





Bupa Employee Assistance





At Bupa we make you feel like an individual, not a number



We offer the right support and advice, when it is most needed

Challenging times for employees

Employees in today's fast-moving world are faced with increasing pressures. At work they tackle long working hours, demanding performance targets, tight deadlines and job insecurity. At home there are money worries to deal with and family problems to solve, as well as the task of trying to achieve a harmonious work-life balance.

The cost to your business

If an employee has something on their mind, whether at work or at home, chances are they will become distracted and less focused on the job in hand. Productivity may fall and sickness absence may increase. In fact it is estimated that 13.5 million working days a year are lost through stress, anxiety and depression* with sickness absence costing the UK economy about £13.2 billion in 2007.**


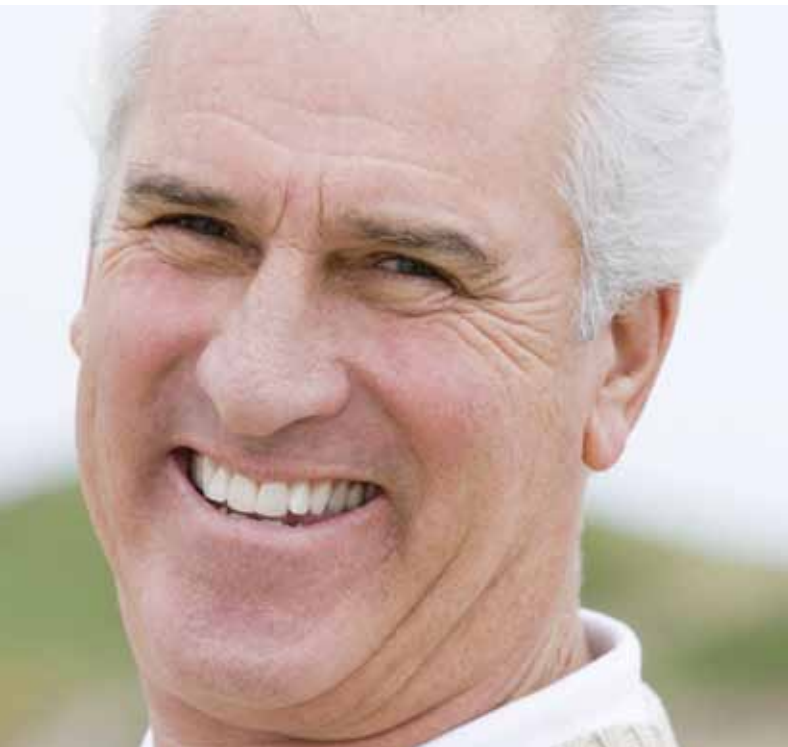
A helping hand - an employee assistance programme

As a responsible employer you simply can't afford to sit back and let things get out of hand. That's why an employee assistance programme can really help you out. Not only does it add value to your employment package and show you take health and safety legislation very seriously, but by showing you care about your employees' general wellbeing, it can have a positive impact on productivity and employee retention, as well as reducing absenteeism. The number of workplace stress litigation claims is on the increase so the need to protect your business has never been greater.

Lightening the load

Here are a few things Bupa's employee assistance programme (EAP) can help with.

- Alcohol problems
- Budget management
- Debt counselling
- Emotional problems
- Anxiety/depression
- Career issues
- Domestic issues
- Marital/family difficulties
- Relationship issues
- Bereavement
- Consumer information
- Drug misuse
- Personality difficulties
- Phobias
- Trauma



“ In the past five years employers have cited stress as the number one reason given by employees who take time off work.”

Source: Mind Workplace

* Estimates from the Labour Force Survey. Figures for 2007/8 (source Health and Safety Executive)

** CBI/AXA Absence Survey 2008

“At a time when I was feeling very anxious and worried the service really helped me face up to my problems. I then became much happier in my work.”

How can an employee assistance programme help?

- Provides a confidential and free service for your employees
- Offers advice and support on both emotional and practical issues
- Helps to improve productivity and efficiency - a distracted employee does not perform at their best
- Encourages better employee stress management across your organisation
- Aims to help reduce absentee rates and staff turnover
- Helps demonstrate a duty of care to your employees showing you take health and safety legislation seriously.[†]
- Helps limit the risk of litigation for your organisation.
- Helps manage and resolve workplace bullying and harassment.
- Supports an individual or team through a difficult time such as organisational change or a traumatic incident.
- Helps your employees achieve a harmonious work-life balance.

Why choose Bupa?

- Provides an EAP to more than 900 organisations in the UK, spanning a wide range of industries and organisational structures
- Offers more than 23 years' experience of delivering and providing EAPs
- Boasts clinical excellence (ISO9001:2000 accreditation)
- Ensures that all calls are answered by qualified and experienced counsellors who understand a wide range of languages and cultures
- Offers one of the largest networks of high quality counsellors in the UK, all with at least three years' post-qualification experience of providing face-to-face counselling
- Provides the information you need to identify trends within your workforce
- Makes available a full set of marketing materials to help implement and promote the programme successfully
- Includes employees' immediate family members^{††}

99 percent of employees who have used Bupa EAP would use it again.
Four out of five employees said the service improved their productivity at work.

Bupa EAP customer satisfaction survey 2007/8

[†]The Health and Safety at Work Act 1974 requires employers to secure the health (including mental health), safety and welfare of employees whilst at work. Equally, the Management of Health and Safety at Work Regulations 1999 require employers to assess the risk of stress-related ill health arising from work activities and to take measures to control the identified risk. The Health and Safety Executive assesses stress as part of their workplace inspections.



Tailored to suit your needs

Bupa EAP provides a confidential service which helps individuals overcome any issues that may impact on their work. Our three programmes give your employees and their families^{††} access to counselling, advice and support 24 hours a day, seven days a week.

Whether it's a workplace or personal problem, or a financial or legal issue which is causing distress, we offer the right support and advice when it is most needed.

Our three programmes

Bupa offers the following three programmes:

Bupa Key EAP

This programme provides support through telephone counselling, covering any problems an employee may be experiencing. It includes access to a range of practical advice services including:

- legal guidance
- budget management
- debt counselling
- consumer information and advice

In addition the programme provides a manager support line. Coaching can range from guidance on how to handle performance issues and change within a team, to breaking bad news to employees and how to support an employee who is experiencing stress or other problems at home.

Bupa Classic EAP

This programme provides all the Bupa Key EAP services but also includes face-to-face counselling. Five to eight sessions per year are available for employees and their immediate family members.^{††}

Bupa Premier EAP

The Premier EAP is the most extensive programme available. In addition to the Key and Classic services employees have access to Bupa's search and selection facility for child and dependant care and the Bupa HealthLine.

^{††}Family members include an employee's partner or spouse and any dependents living in the same household

In the spotlight - the services explained

Telephone counselling

All calls are answered by trained and qualified telephone counsellors, 24 hours a day. Our counsellors offer support for any issue or concern an employee may have in their professional or personal life such as relationship difficulties, stress, depression, substance misuse, bereavement and bullying or harassment.

Face-to-face counselling

When clinically appropriate, individuals can have between five and eight sessions of face-to-face counselling depending on the model you choose. Bupa Employee Assistance has a large network of affiliate counsellors which enables us to match the individual with the most appropriate counsellor both in speciality and location.

Legal guidance

Our legal advisers and practicing solicitors offer 24-hour telephone assistance on all legal matters.

Money management advice

Our qualified and registered money management specialists are available for support and advice on any budgeting issues such as pensions or mortgages, and can provide independent financial advice.

Debt advice

In the event of debt or budget management issues, a specially designed pack is sent to the caller to help them identify specifics of their income and expenditure in preparation for a telephone consultation with one of our specialists.

As well as practical advice we also work with the individual to determine the behaviours and triggers which led to the debt, and we support them in changing these habits.

Family and matrimonial advice

Specialists are available to discuss all aspects of matrimonial and family problems including partners, children, divorce, separation and conflict.

Work and career guidance

We can discuss issues such as work stress, careers, role difficulties, appraisals, disputes and teamwork, all confidentially.

Child and dependant care search and selection

Designed to ease the strain for employees who have children or care for dependants, our fully qualified co-ordinators can offer help and advice on a range of issues including planning a family, care options, care costs, parental support and carer support. We can also undertake detailed proactive searches to find suitable care within your locality.

Bupa HealthLine

This offers 24-hour access to health information and guidance on almost any health-related issue, ranging from symptom advice and travel vaccinations to first aid queries and lifestyle changes. A team of experienced, specially trained nurses are on hand to answer all your queries.

Management guidance

Managers can use the EAP as an extra resource to assist them in dealing with various people management issues. They can discuss how best to handle difficult employees or situations such as bullying, harassment or personal hygiene in their team. Our experienced counsellors and psychologists or consultants will provide guidance.

EAP online

Our online EAP site includes information about the service as well as fact sheets to provide guidance on key issues. An organisation toolkit provides materials for managers and EAP contract holders so the organisation can get the most from the service.

Management information

We will provide you with anonymous management information which outlines service usage and key demographics and points to the kind of issues arising.

An example of how the service works

1. Employee/family member calls
2. A telephone counsellor identifies the nature of assistance required
3. All non-counselling calls are transferred to the appropriate specialist
4. A telephone counsellor carries out an in-depth assessment
5. The impact of the situation on the individual and the need for counselling is established
6. A referral is made within 24 hours to telephone counselling, or if appropriate, face-to-face counselling
7. All counselling cases are monitored to ensure quality and satisfaction.

Getting the message across

Getting the message across about EAP, especially during its initial implementation, is the key to its success. Your employees need to know what the service is about and how they can use it. Bupa will provide all the support materials you need so managers can make their teams fully aware of the programme.

Your dedicated Bupa account manager will work with you to plan promotional activities that best suit your organisation. Marketing materials provided include leaflets and wallet cards, emails, letter templates, intranet pages, interactive

on-line presentations, posters, manager guides and articles for your in-house newsletters.

We can provide training courses, additional on-site presentations and workshops for an extra fee. For example, manager briefings can help your team leaders to recognise the early signs of stress in other team members and encourage referral to the EAP before the problem escalates.

Following the launch, the initial take-up of the service by your employees will be monitored and the communications plan reviewed accordingly.



“We needed to let our staff know quickly that the service was there to be used. Bupa helped show us the best way to get that across.”



Focus on quality

Bupa EAP has a large network of highly trained counsellors in the UK. We recognise that the high standards our service provides are dependent on the quality of our practitioners and the relationships we build with them. To this end we have rigorous quality recruitment, control and feedback procedures.

Our team - which combines a wide range of expertise - is committed to continually developing and improving the service and to help us do this we actively encourage feedback from our users.

Each organisation is assigned a dedicated case manager who can support you with any clinical queries and all clinical processes are overseen by our Clinical Director.



99 per cent of callers say they would recommend the service to a colleague.

Nine in ten callers rated the overall service as excellent or very good.

Bupa EAP customer satisfaction survey 2007/8

“The management information acts as an extra pair of ears in our business. We are much more aware of the issues which are really bothering our employees and now we can do something about them.”

Management Information

A true EAP is a proactive, behavioural risk management tool for your organisation, providing both practical and emotional support. The Bupa EAP will provide you with the following anonymised management information:

- how much the service is being used
- key demographics
- nature of the issues arising

This management information is extremely valuable for your organisation in several ways. Firstly, it allows specific problem areas to be identified. With Bupa’s knowledge and experience swift action can then be taken to address these ‘hot-spots’ before they become a real issue for your business. The situation can then be closely monitored and improvements measured.

The demographics can also give you vital information - for example, if your organisation is based at several different sites it will soon become clear which locations are suffering and what problems they are experiencing.

In addition, management information can monitor the impact that events within your company are having on your employees, such as restructuring or the trauma of a workplace accident.

In some instances the management information will include benchmarked data so you can see how your organisation compares to others in the same industry.

Ready for action - trauma management services

Traumatic incidents can happen at any time in an organisation and can often catch you without warning. Knowing how to cope with a traumatic event and how to deal with its consequences in a clear-thinking and professional way is a vital part of any organisation’s wellbeing and risk management strategy.

Bupa has a dedicated trauma team to provide best practice advice and support in

the immediate aftermath of such an event. Where necessary we can provide support from counsellors and psychologists to your employees on-site.

We also offer courses in Immediate Trauma Response and Management Training, and an Introduction to Trauma Training, which provides guidance for employees who may experience trauma in their job.



Leaders in preventive healthcare



Stamping out stress - other services

Stress, depression and anxiety can present very serious problems, not only for the individual involved but also for your company and its continued productivity.

We at Bupa are experts in workplace stress and understand that early stress awareness and prevention can avoid a crisis situation for everyone involved. As well as offering an EAP we can work with you to provide an action plan tailored to your organisation's individual needs - our services include policy development, stress risk assessments, stress audits and mediation services.

Stress management workshops

As the pressure to perform continues to increase, managing stress levels in the workplace has become a key business skill. Employees require a

range of skills in order to make the most of their performance and managers need to understand stress prevention and management techniques. We therefore offer a range of stress management workshops for employees, managers and HR professionals.

Training and development services

Coaching and development for your employees will help fulfil their full potential both inside and outside the workplace. Our experience tells us that we can deliver better results and better value for money if we create courses tailored to meet your specific needs. Our courses include:

- counselling skills
- tackling bullying and harassment
- dealing with difficult people
- drug and alcohol awareness



Offering you peace of mind

How else can Bupa help you?

Over the past 38 years, Bupa have developed, improved and assessed an extensive range of corporate health services. Our integrated health and well-being services include occupational health, musculo-skeletal and psychological services. We offer on-site GPs, dentists and physiotherapists as well as a wide range of health assessments to help your employees and your business feel better.



