | 31.3% | | 13.0% | | 34.0% | |
|  | Female |  | 6 | | 17 | | 16 | | 20 | | 22 | | 20 | | 101 | |
|  |  |  | 28.6% | | 63.0% | | 59.3% | | 87.0% | | 68.8% | | 87.0% | | 66.0% | |
| Job title [n=151] | Call handler/ customer services advisor |  | 3 | | 8 | | 12 | | 9 | | 26 | | 19 | | 77 | |
|  |  |  | 14.3% | | 29.6% | | 44.4% | | 42.9% | | 81.3% | | 82.6% | | 51.0% | |
|  | Supervisor/ manager/team leader |  | 8 | | 10 | | 11 | | 2 | | 3 | | 3 | | 37 | |
|  |  |  | 38.1% | | 37.0% | | 40.7% | | 9.5% | | 9.4% | | 13.0% | | 24.5% | |
|  | Other |  | 10 | | 9 | | 4 | | 10 | | 3 | | 1 | | 37 | |
|  |  |  | 47.6% | | 33.3% | | 14.8% | | 47.6% | | 9.4% | | 4.3% | | 24.5% | |
| Employment type [n=151] | Full time |  | 21 | | 23 | | 25 | | 7 | | 23 | | 12 | | 111 | |
|  |  |  | 100.0% | | 88.5% | | 96.2% | | 31.8% | | 69.7% | | 52.2% | | 73.5% | |
|  | Part time |  | 0 | | 3 | | 1 | | 15 | | 10 | | 11 | | 40 | |
|  |  |  | 0.0% | | 11.5% | | 3.8% | | 68.2% | | 30.3% | | 47.8% | | 26.5% | |
| How long have you been working for this contact centre? [n=154] | <3 months |  | 0 | | 0 | | 0 | | 0 | | 3 | | 4 | | 7 | |
|  |  | 0.0% | | 0.0% | | 0.0% | | 0.0% | | 9.1% | | 17.4% | | 4.5% | |
| 3-6 months |  | 0 | | 0 | | 0 | | 1 | | 3 | | 3 | | 7 | |
|  |  | 0.0% | | 0.0% | | 0.0% | | 4.3% | | 9.1% | | 13.0% | | 4.5% | |
| 6-12 months |  | 0 | | 0 | | 6 | | 7 | | 0 | | 1 | | 14 | |
|  |  | 0.0% | | 0.0% | | 22.2% | | 30.4% | | 0.0% | | 4.3% | | 9.1% | |
| 1-2 years |  | 7 | | 1 | | 4 | | 1 | | 3 | | 3 | | 19 | |
|  |  | 33.3% | | 3.7% | | 14.8% | | 4.3% | | 9.1% | | 13.0% | | 12.3% | |
| 2-3 years |  | 2 | | 1 | | 2 | | 3 | | 10 | | 2 | | 20 | |
|  |  | 9.5% | | 3.7% | | 7.4% | | 13.0% | | 30.3% | | 8.7% | | 13.0% | |
| >3 years |  | 12 | | 25 | | 15 | | 11 | | 14 | | 10 | | 87 | |
|  |  | 57.1% | | 92.6% | | 55.6% | | 47.8% | | 42.4% | | 43.5% | | 56.5% | |
| Health problems reported that may prevent participant from standing and moving more at work [n=154] | No |  | 17 | | 22 | | 25 | | 19 | | 30 | | 22 | | 135 | |
|  |  | 81.0% | | 78.6% | | 92.6% | | 82.6% | | 90.9% | | 95.7% | | 87.1% | |
| Yes |  | 4 | | 6 | | 2 | | 4 | | 3 | | 1 | | 20 | |
|  |  | 19.0% | | 21.4% | | 7.4% | | 17.4% | | 9.1% | | 4.3% | | 12.9% | |

Table S10.2: Baseline demographics for participants involved in post-lockdown data collection, stratified by centre (n=51)

|  | | | | **Centre** | | | | | |  | |  | | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3 | | 6 | | 7 | | 10 | | 11 | |
| Age (years) [n=51] | 18-24 |  | 0 | | 0 | | 3 | | 1 | | 0 | | 4 | |
|  | 0.0% | | 0.0% | | 16.7% | | 5.6% | | 0.0% | | 7.8% | |
| 25-34 |  | 2 | | 1 | | 11 | | 2 | | 2 | | 18 | |
|  | 40.0% | | 14.3% | | 61.1% | | 11.1% | | 66.7% | | 35.3% | |
| 35-44 |  | 2 | | 4 | | 2 | | 7 | | 0 | | 15 | |
|  | 40.0% | | 57.1% | | 11.1% | | 38.9% | | 0.0% | | 29.4% | |
| 45-54 |  | 1 | | 1 | | 1 | | 5 | | 0 | | 8 | |
|  | 20.0% | | 14.3% | | 5.6% | | 27.8% | | 0.0% | | 15.7% | |
| 55-64 |  | 0 | | 1 | | 1 | | 2 | | 1 | | 5 | |
|  | 0.0% | | 14.3% | | 5.6% | | 11.1% | | 33.3% | | 9.8% | |
| > 65 |  | 0 | | 0 | | 0 | | 1 | | 0 | | 1 | |
|  | 0.0% | | 0.0% | | 0.0% | | 5.6% | | 0.0% | | 2.0% | |
| Gender [n=51] | Male |  | 2 | | 2 | | 13 | | 6 | | 0 | | 23 | |
|  |  |  | 40.0% | | 28.6% | | 72.2% | | 33.3% | | 0.0% | | 45.1% | |
|  | Female |  | 3 | | 5 | | 5 | | 12 | | 3 | | 28 | |
|  |  |  | 60.0% | | 71.4% | | 27.8% | | 66.7% | | 100.0% | | 54.9% | |
| Job title [n=51] | Call handler/customer services advisor |  | 3 | | 2 | | 18 | | 18 | | 3 | | 44 | |
|  |  |  | 60.0% | | 28.6% | | 100.0% | | 100.0% | | 100.0% | | 86.3% | |
|  | Supervisor/manager/team leader |  | 2 | | 3 | | 0 | | 0 | | 0 | | 5 | |
|  |  |  | 40.0% | | 42.9% | | 0.0% | | 0.0% | | 0.0% | | 9.8% | |
|  | Other |  | 0 | | 2 | | 0 | | 0 | | 0 | | 2 | |
|  |  |  | 0.0% | | 28.6% | | 0.0% | | 0.0% | | 0.0% | | 3.9% | |
| Employment type [n=51] | Full time |  | 5 | | 4 | | 17 | | 12 | | 1 | | 39 | |
|  |  |  | 100.0% | | 57.1% | | 94.4% | | 66.7% | | 33.3% | | 76.5% | |
|  | Part time |  | 0 | | 3 | | 1 | | 6 | | 2 | | 12 | |
|  |  |  | 0.0% | | 42.9% | | 5.6% | | 33.3% | | 66.7% | | 23.5% | |
| How long have you been working for this contact centre? [n=51] | <3 months |  | 0 | | 0 | | 0 | | 0 | | 0 | | 0 | |
|  |  | 0.0% | | 0.0% | | 0.0% | | 0.0% | | 0.0% | | 0.0% | |
| 3-6 months |  | 0 | | 0 | | 2 | | 0 | | 0 | | 2 | |
|  |  | 0.0% | | 0.0% | | 11.1% | | 0.0% | | 0.0% | | 3.9% | |
| 6-12 months |  | 4 | | 0 | | 0 | | 1 | | 1 | | 6 | |
|  |  | 80.0% | | 0.0% | | 0.0% | | 5.6% | | 33.3% | | 11.8% | |
| 1-2 years |  | 0 | | 0 | | 5 | | 3 | | 1 | | 9 | |
|  |  | 0.0% | | 0.0% | | 27.8% | | 16.7% | | 33.3% | | 17.6% | |
| 2-3 years |  | 0 | | 1 | | 1 | | 4 | | 0 | | 6 | |
|  |  | 0.0% | | 14.3% | | 5.6% | | 22.2% | | 0.0% | | 11.8% | |
| >3 years |  | 1 | | 6 | | 10 | | 10 | | 1 | | 28 | |
|  |  | 20.0% | | 85.7% | | 55.6% | | 55.6% | | 33.3% | | 54.9% | |
| Health problems reported that may prevent participant from standing and moving more at work [n=154] | No |  | 4 | | 7 | | 14 | | 16 | | 3 | | 44 | |
|  |  | 80.0% | | 100.0% | | 77.8% | | 88.9% | | 100.0% | | 86.3% | |
| Yes |  | 1 | | 0 | | 4 | | 2 | | 0 | | 7 | |
|  |  | 20.0% | | 0.0% | | 22.2% | | 11.1% | | 0.0% | | 13.7% | |

Figure S10.3: Hours sitting at work per week stratified by sequence

Chart, box and whisker chart

Description automatically generated

Figure S10.4: Hours sitting at work per week stratified by centre

Chart, box and whisker chart

Description automatically generated

Figure S10.5: Minutes sitting at work per day stratified by sequence

Chart, box and whisker chart

Description automatically generated

Figure S10.6: Minutes sitting at work per day stratified by centre

Chart, box and whisker chart

Description automatically generated

Figure S10.7: WEMWBS Total score stratified by sequence

Chart, box and whisker chart

Description automatically generated

Figure S10.8: WEMWBS Total score stratified by centre

Chart, box and whisker chart

Description automatically generated

Figure S10.9: Mean UWES stratified by sequence

Chart, box and whisker chart

Description automatically generated

Figure S10.10: Mean UWES stratified by centre

Chart, box and whisker chart

Description automatically generated

Figure S10.11: MSK Total Score stratified by sequence

Chart, box and whisker chart

Description automatically generated

Figure S10.12: MSK Total Score stratified by centre

Chart, box and whisker chart

Description automatically generated

Figure S10.13: Scatterplot showing minutes sitting at work at baseline and 3 months follow-up

Chart, scatter chart

Description automatically generated

Figure S10.14: Scatterplot showing total WEMWBS at baseline and 3 months follow-up

Chart, scatter chart

Description automatically generated

Figure S10.15: Scatterplot showing mean UWES at baseline and 3 months follow-up

Chart, scatter chart

Description automatically generated

Figure S10.16: Scatterplot showing MSK-HQ Total score at baseline and 3 months follow-up

Chart, scatter chart

Description automatically generated