

SCOPE OF SERVICES

Since 1982, Workplace Options' (WPO) sole focus has been on employee wellbeing. Today, WPO is the world's largest independent provider of employee wellbeing solutions.

We serve more than 100,000 organisations and 65 million employees in over 200 countries and territories worldwide. WPO has been offering employee support services globally since 1997.

Private ownership means that WPO is completely independent and has a higher level of flexibility and responsiveness than our competition. We are known for our innovation and our ability to co-develop and customise products.

EMOTIONAL SUPPORT



Answer 24: 24/7 clinical intake, message and referral service from triage to crisis intervention

Counselling: short-term, solution-focused sessions delivered by phone, in person, or by online video

In My Hands: self-directed computerised cognitive behavioural therapy (cCBT) (currently available in English only)

Aware: mindfulness programme to improve wellbeing, focus and engagement through individualised coaching

Manager Assist: unlimited telephonic consultation for HR/managers

Crisis Support:

- **Rapid Response Critical Incident:** on-site support following a traumatic event
- **Rapid Response Hotline:** crisis coverage after a critical incident

PRACTICAL SUPPORT



Work-Life Services: consultation, personalised research and resources for a nearly limitless range of topics, including:

- **Dependent Care:** child care and parenting; adult care and ageing; and care for individuals with a special need or disability
- **Information Services:** a variety of day-to-day concerns such as home maintenance, travel, housing or relocation
- **Legal:** consumer rights, matrimonial law, traffic issues, civil litigation, tenancy, wills, probate
- **Financial Support:** credit and debt, budgeting, taxation, benefits, mortgages, insurance

Life Coaching: certified telephonic coaches partner with participants in a thought-provoking, creative process for navigating life transitions and maximising personal and professional potential

New Parent Return to Work: emotional support and practical strategies for employees and managers to facilitate thoughtful delegation ahead of leave and a successful reintegration upon return

PHYSICAL SUPPORT



Wellness Coaching: telephonic coaching and support for wellness initiatives including weight loss, fitness, nutrition, stress management and overall lifestyle improvement

WPO is the only global wellbeing provider to train our own coaches and provide oversight and development which is recognised by the ICF and NBHWC.

Tobacco Cessation Coaching: evidence-based tobacco cessation programme offering personalised quit plans and consistent coaching support

Health Screenings: on-site biometric screenings to assess individual and aggregate health data

Trainings and Seminars: experts facilitate on-site or online sessions covering topics relevant to managers and employees; a wide range of emotional/stress, practical, wellness and crisis management-related topics available, with the option to modify existing topics or develop completely custom sessions

TECHNOLOGY SOLUTIONS



Adapt: organisational resilience questionnaire accessible by computer, tablet, or smartphone to provide assessment, insight, and guidance to help workplaces—most specifically in the wake of COVID-19—adapt to a changing world

iConnectYou: mobile app that allows users to engage with a counsellor via phone, instant messaging, or video, as well as browse supportive content

Advantage Web: award-winning member website containing a variety of tools and resources for employees and managers. Includes Real Messaging Service (RMS), for instant access to WPO staff for consultation or coaching

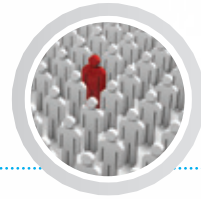
RMS: Real Messaging Service offers secure instant messaging with a simultaneous translation tool

Global Wellbeing Questionnaire: a quick online assessment (30 questions max) of total wellbeing that considers emotional, practical and physical components

Unified Case Management System (UCMS): the industry's only universal case management system with intuitive, user-friendly design, creating efficiencies in service delivery and for the end user

My Family Care App: an all-in-one app that provides employees a convenient way to coordinate back-up child care or elder care support from their personal network of friends and family

AVAILABLE MODELS AND ADDITIONAL SERVICES



Global EAP/Work-Life: culturally sensitive employee assistance and work-life services for your multi-national employees and their families, offering consistent service delivery, reporting and quality regardless of location

Be Well at Work: coach-answer, participant-centered approach to addressing physical, emotional and practical wellbeing that eliminates the stigma of a clinical-only model

Elevate: support specifically for individuals with significant symptoms of anxiety or depression, this model provides for extended clinical intervention and case management

Expatriate Services: support to enhance the experience of an international assignment, with pre-departure and repatriation services available

Duty2Care: clinical support for your customers who may directly or indirectly experience a traumatic event, extreme stress, violence or injury

Pathways: extended counseling, delivered by phone, face-to-face, or video, for participants requiring longer-term support

Presence: a unique service sold directly to insurance companies, gives policyholders access to emotional support following a traumatic event


WORKPLACE OPTIONS

Note: Services may vary by market; please contact your business solutions representative for more details

Global C21

For additional information please contact us at:
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Belgium | Canada | China | France | India | Indonesia | Ireland | Japan | Portugal | Singapore | UAE | UK | USA