

Global Employee Assistance Programme (EAP)

Providing confidential, emotional wellbeing support to your employees and their family members, around the globe

Your employees are your greatest asset. When team members need wellbeing services, they deserve premium support, regardless of time zone. As the world's largest independent provider of employee wellbeing support solutions, Workplace Options has an impressive track record of delivering successful, global Employee Assistance Programme (EAP) support to multinational companies.

➤ Delivering convenient, world-class support from service centres around the globe

- Experienced counsellors are available 24/7 to help employees with their work, family or personal issues
- Emphasis is placed on providing culturally appropriate support in the local language of the individual requesting services*
- EAP professionals are accessible via telephone, email, SMS, smartphone app, instant messaging and face-to-face
- Practical assistance is provided by consultants who specialise in performing research and providing referrals
- Wellbeing resources are available on a customisable member website available in 27 languages and dialects

*Check with an account manager for the most current list of capabilities, as Workplace Options is continually updating available languages.



SUPPORT IN ACTION

A woman in Belgium called the service and shared that she felt a tremendous amount of anxiety as the family's sole wage earner. Her husband lost his job and was having trouble finding a new one. The counsellor affirmed her feelings and suggested several strategies for dealing with those feelings in a positive way. After five structured, telephonic counselling sessions, the woman shared that the strategies helped her move past her anxiety.

The story above is based on a real-life situation, but details have been changed or omitted to protect the anonymity of the individual receiving support.

Global Employee Assistance Programme (EAP) (continued)

➤ Demonstrating a diligent commitment to organisational excellence

- Rigorous standards for hiring and training service providers
- Significant investments in technology and infrastructure
- Phone system redundancy helps ensure ongoing support in the case of a natural disaster or other disruptive event
- Demonstrated commitment to customer focus, quality management, information and data security
- Our satisfaction surveys show that more than 98 per cent of respondents that we served felt we cared about them and their request, that we helped them, and that their company made the right decision in hiring Workplace Options to provide services

➤ Partnering with organisations to maximise employee wellbeing

- Supporting employee wellbeing can lead to increases in employee engagement and productivity, as well as decreases in absenteeism and health care costs^{1,2}
- Dedicated account manager offers day-to-day support, as well as promotional material and service updates
- Features Benefit Connect, a service where employees' benefits are loaded into Workplace Options' proprietary database, allowing service providers to educate employees about options and resources during consultations

¹ Willis Tower Watson (Jan 2019) 23rd Annual Best Practices in Health Care Employer Survey <https://www.willistowerswatson.com/en-US/Insights/2018/12/best-practices-in-healthcare-2018-chapter-6-integrated-wellbeing>

² Kumar, Rajiv (Feb. 2014) Harvard Business Review In Defense of Corporate Wellness Programs <https://hbr.org/2014/02/in-defense-of-corporate-wellness-programs>

ABOUT WORKPLACE OPTIONS

Workplace Options is the largest independent global provider of integrated work-life and employee support services. Our products are designed to help improve the wellbeing of working people and their families through emotional, practical and physical support. Find out how Workplace Options can help you to help your people be their best. Contact us today!

This product overview is intended for descriptive purposes only. Product details and availability may vary by market. Please speak with your account manager or business solutions representative for more information.
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WE HELP PEOPLE