

WELLBEING SOLUTIONS TO HELP PEOPLE LIVE AND PERFORM BETTER




WORKPLACE OPTIONS



The number of people reaching for help during disruptive events is increasing rapidly. Since 2019, we've seen a jump of more than 400%. It's a greater change than anything we've seen in our 40+ years of providing wellbeing support, and we expect this trend to continue.



CREATING A MORE RESILIENT CULTURE

Promoting modern wellbeing and preventative care helps to combat many of the difficulties organizations are facing today. "The Great Resignation," quiet quitting, high use of costly benefits, and disengaged workers and students are all situations that can be significantly improved when people receive relevant wellbeing support, before their situation becomes unmanageable.



Welcome to our catalog of solutions. In the following pages, you'll find a comprehensive list of Workplace Options' (WPO) wellbeing support services, our access methods, and a three-step guide to customizing your own program. To stay aligned with changing needs, our services get updated regularly - please connect with your account representative to stay current.

THE 3Rs IS OUR PROMISE TO YOU...

REACH

Our 3Rs commitment - Reach, Relevance, Results, is our promise to providing the best for your people.

Members can and *will* connect, comfortably

Access to immediate care with qualified, empathetic professionals anytime, anywhere. We have an expansive global network of professionals ready to serve individuals through our integrated phone systems and digital applications.

RELEVANCE

Solutions will matter, for everyone

Our First Serve philosophy approach is about being a pathway and never an obstacle to support an individual in need. Through the "Power of a Good Conversation" we spend as much time as needed to get to the heart of a problem so that they get the right direction and can quickly engage with their best solution before their situation becomes unmanageable.

RESULTS

You'll make a meaningful impact

When an individual accesses our services, the results are positive. WPO has a high customer satisfaction score of 93%. 98% of members feel we care about them and 97% feel our service helped them. Ultimately, wellbeing solutions are about making a positive difference in someone's life.



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OUR PURPOSE

We help people.

VISION

We create an environment where people can be their authentic self in every aspect of their life.

MISSION

Workplace Options offers individuals and organizations a continuum of human-centered wellbeing solutions that address emotional, practical, and physical needs anytime, anywhere.

VALUES

CUSTOMER FOCUS
provides our common direction

INTEGRITY
is the foundation of our actions

OPEN AND HONEST COMMUNICATION
enables our success

OUR PEOPLE
are the core of our business

CREATIVITY AND INNOVATION
propel us forward

TEAMWORK
harnesses our collective strengths

WHY CHOOSE WPO?

We Put People First

When someone initially contacts us, they will be well cared for to the extent of their unique needs, regardless of how they fit into our system. It's our First Serve philosophy and our vision of helping all people be their authentic self in every aspect of their life. Simply put - we are human centered, digitally enabled.

Our Service Strengths

Helping people thrive goes beyond the programs we offer. We have an outstanding ecosystem of service capabilities that work together to give people the best care. Below is an overview and you'll find more details on the following pages.

- 24/7 unlimited access to in-the-moment support with credentialed providers and professionals
- Human-centric model, allowing for proper care navigation to the best support/modality within the program
- Anytime, anywhere modes of access including our 27 language member website, and 70+ languages spoken by our diverse global network of providers and professionals
- Dynamic and globally integrated Unified Case Management System (UCMS) for high performance service delivery and reporting
- Continuously upgrading technology and global infrastructure for better user experiences - engineered to handle any crisis
- Partnership and flexible, agile approach to building custom programs
- Expert consulting to help companies develop strategies to support a healthy workplace
- Confidential assessments for knowing the health of an organization
- Pre-vetted, confirmed available referrals to fit members' needs
- Global, clinical specialty team to support complex cases and managers/leaders

2M+

interactions with members supported yearly, 24/7, from 200 countries and territories, in 70+ languages, via their preference of many different methods

50+

account managers in 15 regions, speaking 21 languages - the largest number of international account managers in our industry



24/7 Direct-to-Clinician Service Centers with Average of 24 Minutes per Call

Issues can be triggered at anytime, anywhere. WPO service centers are always accessible and calls are answered by masters' level (or equivalent) clinicians who can help resolve issues immediately. Instead of a quick, 10 minute intake call, clinicians start with what we describe as "the power of a good conversation" to get a full understanding of the caller's situation. In-the-moment counseling can be offered right on the same call, and if the issues cannot be solved completely in this initial therapy, the caller is then directed to an available counselor, coach, or other appropriate resource.

27 Language Website, 70+ Languages Spoken by our Clinicians, Consultants, and Coaches

Imagine having a crisis and not being able to understand the information that can help you. Language and cultural nuances of words is the basis of good communication. Our member website offers 27 professionally translated language options to relieve the stress and anxiety a user may be experiencing. For the same reason, our calls are also answered using the member's local language.



Anytime, Anywhere Modes of Access

Members are unique in every way, including their preferred and accessible methods of contacting us. To make their experience easier, we offer multiple mobile and desktop apps to reach us by video, chat, email, text, and of course they can also connect by phone. Our multi-dimensional technology enables easy navigation that is meaningful and impactful for each person.

Diverse Network of Providers and Professionals

We've got you covered. No matter where you are, or what happens, your people will be continuously supported. Our reach is based on a global ecosystem:

- 17 WPO service centers across 14 countries with more than 1,000 employees, and nearly 30 strategic partners
- Ongoing growth through an 80+ employee team dedicated to identifying, recruiting, and credentialing support professionals
- Global network of credentialed providers who speak the local language and have the required expertise to help

Confidential Assessments for Knowing the Health of an Organization

Assessments and questionnaires are only effective when they are asking the right questions, to the right people, in the right ways. We continually invest in our assessments, to keep them current with situational pressures, and make them as effective as possible so that organizations can stay connected to, and improve situations for the people in their care.

94%

of callers receive clinical support, compared to the industry standard of <50%

Customizable Level of Counseling and Services

Each organization has unique needs when it comes to required services and the amount of counseling hours they need for their people. WPO offers services for all types of people and bespoke solutions to suit the varied nuances that come with each organization. Our innovative programs and services allow clients to adapt to a dynamic event, law, or regulation by adjusting or enhancing their solutions. We work collaboratively with our clients and use an agile approach to building custom programs.

Expert Consulting Practice for Strategy

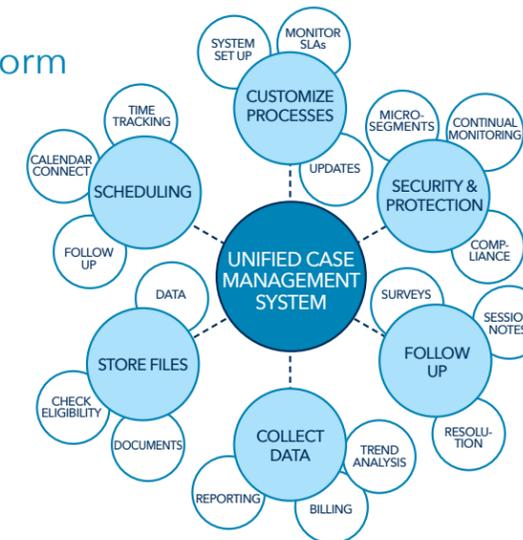
The world of wellbeing is changing rapidly. Sometimes an organization needs to design a full strategy to start new, or start over with their in-place programs. We recognize that each situation is as different and unique as the people we help, so we use design thinking to customize programs and respond to organizational requirements. WPO's highly experienced practitioners are passionate about assisting with global wellbeing strategy design and implementation of effective programs.

Pre-vetted Referrals Available to Fit a Member's Needs

When a referral is required, we take the process a step further than most providers, to help the user get there. Industry standard is to send the member a list of referrals and have them go through it to see who's available for them. This approach can leave the individual more stressed than when they started the process. Many of them end their journey there. Less than half of them show up to an appointment. Our process is different. After our in-the-moment counseling, only 44% of our callers need clinical referrals and 77% of them show up for their meeting. That's 94% of callers receiving the clinical support they need.

Purpose-built and Integrated UCMS Platform

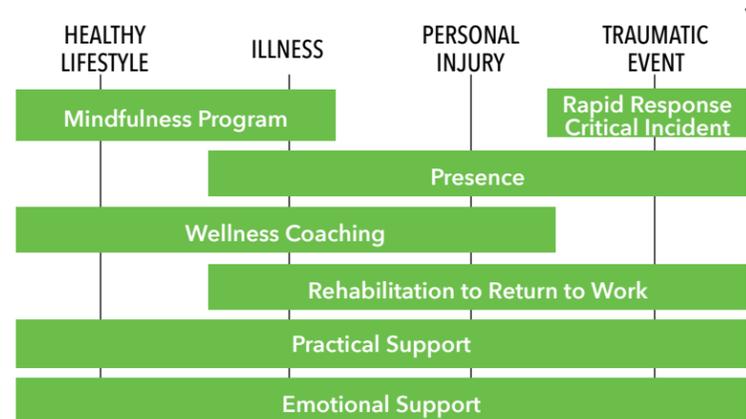
WPO was the first in this industry to innovate, build, and implement a Unified Case Management System (UCMS) - connecting our service centers to one another to manage case loads and collect data. Today, we're still proud of our system's advanced ability to pull reports that are consistent globally, and we offer this capability as an option for our clients. We continue to innovate and design better user experiences, using technology to help a member's wellbeing journey. With an information security team dedicated to maintaining confidentiality and privacy, and ISO 27001 certification, we focus on ensuring that information is secure, and compliant with data protection regulations in all countries.



Robust and Relevant Content on Websites and Apps

WPO is an industry leader in sharing the most current and globally relevant information about mental health and wellbeing. Being an independent global company for 40 years has taught us to continuously evolve and keep pace with change, in order to be effective for people around the world with incredibly diverse backgrounds. The articles, webinars, videos, and podcasts we distribute are created to suit what's happening in various parts of the globe at any given time - whether it be the effects of a violent crisis, a pandemic, a natural disaster, or a family or personal conflict.

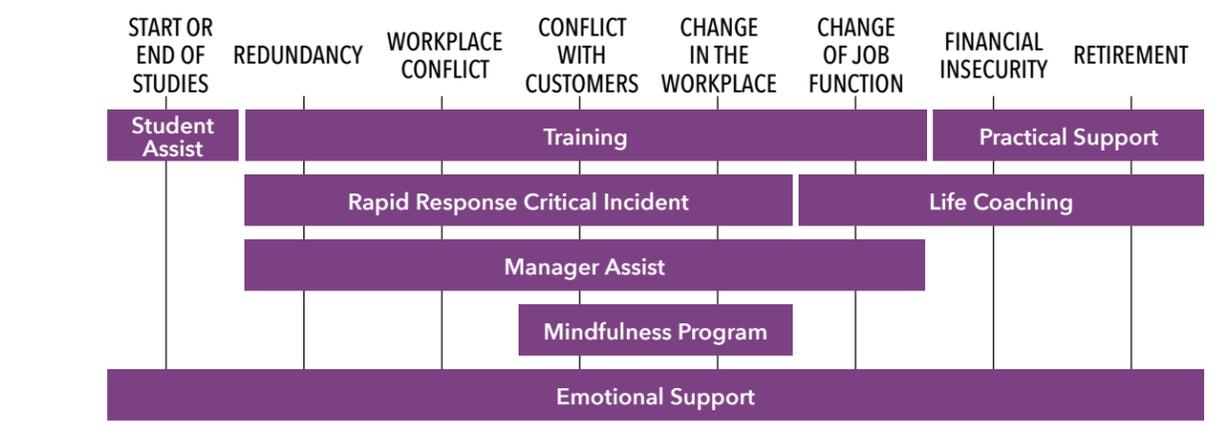
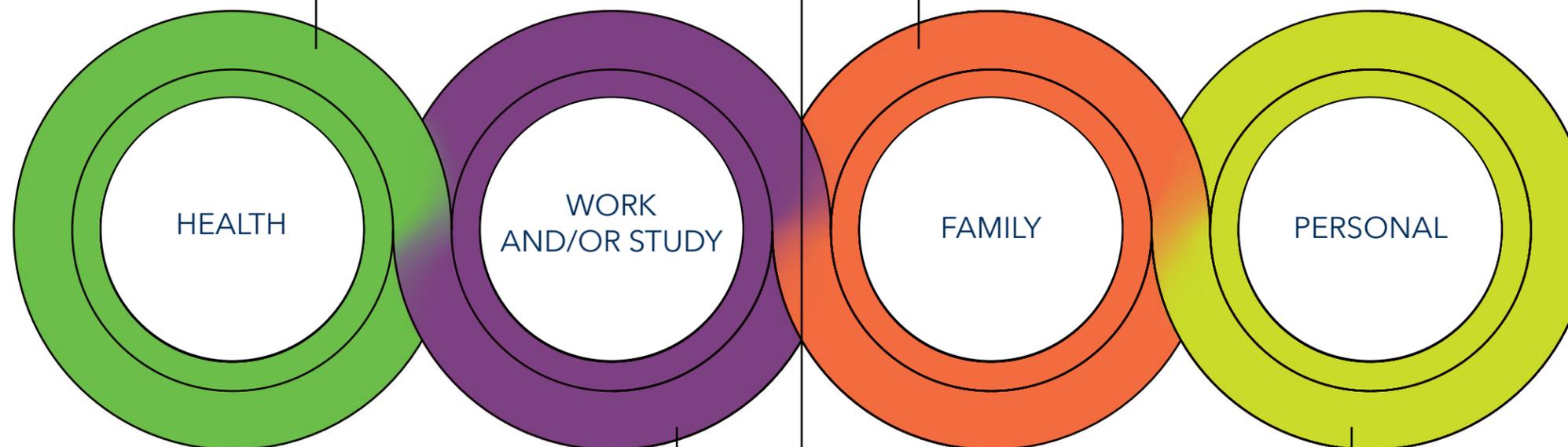
BE PREPARED - EVERYONE, AT SOME POINT IN LIFE, NEEDS SUPPORT.



Aram, 32, struggling to maintain a healthy diet due to going through a divorce. Support: **Work with a wellness coach for better nutrition and a life coach for adapting to new direction.**



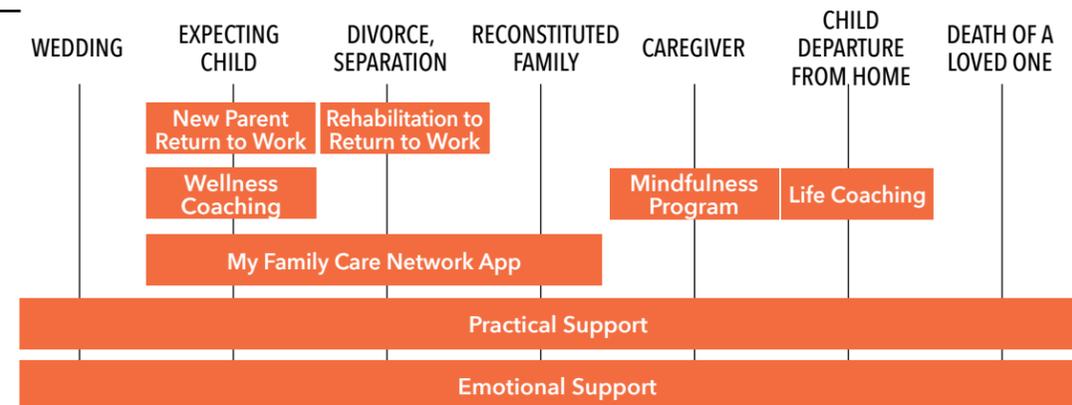
Deborah, 39, breast cancer survivor. Support: **Establish new healthy habits and reintegrate to work after a leave of absence.**



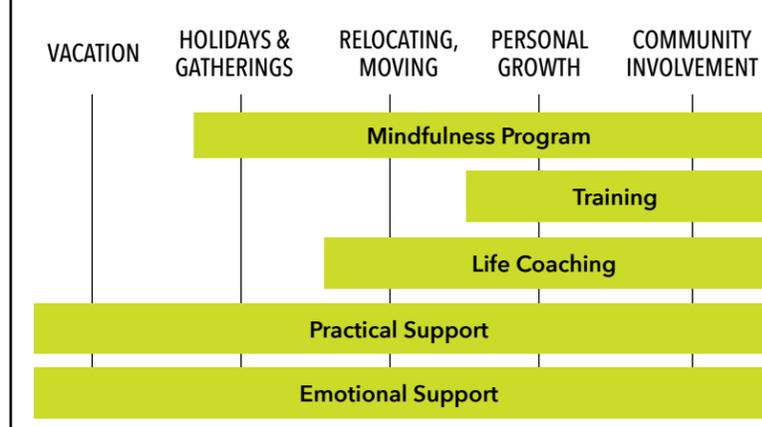
Rebecca, 25, Career driven millennial. Support: **Work with a life coach to set goals and plan her career path, while finding a mentor.**



Cheryl, 43, moved cities for new role at work. Support: **Training to learn new skills, as well as practical support on running a marathon in her new location.**



Diego, 62, widower. Support: **Grief counseling and practical information on funeral and estate planning.**



CUSTOMIZE YOUR OWN WELLBEING SOLUTION

Workplace Options offers comprehensive wellbeing solutions to assist organizations, members, and their families when personal, workplace, or school issues negatively impact their productivity. The program is available 24/7, all year and delivered from our service centers across our global locations, and a network of more than 83,000 affiliate providers to help people when and where they need wellbeing support.

Our focus on helping people includes the partnerships we develop with our clients. We cater to a range of businesses and create or customize solutions to add value more specifically to various types of partnerships.

STEP 1: Find Your Category

On the following few pages, look for the identity that most suits you...



All Organizations Supporting their Employees and Employees' Family Members (Corporations, Associations, Consortiums)



Higher Education Supporting their Students (Colleges, Universities, Education Groups)



Wellbeing Providers, Brokers, and other Resellers, plus Insurers and Health Insurers Supporting their Policyholders

STEP 2: Choose a Base Package

Use one of the following packages to get started...

- Comprehensive Wellbeing Package (for organizations to support employees)
- Be Well at Work (for organizations to support employees)
- Student Assist (for Higher Education)
- Total Source (for Wellbeing Providers, Insurers, and other Resellers)
- Helpline (on its own or as a base to build your own package)

STEP 3: Add Enhanced Services

You'll learn about our core emotional, practical, and physical programs in the next section.

Following that, you'll find our enhanced programs, divided into support focused on individuals and for organizational effectiveness.

Your account representative can help you choose what's right for you, or refer you to our consulting practice to help strategize effective possibilities.



FOR ALL ORGANIZATIONS SUPPORTING THEIR EMPLOYEES

Working people today face many challenges to their wellbeing, and their ability to be engaged and effective. Organizations of any size and complexity can help strengthen the resiliency of their workforce by supporting their people with our solutions. If you're looking to support your employees, try starting with one of the below packages and adding enhanced services to it.

WPO's Comprehensive Wellbeing Package

This package is a comprehensive set of emotional and practical solutions designed to meet many of the needs that organizations and members require. It's our most common package and has all the starting components to help people thrive, including the human interaction that's so necessary when a member initially reaches out for support.

- Experienced counselors are available 24/7 to help members with their health, work, family, or personal challenges
- Practical assistance is provided by consultants who specialize in performing research and providing referrals
- Emphasis is placed on providing culturally appropriate support in the local language of the member requesting services

Includes:

Emotional - Counseling, In My Hands, Aware Mindfulness, Manager Assist
Practical - Life Coaching, Life Services

Be Well at Work Package

Be Well at Work is an innovative, holistic model of support that connects the member to a wide spectrum of resources designed to address their emotional, practical, and physical wellbeing needs.

- Members seeking support are greeted by a Be Well at Work specialist who uses a collaborative approach to discover the member's needs and then connects them with appropriate resources and wellbeing support services
- Be Well at Work specialists are trained coaches and counselors who are knowledgeable in all available services and focused on member-centered conversations to help determine individuals' emotional, practical, and physical needs

Includes:

Emotional - Counseling, In My Hands, Aware Mindfulness, Manager Assist
Practical - Life Coaching, Life Services
Physical - Wellness Coaching



FOR WELLBEING PROVIDERS, INSURERS, AND OTHER RESELLERS

To further promote a healthy world, we partner with resellers to bolster their service offerings and help them provide a more robust wellbeing solution to their clients and policyholders.

Total Source Package

As a reseller, when you decide to add wellbeing program services to your existing client offering, you have two options. You can invest heavily in developing your own wellbeing program capability, or partner with another provider. With Total Source, you gain a completely operational wellbeing program without assuming the responsibilities of the development or service delivery.

- Providing comprehensive services from start to finish, including: intake and discovery conversation; clinical risk assessment; high-risk call management; structured telephonic counseling; referrals for in-person counseling; comprehensive case management; and transfers to practical support
- Our master's level (or equivalent), credentialed clinicians meet rigorous hiring standards and participate in ongoing training to provide high quality service to those you serve
- Includes all core emotional and practical services
- ISO 27001 certification represents our commitment to client focus, quality management, information, and data security

Includes:

Emotional - Counseling, In My Hands, Aware, Manager Assist
Practical - Life Coaching, Life Services



FOR HIGHER EDUCATION SUPPORTING THEIR STUDENTS

Colleges and universities need to take care of the wellbeing of their students in unique ways. Offering support can greatly improve students' ability to excel within the curriculum and graduate with high potential.

Student Assist Package

The transition to college and university life can be overwhelming. Navigating academic demands along with other life responsibilities can cause significant stress for students, potentially impacting their academic performance, degree completion, and long-term wellbeing. Student Assist partners with colleges and universities to provide comprehensive emotional support, life coaching, and practical resources for their students.

- Short-term, solution-focused counseling
- Practical support, resources, and referrals, including financial, health, and legal resources

Includes:

Emotional - Counseling, In My Hands, Aware, Advisor Assist
Practical - Life Coaching, Life Services

HELPLINE - BASE SUPPORT FOR A BESPOKE PACKAGE

Helpline is an in-the-moment support service for organizations that wish to offer immediate wellbeing assistance to their members. This virtual service is intended to fill the gap between the temporary support of a Rapid Response Critical Incident Hotline and a complete wellbeing program, or can be used as a base to customize a package with add on programs.

- Clinicians provide immediate emotional and practical support to help individuals with their life challenges
- In-the-moment emotional counseling support is offered immediately following the discovery conversation
- A great foundational program for organizations taking the first step into wellbeing solutions, or to add your own selection of holistic and enhanced programs

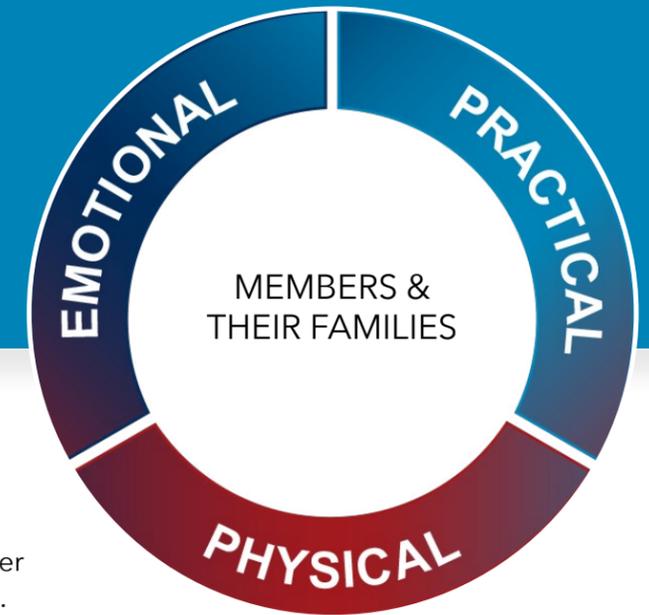
Note: An "à la carte" option is available for choosing only the programs you want without a package.

WELLBEING SOLUTIONS AT A GLANCE

WPO offers an extensive range of products and services designed to provide optimal care. Right from the first contact and an initial phone call, you'll notice the difference we make by putting people first and being able to resolve issues on the spot, or set up a path to make it easy for members to start their journey. Knowing that 38% of callers present with more than one issue, we offer holistic support in our core wellbeing programs, and complement them with our enhanced services to make a meaningful impact for both individuals and organizations.



HOLISTIC WELLBEING APPROACH



WPO uses a non-siloed, holistic approach to wellbeing with offerings designed to work together around emotional, practical, and physical support. Each initial conversation is different, and many are complex. Once untangled, issues often require their own unique combination of multi-dimensional services. In order to be the most relevant, the individual is supported by a complete wellness program.

Our core features and services are designed to cover the base needs of the majority of organizations and help their people with their most common issues.

HOLISTIC WELLBEING OVERVIEW...

EMOTIONAL SUPPORT

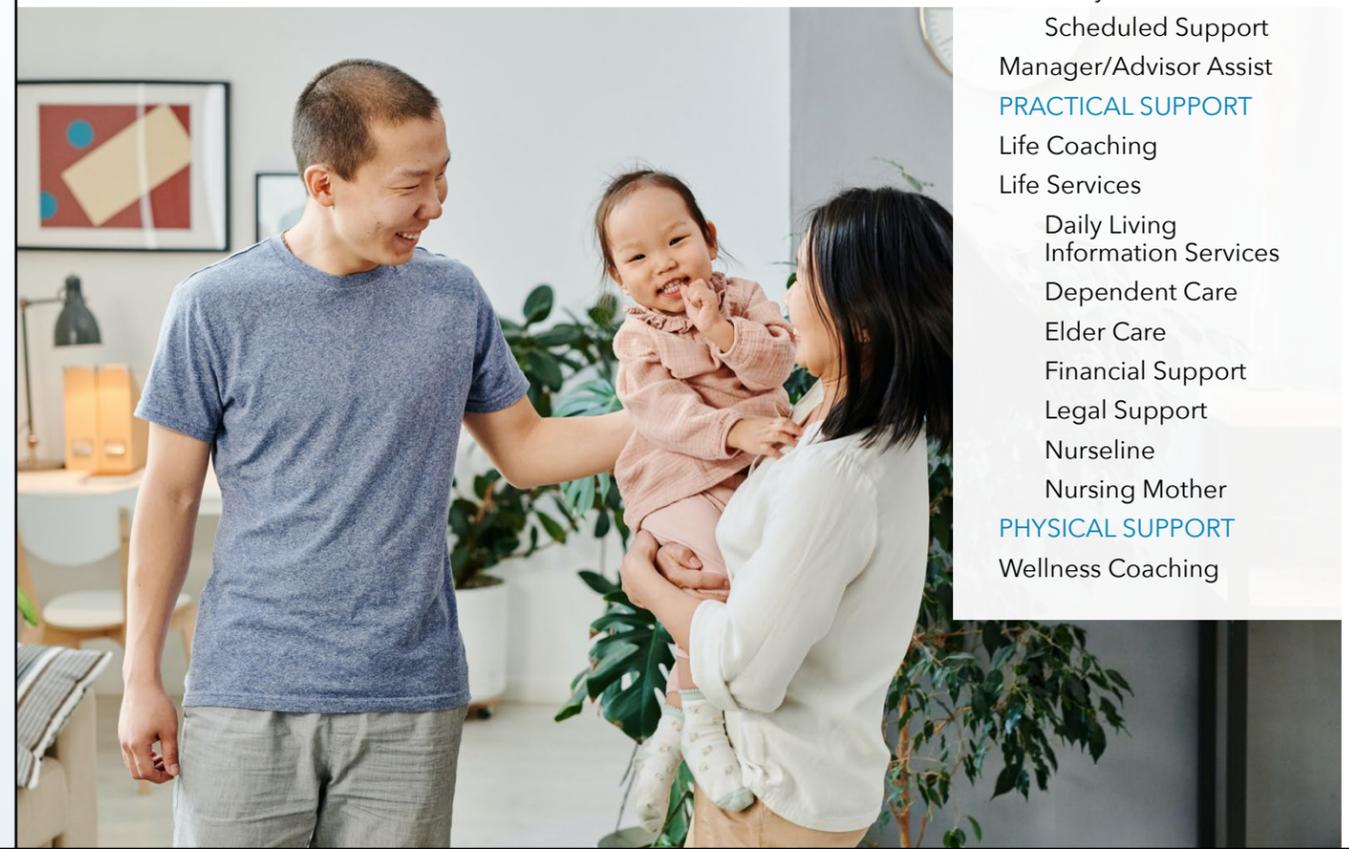
- Answer 24
- Aware Mindfulness
- Counseling
- In-the-Moment Support
- In My Hands
- Scheduled Support
- Manager/Advisor Assist

PRACTICAL SUPPORT

- Life Coaching
- Life Services
- Daily Living
- Information Services
- Dependent Care
- Elder Care
- Financial Support
- Legal Support
- Nurseline
- Nursing Mother

PHYSICAL SUPPORT

- Wellness Coaching



EMOTIONAL SUPPORT

Through all life events, everyone can benefit from emotional support, in the form of talking with a clinician, coaching, and various other resources. Emotions such as anxiety, overwhelm, and anger often complicate issues and are best managed early, before situations deteriorate.

Emotional support programs are included in our Comprehensive Wellbeing Package , as well as our Be Well at Work , Student Assist , and Total Source  packages.

38%

of callers present with more than one issue

44

minutes average call time vs. 10 minutes industry standard

Answer 24

(Included with all WPO services and available on its own, or for Resellers  looking to augment their operating abilities)

Answer 24 maximizes a reseller's call center capabilities by providing supplemental clinical support based on unique needs. Whether functioning as your program's primary entry point, an overflow solution in busy times, or as backup after-hours support coverage, Answer 24 provides continuity of service you can depend on.

- A variety of support is available including intake, assessment, crisis intervention, referral, practical solutions, and triage services
- UCMS, our proprietary case management software, features a user-friendly partner interface to safely support shared data
- Embedded technology includes call-switch capability in the event that a natural disaster or emergency disables calling in a certain location
- Local language answer in 70+ countries
- Internal recruiting is used to hire and onboard mental health professionals educated at a master's level or equivalent

Aware Mindfulness

Stress can take a toll on organizations and their members. Poorly managed stress can contribute to reduced productivity, counterproductive behavior, and absenteeism. To complicate matters, sometimes your high-performing members are most at risk. Aware is a mindfulness program developed to help counteract members' stress and maximize engagement by increasing focus.

- Designed to assist members with stress, challenges with improving focus, engagement, productivity, and resilience
- Members are paired with a dedicated Aware specialist for six weekly telephonic consultations. Each session includes education, resources, and support for the member's customized practice plan, as well as a mindfulness exercise
- Specialists are wellbeing professionals trained in mindfulness principles and cross-trained in holistic wellbeing



COUNSELING

In-the-Moment Support with a Counselor

Counselors engage with callers immediately to discuss their concerns and move to resolve their issues within the first call by providing immediate emotional support with the constructive help the caller needs to move forward in, or resolve, the situation that is challenging them. Also known as Single Session Therapy, this support follows the initial exploratory questions that we call "the power of a good conversation".

- Telephonic or video modalities available, depending on user's comfort level
- All counselors are credentialed and at a master's level or equivalent
- Crisis cases use a protocol that includes emergency services

In My Hands

In My Hands provides self-managed computer-based Cognitive Behavioral Therapy (cCBT) as an alternative to telephonic and in-person counseling. It is an effective treatment for anxiety, stress, and mild to moderate depression, and can assist with building resilience. In My Hands has several features that set it apart from other online counseling programs, including involvement by our clinical counselors at every step in the process and integration with an evidence-based measuring tool (Outcome Rating Scale) to objectively monitor a member's progress.

- Helps increase productivity and mitigate absenteeism among members experiencing stress, anxiety, and depression
- Improves members' coping and resilience
- Enables members to easily access CBT self-management tools anywhere, anytime

Scheduled Support with a Counselor

Following In-the-Moment support, if further counseling is required, regular sessions with a dedicated counselor can be scheduled and done telephonically, by video call, or in-person. Differing levels of support are offered, depending on the member's level of urgency.

- Regular cases receive appointments within 5 days, emergent issues receive same day appointments
- Typically between 3 to 12 sessions of short term counseling

 Organizations Supporting Employees

 Higher Education Supporting Students

 Providers, Resellers, and Insurers





MANAGER ASSIST

Through a collaborative phone consultation, Manager Assist can provide specialized support and tools to help with the more challenging aspects of managing people, as well as building a high-performing team. A specialist can advise on handling issues such as:

- **Addressing low performance** – Poor performance is often a symptom of an underlying cause. We help the manager get to the root of the problem.
- **Informing associates of layoff or dismissal** – We guide managers to a fair and compassionate approach, while monitoring the effects of delivering the news.
- **Motivating individuals and teams** – Finding the best motivational approach and becoming good at it can make a world of difference.
- **Recognizing signs of troubled associates** – Managers are often in a position to sense issues early. We help them know what to look for and what to do.
- **Resolving a conflict between associates** – No conflict is alike. Our counselors give tools and advice on how to resolve various types of disputes.
- **Transitioning to/from a remote or hybrid environment** – People adapt to change differently, and special circumstances require unique problem solving.

ADVISOR ASSIST

Similar to Manager Assist above, Advisor Assist focuses on the specific structure and issues that arise in higher education. Advisors learn to:

- Recognize changes in performance, physical and emotional changes, and signs of risk
- Reflect on, plan, and prepare for supporting wellbeing needs of their students
- Respond to issues by giving clear messages, listening attentively, and taking proactive action

PRACTICAL SUPPORT

When we speak of work-life balance we usually refer to work encroaching on personal life. However, the reverse is also very common and creates a great deal of stress. By supporting people in their personal life, we enable them to focus on being productive within an organization.

Practical support programs are included in our Comprehensive Wellbeing Package , as well as our Be Well at Work , Student Assist , and Total Source  packages.

Life Coaching

Personal growth, positive change, and improved performance at work are just a few of the reasons why members seek out life coaching. The Life Coaching program provides members time with professional coaches committed to helping them become the best version of themselves. Life coaching is available to members at all levels of an organization, not just those in upper-level management. Coaching support is recommended for an entire organization for optimal impact.

- Coaches use motivational interviewing techniques to help guide members in establishing a personal vision, determining goals, and creating an action plan
- Members are engaged in a creative process of self-discovery that draws on their intrinsic motivation to change
- Coaches provide supportive emails to share resources and check progress

LIFE SERVICES

Daily Living Information Services

These services provide a variety of day-to-day information support for concerns, such as home maintenance, travel, housing, or relocation. Information and resources are provided electronically, by phone, or by email.

- Each resource is pre-vetted and available, and includes contact information and other pertinent details
- Members receive personalized support for a wide range of needs, including conducting research and compiling information for child care, elder care, events, and upcoming vacations

Dependent Care

When a child or other dependent needs care, it's a priority distraction from work. Changing situational factors can cause evolving concerns as the dependent grows through stages of life. WPO provides information and a list of pre-vetted, available resources to help support parents, guardians, and caregivers of the following:

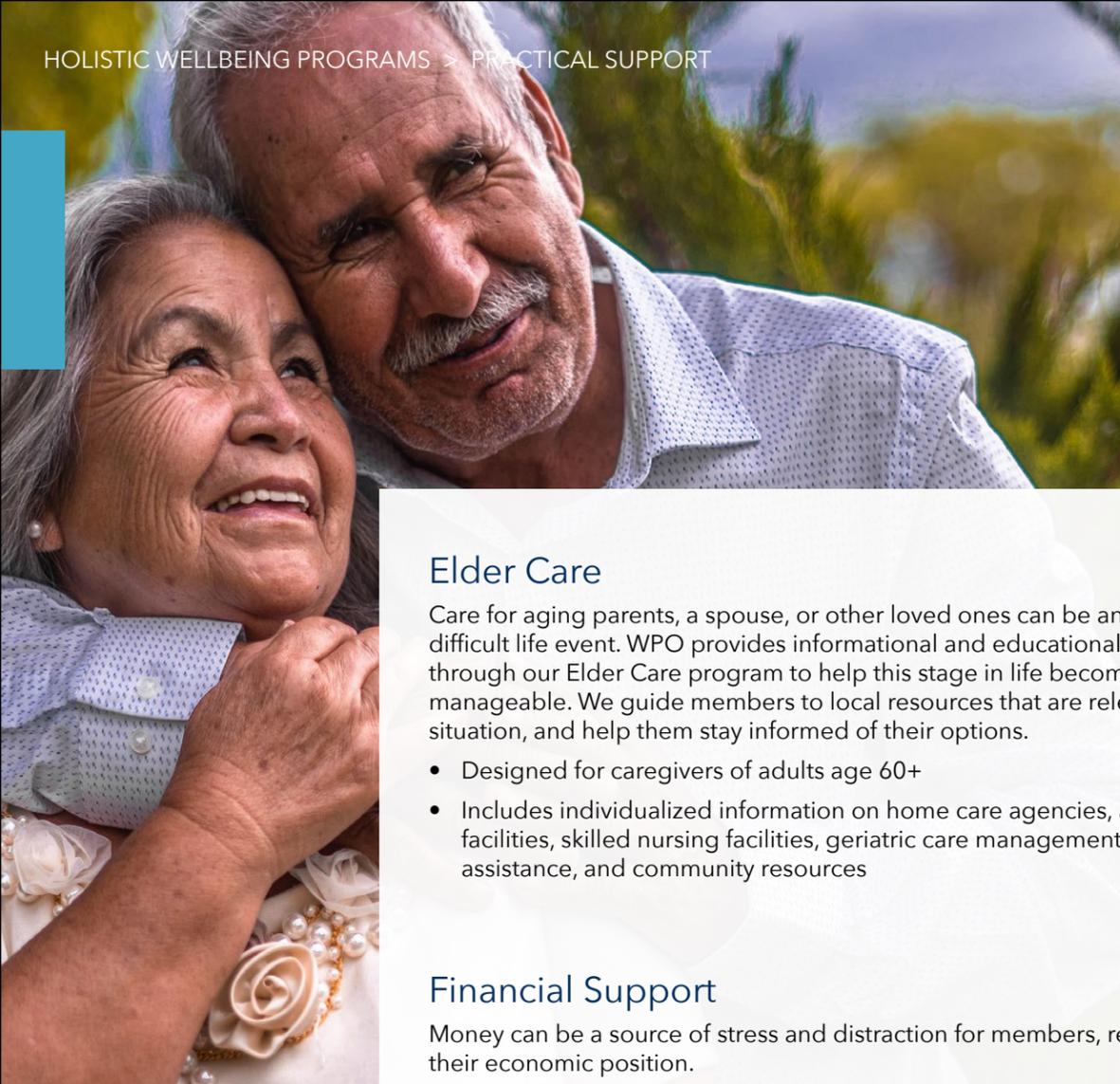
- Toddlers of pre-school age, children, and teens
- Children and adults with physical or developmental disabilities or with chronic medical conditions

 Organizations Supporting Employees

 Higher Education Supporting Students

 Providers, Resellers, and Insurers





Elder Care

Care for aging parents, a spouse, or other loved ones can be an incredibly difficult life event. WPO provides informational and educational support through our Elder Care program to help this stage in life become more manageable. We guide members to local resources that are relevant for their situation, and help them stay informed of their options.

- Designed for caregivers of adults age 60+
- Includes individualized information on home care agencies, assisted living facilities, skilled nursing facilities, geriatric care management, financial assistance, and community resources

Financial Support

Money can be a source of stress and distraction for members, regardless of their economic position.

- Provides supporting, educational resources, and materials
- Areas of expertise include bankruptcy prevention, budgeting, financial fitness, credit report review, debt reduction and management, estate planning, financial planning, foreclosure prevention, housing education and purchasing, and long-term goal setting
- In the US, UK, and Canada, members have confidential access to financial consultants dedicated to answering their financial questions and providing support designed to help them reach their goals

Legal Support

Individuals can face legal issues that are often stressful and time consuming. These issues can distract them from their work or cause them to take time off.

- Gives members resources to help address legal situations efficiently, which reduces time spent away from work
- Designed to improve individual effectiveness by reducing stress and improving morale, while empowering members to focus on job responsibilities
- In the US, UK, and Canada, Legal Support connects members with participating attorneys who can address a wide range of legal issues



Nurseline (US only)

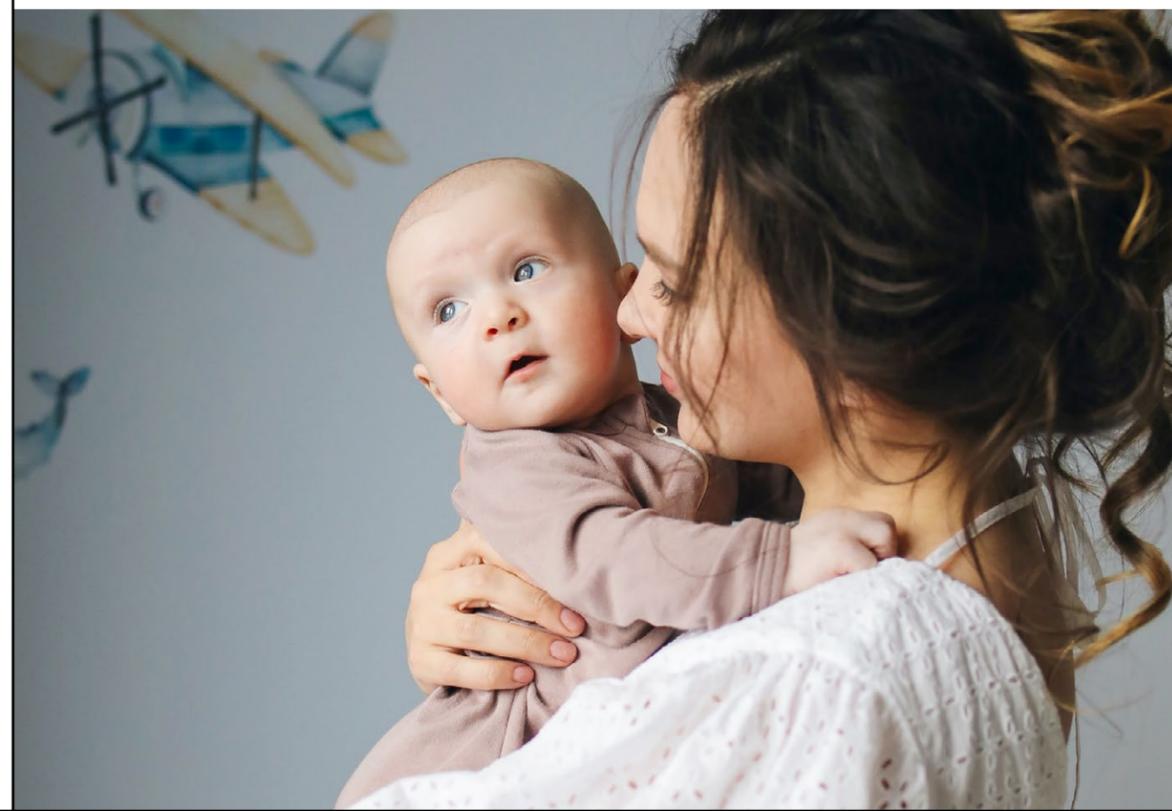
Nurseline gives members a telephonic line where they can speak to a registered nurse. This service is designed to help members make the best choices regarding their health care and assists members with:

- Determining if their injury or illness requires medical care right away or if they should wait until morning to see their doctor
- Needing to know if urgent care or an emergency room is the best place to get care when their injury or illness needs immediate attention
- Information about conditions, diagnosis, medications, medical tests, or procedures

Nursing Mother Assist (US only)

Providing mothers with lactation support to ease return-to-work transitions. Breastfeeding can present challenges, especially during the return-to-work process. With Nursing Mother Assist, certified lactation specialists are available to provide telephonic lactation support both before and after delivery.

- We manage our own team of certified lactation specialists. Specialists are supported by the International Board of Certified Lactation Consultants
- Specialists have expertise helping mothers address breastfeeding challenges, including infant latching, insufficient milk supply, physical discomfort, and other potential issues
- Specialized support is available to prepare for return-to-work, including tips for balancing work and breastfeeding and proper procedures for expressing and storing milk



PHYSICAL SUPPORT

Many people struggle with nutrition, fitness, and stress management at various times through life. Our physical health can have a great impact on our mental wellness, so to level up emotional and practical wellbeing, it's often necessary to focus on caring for our body.

Our physical support program is included in our Be Well at Work  package.

Wellness Coaching

The individual lifestyle choices of members can directly impact the health and wellness of your organization and ultimately your bottom line. Many chronic health conditions, like type 2 diabetes, heart disease, and stroke can be managed or prevented with healthy lifestyle choices. Wellness coaches equip members to change habits and incorporate healthy behaviors that result in improved wellbeing.

- Coaches partner with members to develop personalized wellness plans
- Wellness goals commonly focus on issues around weight management, nutrition, tobacco cessation, physical activity, stress management, and overall lifestyle improvement
- Ongoing coaching sessions provide personal accountability and nurture new habits that can lead individuals to long-term success



 Organizations Supporting Employees

 Higher Education Supporting Students

 Providers, Resellers, and Insurers



ENHANCED SOLUTIONS FOR INDIVIDUALS

Beyond our core services, WPO offers many programs that are more specific to situations members may be experiencing, during particularly stressful times, or due to industry related challenges.

CLINICAL SUPPORT AND INTERVENTION

Elevate

Members with anxiety or depression often need more support than what is provided by a typical wellbeing program. Elevate provides solution-focused, face-to-face or video counseling to address symptoms of significant anxiety or depression.

- Elevate can support members whose symptoms are recent or chronic
- With the member's permission, Elevate can collaborate with medical professionals to design a complementary treatment plan
- Case managers will assess the member's cases every sixth session for progress or recalibration

Pathways

For some, traditional, time-limited support is not enough. Pathways is a unique, innovative solution, providing flexible, ongoing support for members with more challenging mental health issues.

- Specialized counselors are specifically trained in Pathways' solution-oriented therapy model
- Each member works with a designated counselor who provides empathetic, ongoing support, and focuses on current issues, problem resolution, and skill development
- Available for individuals, couples, and family counseling and can be delivered in-person, telephonic, or via video

OVERVIEW...

CLINICAL SUPPORT AND INTERVENTION

Elevate

Pathways

Presence

Revive

LIFE EVENTS

Care Coach

Expatriate Services

Geriatric Care Assist

Lifecycle Kits

My Family Care Network App

Nanny Find

New Parent Return-to-Work

Rehabilitation

Tobacco Cessation Coaching



Presence (Intended for Insurers ⇨)

When someone experiences a traumatic event like a car accident, burglary, or fire, the scars left behind can be physical, emotional, and behavioral. By providing policyholders access to post-trauma emotional support, insurers can communicate compassionate concern while also offering practical assistance.

- Service is designed to support policyholder's overall wellbeing
- Addresses the emotional impact of the traumatic event by providing emotional post-trauma support
- Benefits to insurers include, holistic support to enhance client experience, lower claims, and mitigate litigation risks, quicker settlement, and utilization reporting that is consistent with confidentiality standards

Revive ⌘ ⌘ ⇨

Chronic stress related to work or studies, also known as burnout, is costly. It leaves people exhausted, lowers productivity, increases turnover, and negatively impacts an organization's bottom line. The World Economic Forum estimates burnout costs the global economy \$286 billion per year. Using a combination of counseling and life coaching, Revive provides comprehensive emotional health support and services that are specifically designed to assist with burnout recovery and return-to-work preparation. Revive focuses on four key areas:

- Awareness - understanding underlying causes leading to burnout
- Reconnection - identifying strategies for a fulfilling life
- Reintegration - preparing for return-to-work
- Return-to-work - resuming work-life integration

LIFE EVENTS

Care Coach (US only) ⌘ ⌘ ⇨

Considering the impact caregiving can have on workforce absenteeism, productivity, career progression, and turnover, organizations that address caregiver needs may have a unique advantage. Care Coach provides members with access to experienced elder care specialists to help guide them through challenges related to caregiving.

- Coaches offer telephonic support and can assess needs related to health, housing, personal care, legal, and financial concerns
- A Care Coach can also coordinate and moderate a family meeting conference call so relatives can collectively discuss and problem-solve issues related to their loved one's care
- Based on the family's needs, challenges, and resources, the Care Coach can evaluate options and help the family develop a customized care plan

Expatriate Services ⌘ ⌘ ⇨

Our expatriate program includes pre-departure preparation/assessment, training, coaching, and counseling for members and their family members to enhance the experience of an international assignment. Our pre-departure assessment and intensive pre-planning include orientation to the host country, cultural norms, and patterns of everyday life.

- The pre-departure assessment determines an expatriate's readiness for the experience of living and working in another country
- The pre-departure preparation program begins at least 90 days before departure. The member and their family members over age six participate in a pre-departure preparation session with a counselor. The format provides the family with a metaphoric experience for their expatriate experience (e.g., finding themselves in a new location, suddenly separated from established rituals and routines)
- Repatriation assistance includes preparation, planning, support, and debriefing services for members and their family returning home from assignment

Geriatric Care Assist (US only)

Providing appropriate care for an elderly family member while also managing work responsibilities can be a challenge. It can result in stress, loss of focus, and in some cases, extended periods of time away from work. With Geriatric Care Assist, members have an informational resource to help guide them through the transitions and challenges met when caring for aging loved ones.

- Specialists offer telephonic support and can assess needs related to health, housing, personal care, legal, and financial concerns
- WPO maintains a nationwide network of qualified elder-issues professionals who are available to conduct an in-home assessment or on-site facility review if needed
- Specialists coordinate with local professionals and provide families with a detailed written report, care recommendations, and an implementation plan

Lifecycle Kits (US only)

While their backgrounds may differ, members usually have many similar life experiences in common. These situations may include coping with grief, starting a family, or caring for a relative. Whether it is a difficult circumstance or a welcomed event, these pivotal moments can be challenging to navigate. With Lifecycle Kits, organizations can extend a personal gesture of support by providing members with practical, educational resources addressing their current season of life.

- Kit contents include valuable educational material, resources, and products
- Examples of available kits include caregiver support, child safety at home, college prep, financial fitness for families, and stress management



⌘ Organizations Supporting Employees

⌘ Higher Education Supporting Students

⇨ Providers, Resellers, and Insurers





My Family Care Network App

Finding a tutor, back-up child care, or senior care can be a time-consuming ordeal involving multiple phone calls, texts, and emails. My Family Care Network app simplifies the process, allowing members to solicit support from multiple members of their personalized friends and family network.

- Members can build their personal network of friends and family members
- Helps reduce absenteeism, tardiness, and early-leave due to tutoring needs, back-up child care, or senior care issues
- Encourages members to create a back-up plan ahead of an unpredicted lapse in care arrangements

New Parent Return-to-Work

The first few months of parenting can be a blur, both beautiful and challenging. Parents who plan to return to work following a leave of absence can face additional obstacles. The New Parent Return-to-Work program is designed to help parents and managers develop exit and re-entry strategies in advance, which can result in a smoother transition back to work.

- Guides parents on how to work with their managers and co-workers to develop a transition plan for their work ahead of the leave and lay the groundwork for a smooth re-entry to the workplace
- Discusses practical aspects of return-to-work, including securing child care, breastfeeding choices, and time-management strategies
- Helps managers develop a custom, return-to-work strategy

Nanny Find (US only)

Finding the right person to care for your child is an important, but time-consuming, task. Nanny Find provides assistance and guidance to parents seeking a qualified in-home caregiver, saving parents valuable time and energy.

- Pre-screening of potential candidates' resumes makes it easier for parents to review and select for interview
- Includes parent interview to identify full scope of child care needs
- Includes follow-up support to ensure satisfaction with the service and the provider



Rehabilitation

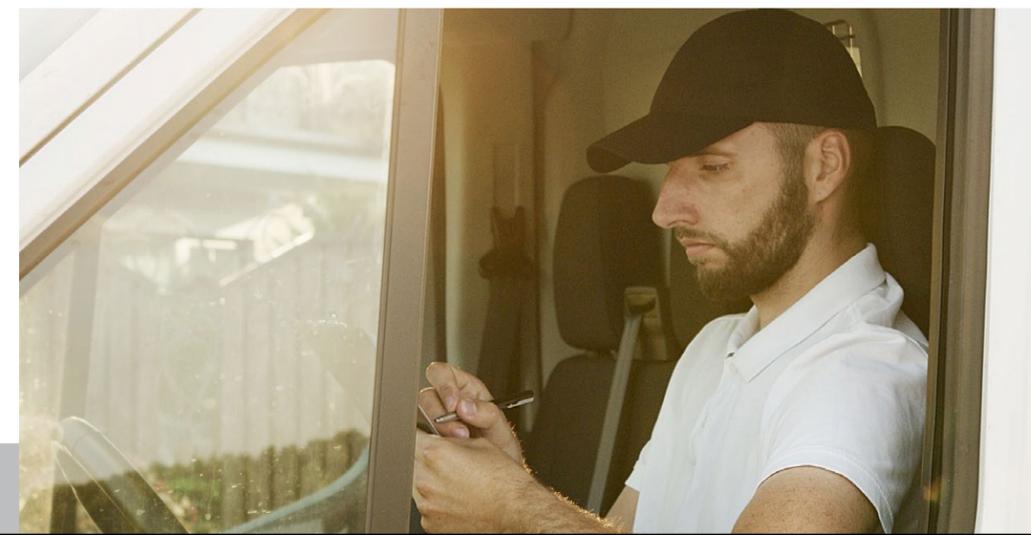
Rehabilitation gives your organization's members psychosocial, physical, and professional support to help them regain their personal resources and actively participate in improving their health, recover emotional balance, and successfully return to work. The service is designed to assist them in accessing the professional resources that their situation demands. Our specialists help members positively adjust to their new life situation and support their return to work in accordance with their current skill set and capacity. Whatever the factors that lead to the absence from work (illness, accident, personal circumstances, work difficulties, etc.), the approach taken by the Rehabilitation team will help the member improve their health and thoroughly prepare them for their return to work, while also offering them the necessary supervision they need to work on an ongoing basis. The Rehabilitation service includes:

- A psychosocial, occupational, and physical support service
- A personalized action plan tailored to meet their needs
- Support to help them return to work

Tobacco Cessation Coaching

The World Health Organization considers tobacco use the single greatest preventable cause of death in the world today. Not only is it deadly, tobacco use presents significant costs in terms of productivity and absenteeism, as well as health-related expenses. This program is evidenced-based and offers members personalized, telephonic coaching to support their desire to quit.

- Coaches partner with members to develop a personalized tobacco cessation plan
- Ongoing coaching sessions provide personal accountability and nurture new habits that can help lead members to long-term success
- Coaches possess an active coaching certification such as National Board Certified Health and Wellness Coach or Associated Certified Coach with the International Coaching Federation
- Nicotine Replacement Therapy (NRT) available in the US



97.4%
of respondents
felt the service
helped them feel better
and improve

-  Organizations Supporting Employees
-  Higher Education Supporting Students
-  Providers, Resellers, and Insurers



ENHANCED SOLUTIONS FOR ORGANIZATIONAL EFFECTIVENESS

Keeping a whole organization healthy is no easy task. We offer a range of solutions designed to increase effectiveness, respond to global situations, and be more specifically aligned to business strategies.



OVERVIEW...
WORKPLACE OPTIMIZATION

- Amplify
- Biometric Health Screenings
- ComplianceLine
- Subsidy Assist
- CRISIS AND CRITICAL INCIDENT SUPPORT
- Rapid Response Critical Incident
- Rapid Response Hotline
- Duty2Care
- ORGANIZATIONAL ASSESSMENTS
- Global Wellbeing Questionnaire
- Workplace Assessments
- GLOBAL LEARNING SOLUTIONS

- Diversity, Equity, and Inclusion Training
- Employee Training
- First Responder and Front-line Worker
- Integrated Training
 - A.I.R., A.I.R. 2.0
 - Wellbeing Ambassador
- Leadership Training
- Navigating Through a Crisis
- e-Learning Platform

WORKPLACE OPTIMIZATION

Amplify

Given the changes that continue to occur rapidly across the globe, providing access to wellbeing support is of vital need for organizations. Amplify is an extension of a wellbeing support program that offers organizations dedicated professionals to provide on-site or virtual support for members.

- Members have access to a familiar contact for on-site or virtual counseling on a short-term, drop-in, or ongoing basis
- Allows members to access emotional wellbeing support on their terms, when and where they might be most motivated
- Dedicated professionals are trained on an organization’s full suite of wellbeing services in order to make meaningful referrals to other support resources

Biometric Health Screenings

On-site biometric screenings for body temperature, heart rate, blood pressure, and other tests can be beneficial for a member regularly monitoring their health status, for leaders to assess aggregate health data, and for insurers setting up policies. Information is kept confidential.

- Provides organizations with important information that helps to define the direction of their internal health and wellness initiatives
- Improves the health of a workforce and lowers health plan costs
- A regular assessment of a member’s health can provide valuable insights on current and potential medical issues, their risks for preventable diseases such as diabetes, and can lead to strategies for improved health

ComplianceLine

ComplianceLine is a “whistle blower” or ethics hotline that provides live specialists to answer calls 24/7/365. Members can use ComplianceLine to report concerns such as conflict of interest, environmental issues, fraud, health violation, prejudice, harassment, theft, time abuse, violence, or other organizational issues.

- Specialists collect information, set callers expectations about next steps, and deliver a report to the organization for investigation or follow up
- Reports can be viewed in real-time on the MyCM (My Compliance Management) online reporting tool
- As an option, My Compliance Report, a web portal, allows members to make reports online

Subsidy Assist and MySubsidy App

In efforts to attract and retain valuable talent, many organizations are leveraging the increasing appeal of subsidy programs, which reimburse members for certain personal and emergency expenses. However, managing these programs can be burdensome on internal resources. With Subsidy Assist, organizations can outsource program administration to industry professionals who can effectively and efficiently facilitate program design, implementation, administration, and benefit delivery.

- Our subsidy consultants can develop, deploy, and manage new programs, or administer existing programs
- Members can submit and follow their subsidy claims through the MySubsidy app
- Full or partial reimbursements assist members with a wide range of personal or emergency expenses, including adoption, surrogacy, dependent care, health and wellness, pet care, transportation, tuition, tutoring, and access to housing and financial funds in times of need

-  Organizations Supporting Employees
-  Higher Education Supporting Students
-  Providers, Resellers, and Insurers





CRISIS AND CRITICAL INCIDENT SUPPORT

Rapid Response Critical Incident

When disaster strikes, organizations need to act quickly. Whether it's unexpected like a workplace accident, or death of a colleague, or an anticipated event like a restructuring, people need a way to cope and move forward. Rapid Response, which can be operational quickly on-site or virtually, provides members access to experienced counselors in the wake of a traumatic event.

- Counseling (one-on-one, small group, or family sessions) with experienced trauma professionals
- On-going practical support including follow-up sessions, community referrals, and tip sheets
- In-the-moment support for managers; when applicable, includes pre- and post-incident planning, briefings, and reports

Rapid Response Hotline

For organizations without a wellbeing program, but suddenly find themselves dealing with crisis, Hotlines provide access to counselors who can deliver immediate support to people affected by a traumatic incident.

- In-the-moment, toll-free telephonic and email support with experienced counselors
- Can be delivered to affected members, their family, or for managers



Duty2Care

Many organizations offer emotional support to their people in the wake of a traumatic event, but are not prepared to support their customers and other associates who may be affected. Duty2Care provides professional counseling, care, and resources to customers and other associates in the aftermath of a traumatic event or natural disaster.

- Professional counselors provide confidential, in-the-moment, emotional support 24/7 via telephone or email
- Includes up to six sessions of face-to-face counseling or structured telephonic counseling
- Individuals can receive practical resources, including fact sheets and local referrals as needed

ORGANIZATIONAL ASSESSMENTS

Global Wellbeing Questionnaire

Traditional health-risk assessments can be time consuming for members, costly for organizations, and often neglect key components of overall wellbeing. The Global Wellbeing Questionnaire gives leaders greater insight into their organizations' overall health. Questions are concise and length is limited in order to encourage participation while thought provoking and engaging so that answers are effective in being able to make a positive difference.

- Comprehensive assessment includes physical, emotional, and practical factors
- Questionnaire is accessible via mobile device or web
- Delivers a Personal Wellbeing Factor (PWF) score - a weighted combination of overall wellbeing

Workplace Assessments*

On an ongoing basis, WPO reflects current world events and organizational situations in psychosocial assessments designed to help leadership teams understand the health and wellbeing of their people. Stress, Emotional Intelligence (EQ), and Resiliency Assessments help identify how to increase focus and productivity.

- Most assessments have been scientifically validated through research for more than 30 years and continue to expand and evolve
- Geographic customization available for zoning in on regional issues
- Our assessments have an exciting digital feature, helping with care navigation

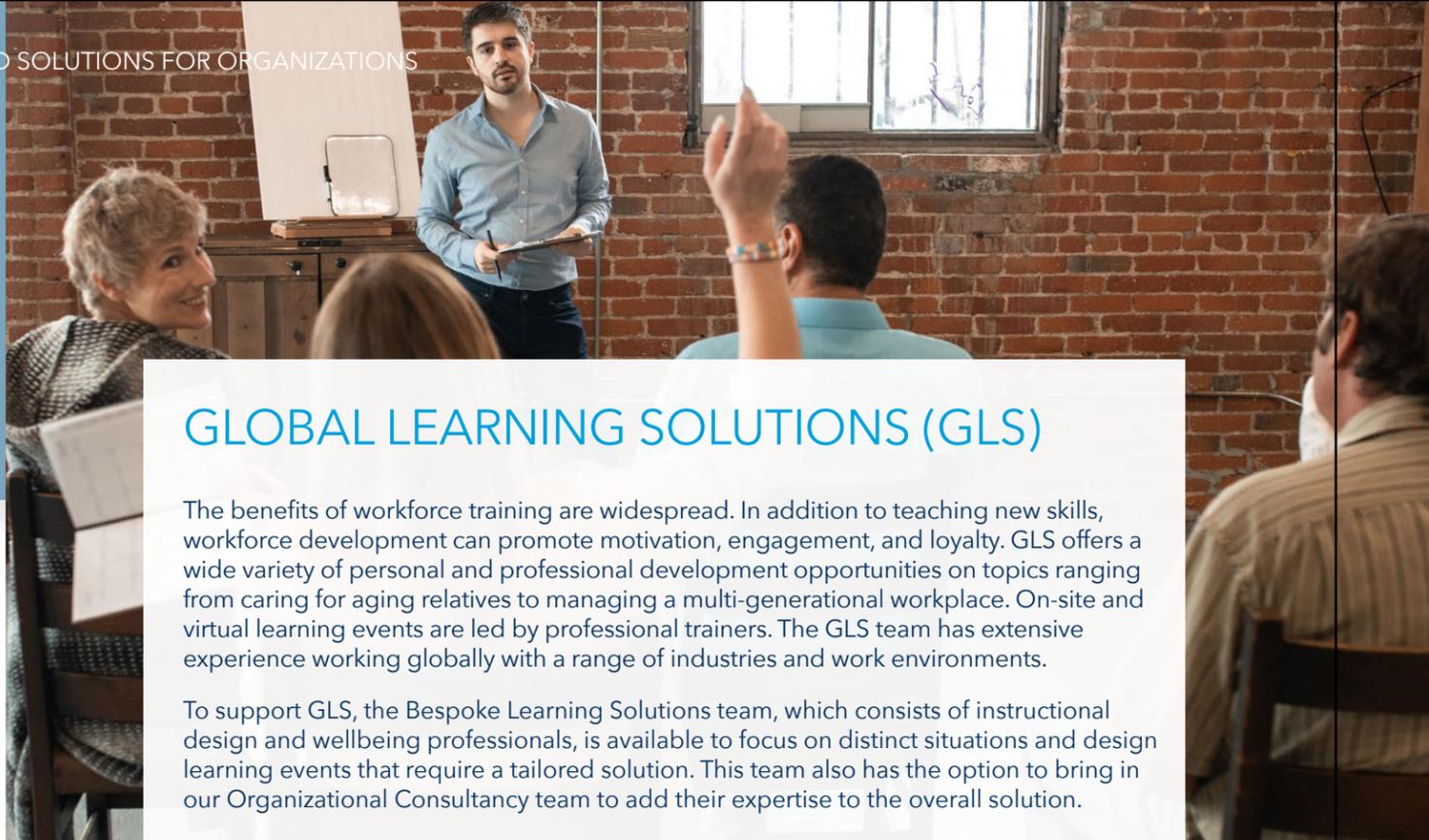
*Since assessments are updated frequently, please contact your account representative for more details

98.4%

of users felt their organization made the right decision in hiring WPO to provide wellbeing services

-  Organizations Supporting Employees
-  Higher Education Supporting Students
-  Providers, Resellers, and Insurers





GLOBAL LEARNING SOLUTIONS (GLS)

The benefits of workforce training are widespread. In addition to teaching new skills, workforce development can promote motivation, engagement, and loyalty. GLS offers a wide variety of personal and professional development opportunities on topics ranging from caring for aging relatives to managing a multi-generational workplace. On-site and virtual learning events are led by professional trainers. The GLS team has extensive experience working globally with a range of industries and work environments.

To support GLS, the Bespoke Learning Solutions team, which consists of instructional design and wellbeing professionals, is available to focus on distinct situations and design learning events that require a tailored solution. This team also has the option to bring in our Organizational Consultancy team to add their expertise to the overall solution.

Diversity, Equity, and Inclusion (DEI) Training

DEI promotes awareness and understanding of how people with different backgrounds, cultures, ages, races, genders, sexuality, religions, physical conditions, and beliefs can best work together harmoniously. The training aims to ensure that there is room at the table for all groups within an organization. Members are welcomed, accepted for who they are, and encouraged to participate in the training to understand how to foster a diverse, equitable, and inclusive environment. This series includes the following topics on DEI that both organizations and members can benefit from: Why Inclusion Matters, Bullying and Harassment: Zero Tolerance, Fostering a Sense of Belonging, Sustaining a Respectful Work Environment, Discovering Unconscious Bias, and Understanding Microaggressions.

Employee Training

The range of topics covered in our courses are designed to address the challenges faced by the modern-day workforce. Topics are focused on optimizing wellbeing, personal awareness, and professional competence. At the organizational level, learnings are geared towards creating a positive work environment where people can thrive.

First Responder and Front-line Worker Series

For first responders, firefighters, police officers, military personnel, emergency dispatchers, EMTs, and others who keep us safe, work can mean close encounters with danger, chaos, and tragedy, sometimes daily. Front-line workers and first responders are characteristically very resilient, however, consistent pressures and chronic stress can be detrimental over time. The continual exposure to traumatic situations takes a toll. This series is focused on helping members reclaim their emotional and psychological awareness of where their limit might be, by understanding behavioral indicators that signal the need for help, sharing experiences and learning effective strategies to manage their reactions to sustained stress.

Integrated Training

Programs in this integrated training section are designed to enhance a manager's, leader's, or employee's personal and professional development in the wellbeing area. They have an integrated vantage point in the workplace to notice changes in day-to-day behavior. Through on-site and virtual learning, participants learn how to better recognize distress in their teams and colleagues and become an early point of contact for initiating resolutions or guiding members to professional support.

A.I.R. Program for Managers and Leaders

Awareness, Intervention, and Resilience strategies designed to help managers and leaders who come across employees in distress because of work responsibilities, work overload, or personal issues. Managers and leaders are in a unique position to help. With proper skills, they can often reverse declining performance by refocusing tasks, implementing accommodations, or providing additional support, by addressing the stress, pressure, and anxiety that can impact team performance. Training sessions give managers and leaders effective strategies to determine what's needed and take appropriate action.

A.I.R. 2.0 - Leading in a V.U.C.A. World

With the COVID-19 pandemic still among us, we are entering a new phase, returning to a work environment that has been significantly changed. This new environment can best be described using the acronym V.U.C.A. (Volatility, Uncertainty, Complexity, and Ambiguity). A.I.R. 2.0 advises managers and leaders on how emotional issues are manifested in the workplace and how to intercede in the most appropriate way. This program is similar to A.I.R. with a greater focus on V.U.C.A. It includes strategies for addressing movement from and to various work environments and studies the effects of trends such as quiet quitting.

Wellbeing Ambassador and Training Program

Wellbeing Ambassadors are often part of an organization's strategic direction to create a safe, psychologically healthy workplace. The Ambassador program serves as a complement to a wellbeing program by identifying members who will act as a peer support person on the ground at a worksite. Ambassadors receive extensive training that prepares them to recognize signs of psychological distress and signpost resources for emotional support. The training helps ambassadors understand their role and the importance of mental health first aid, as well as how to start a conversation with a member in need. They are also fully trained on the member support available to them and various access points to reach for help. The program is available as a whole, or for companies who already have a similar program with wellness ambassadors or champions, training is offered on its own.

-  Organizations Supporting Employees
-  Higher Education Supporting Students
-  Providers, Resellers, and Insurers





Leadership Training

Our leadership courses focus on a wide range of work environments and challenges leaders face today. Strong decision-making skills, and effective communication abilities, as well as forming beneficial interpersonal relationships with their teams, are key to effective leadership. The content is designed to assist leaders in acquiring new skills, increasing performance, enhancing wellbeing, and embarking on a pathway to team-management and team growth.

 Organizations Supporting Employees

 Higher Education Supporting Students

 Providers, Resellers, and Insurers

Navigating Through a Crisis Series

This specialized curriculum is for front-line managers and prepares them to be effective during a challenging time, by providing them with leadership approaches, resilience strategies, and directions to share during, and immediately following, a traumatic event. Members receive a Managers' Toolkit, which is a comprehensive resource that follows up on learning objectives and contains guidelines on assessing the impact of trauma, understanding cultural reactions to grief and other educational materials for distribution to team members.



Click, or tap above, or hover your smartphone's camera over this QR code to link to the GLS e-learning platform.

e-Learning Platform

The e-learning platform offers a wide variety of personal and professional development opportunities on topics created for both managers and employees. Content is designed to maximize individual effectiveness and wellbeing, address organizational challenges, close skill gaps, and improve efficiency and performance. We offer flexible options to best fit organizational needs. Choose from existing learning topics, or let us develop a new one on your behalf.

ACCESS TO SUPPORT

We are people helping people, using technology to help us connect better. WPO puts a high priority on technology, not as a driver of all things, but to provide an enhanced user experience. We provide many access methods so that regardless of location, distance from a computer, or digital preference, all our services are accessible.



CONTACT METHODS FOR MEMBERS

24/7 Direct-to-Clinician Phone Calls

When a caller is stressed, reaching someone who can help immediately makes a world of difference. Often, all they need is that initial exploratory conversation, so we have every call answered by a qualified clinician who can help in the moment. Behind-the-scenes, our highly sophisticated network is equipped to give first time and repeat callers the best experience possible, no matter when or where they call from.

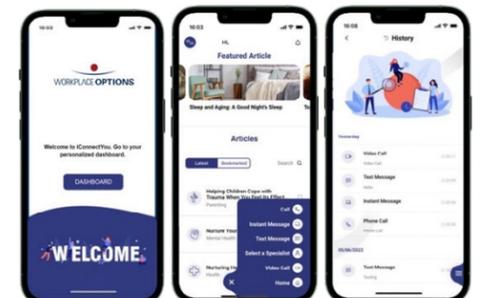


Member Website with LiveCONNECT

Available in 27 languages, our member site provides in-depth articles, assessments, videos, links, tools, and webinars, and enables email requests and online chat through LiveCONNECT.

iConnectYou App

Our mobile app enables users to engage easily with a counselor via phone, video, text, or chat, as well as schedule appointments and browse supportive content.



iConnectYou App

WeChat (China only)

Accommodating the popularity of WeChat in China, our WeChat mobile API offers access to relevant resources and connection to clinical counselors through phone, video, chat, or text.



API TECHNOLOGY

Content API

Content API allows WPO to make content available on an organization's own platforms and apps and integrate smoothly with their current interfaces. As an option, we can use a digital tool that allows a seamless user experience between the organization's intranet and other technology, and our support services, as well as host externally.

Unified Case Management System (UCMS) API

UCMS API allows for a consultation request to be made from your platform and for our counselors or team to handle the case. The user experience becomes easier with a more clear pathway to the help they need.



Example of iConnectYou integrated into company intranet site using UCMS API



CUSTOMER HUB PORTAL

Real-time access to online, interactive reporting with up-to-date information and data analytics for clients to gain insights into member wellbeing, access support when needed, download promotional materials, and manage their program.

Census

Census is our tool for keeping information up to date so that programs can grow along with the company they support. Similar to how a city uses a census, clients are able to view growth areas and prevalent concerns.

Customer Support

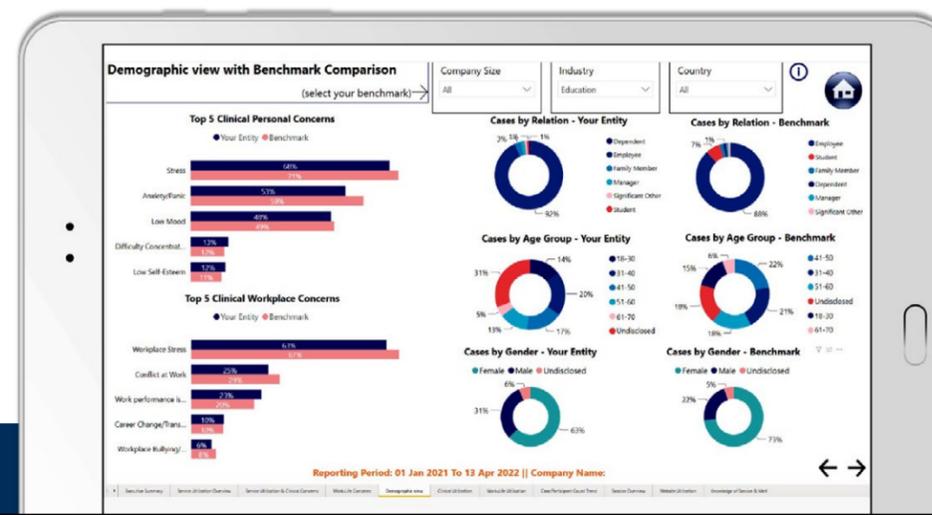
If a manager requires program support at any time, they can reach out and contact the support team 24/7 through the Hub. Online access is available to report concerns, submit a general inquiry, or give feedback and suggestions on how to improve services.

Promotion

Continuous communication is a key success factor to increase awareness and comfort around the programs and encourage use. During a launch, orientation, and ongoing events, clients can access, edit, and download their promotional materials in this section of the Hub.

Reporting

FOCUS Bi (Business Intelligence) is our enhanced reporting dashboard platform for viewing and benchmarking comprehensive data for any time period and across different geographies or divisions. The interactive features allow for running granular analyses while sorting by age, gender, location, and other demographics which leads to making better informed decisions. For example, this feature allows you to pull consistent data across all your locations in multiple countries.



75M+

individuals being served



70+

countries with local language answer

83K+

credentialed providers

40+

years of experience

BENEFIT FROM OUR DEEP EXPERIENCE AND GLOBAL SCALE

50+

global offices and service centers

116K+

organizations supported



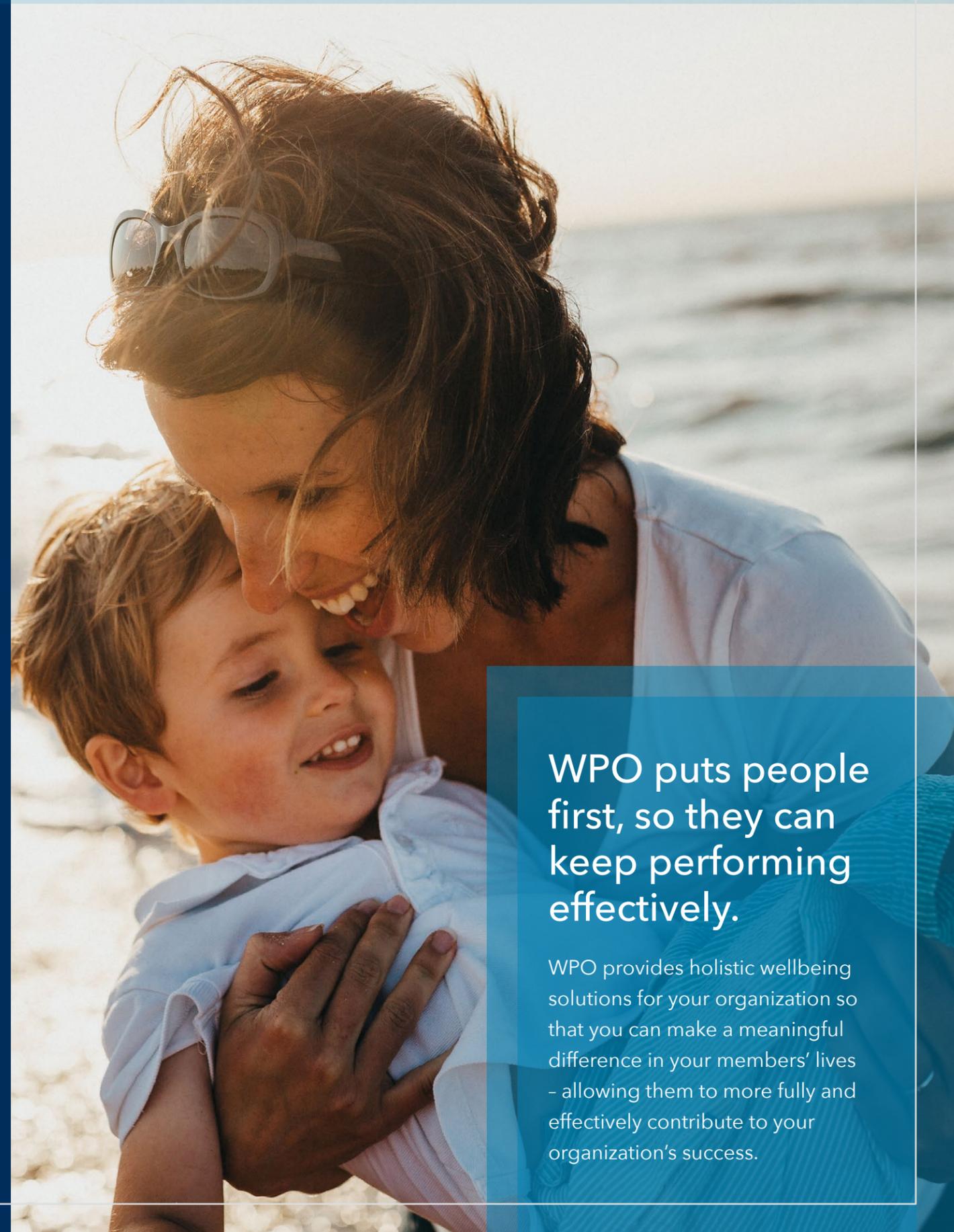
51%

Fortune 500 companies being helped



200+

countries and territories covered



WPO puts people first, so they can keep performing effectively.

WPO provides holistic wellbeing solutions for your organization so that you can make a meaningful difference in your members' lives - allowing them to more fully and effectively contribute to your organization's success.



● WPO
and Partner
Networks



WORKPLACE OPTIONS



Contact us to learn how we can help your
organization and members thrive...

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