

Co-operative flexible benefits

Delivered by The Midcounties Co-operative



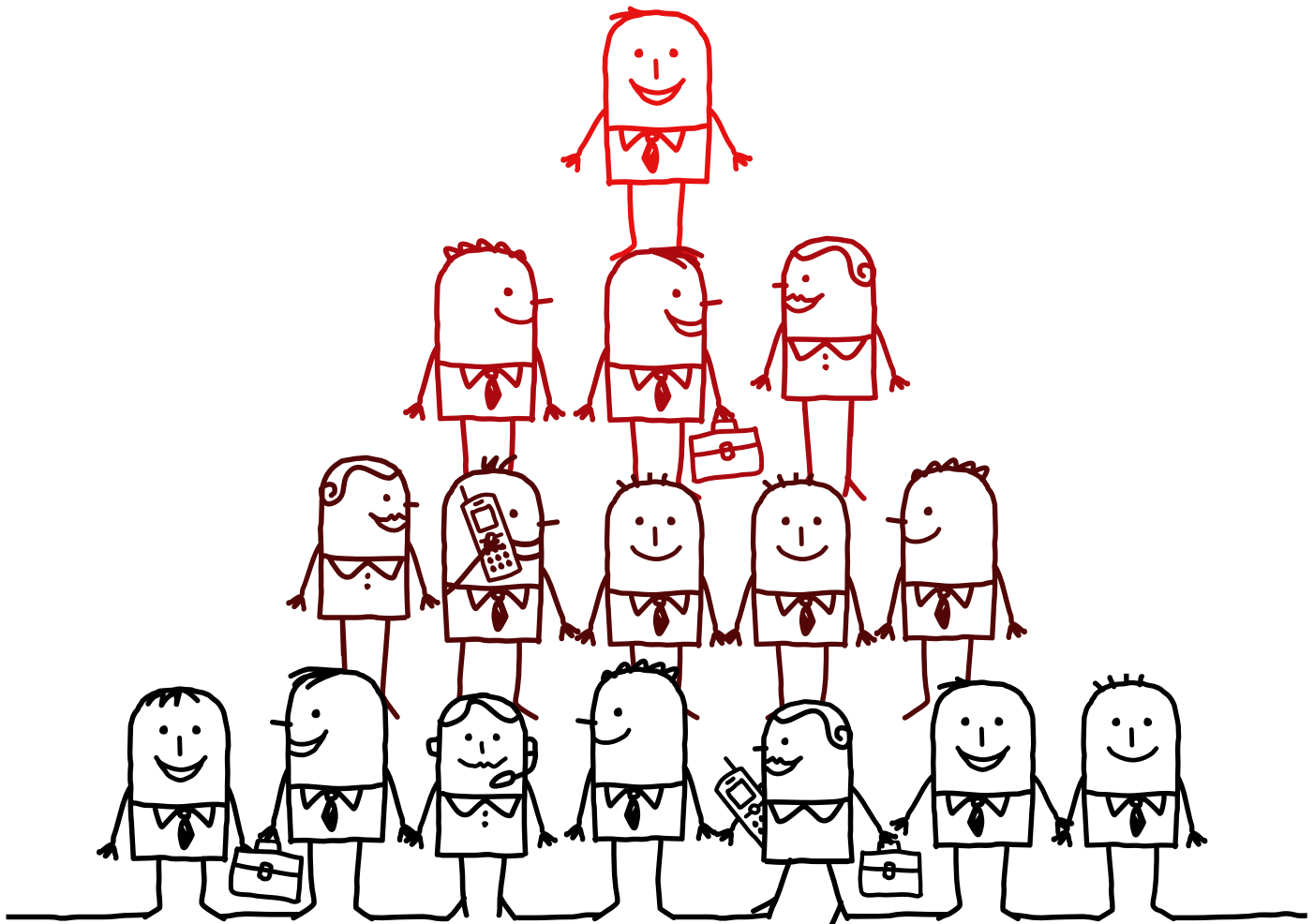
healthcare and wellbeing

plans for a healthy future

Delivered in partnership with



A guide for employers



Welcome to Health Matters

Health Matters is one of the UK's most respected independent specialist Employee Health & Wellbeing Consultants. We have been assisting individuals and Companies with their healthcare benefits for over a decade.

With over 450 corporate clients we have leverage with all the quality insurers. This enables us to negotiate the most competitive premiums available while keeping the benefits you require. Our experience and provider relationships also ensure that we can maintain the highest levels of account management and frequently persuade the insurers to make favourable decisions on both claims and administration for our clients.

Health Benefits can often be confusing and overwhelming, so whether you already have cover in place or are considering your options, we can help.

What is an Employee Assistance Programme (EAP)

Traditional Employee Assistance Programmes have tended to focus on problems and negative issues. Reacting to events and only ever supporting those who are already affected, cannot cope, who are absent, or whose relationships and productivity at work are impacted.

The Health Matters Assistance Programme offers a positive, proactive and integrated wellbeing solution. Including an EAP that provides early intervention and engages with employees in all aspects of their lives, both through the good times and the bad. This enables you and the employee to manage situations before they escalate into something more problematic. It also reinforces the understanding that Health Matters is a valuable partner supporting managers and the organisation as a whole.



The right help at the right time

The service is available around-the-clock, 24/7, over the telephone and online.

The service answers your questions quickly and will refer you to the most appropriate source of support, including counselling, legal, financial, childcare and consumer experts.



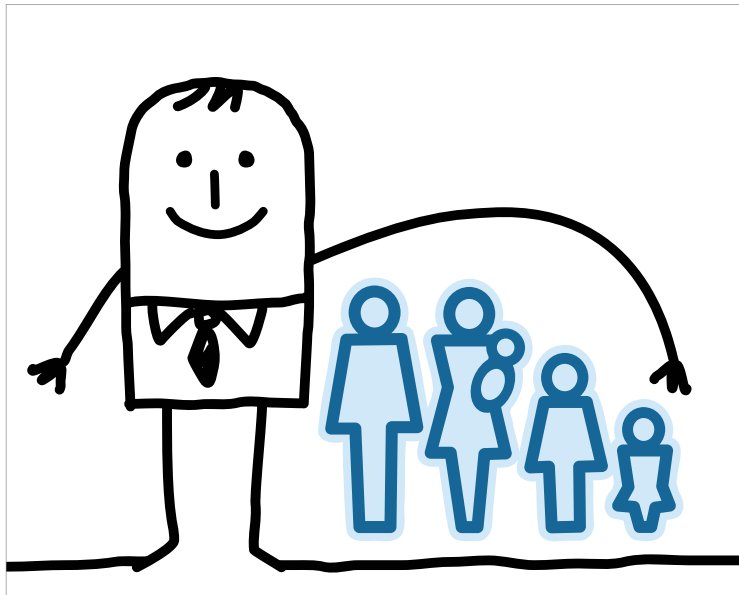
Employee Assistance Programme Benefits

For the Organisation – Access to specialist resources

- Comply with Health & Safety legislation.
- Improve productivity and reduce absenteeism.
- Manage risk sensitive issues such as stress, bullying and alcohol & drug issues.
- More effective management of staff issues.
- More efficient team performance.
- More effective use of HR and line management time.
- Softer skills development amongst managers.
- Greater understanding of key emotional and psychological staff issues.
- Access to expert resource to ensure appropriate and effective responses.
- Speedy access to specialist responses when they are most needed.

For Line Managers – Expert resources to aid effective management

- Professional Consultation - at the end of the phone to complement HR, management and peer support.
- Managing Performance - Supporting effective identification and response to staff productivity and absence.
- Managing Risk - Expert advice and assistance in dealing with alcohol & drug cases, bullying & harassment, stress, grievance and disciplinary actions.
- Managing Oneself - Personal support with stress and anger management, relationship development, team building and personal skills enhancement.
- Managing Situations - "Coaching" through appraisals and difficult interviews.



Why would your employees use an Employee Assistance Programme ?

An Employee Assistance Programme provides your employees with confidential access to a valued and unique resource.

The service provides around-the-clock support, advice, information and, where needed, qualified counselling.

For example many aspects of an employee's life, whether at home or at work, will affect their performance during the working day:

- Managing work related pressure or tackling stress & anxiety
- Changes in their work or home life
- Confusing and distracting Child or Elder-care
- Family & relationship difficulties
- Money worries
- Bereavement support
- Handling difficult situations
- Legal or Financial problems

With phone based counselling available 24/7 365 days a year and optional face-to-face counselling you can be sure your employees will receive support when needed.

Typical Cost is around £12* per employee per annum for a full Employee Assistance Programme

*VAT may be applicable to overall cost.

So what's next...

STEP 1

Contact us for a quote

Contact the Flexible Benefits Help Desk on 0800 458 7929. All we need is an indication of your total workforce and we can prepare a personalised proposal.



STEP 2

Discuss the implications of an EAP

A representative from Health Matters will contact you to arrange a meeting to answer any questions you may have and to explain how the Employee Assistance Programme would work within your organisation and the various programme options.



STEP 3

Sign up for a year

If you decide to go ahead with a programme then you would need to sign the Service Level Agreement. An EAP is a 12 month contract and it's your decision to renew after the first year.



STEP 4

Launch the Programme to your workforce

We will be happy to meet your management team to explain the positioning of the Service, so they are aware of the options available and how to undertake Management Referrals. All employees will also receive a welcome letter and leaflet and your organisation will have promotional material to create EAP awareness within the workplace.



STEP 5

Ongoing Promotion

Your EAP will be actively promoted with a regular rotation of workplace posters, intranet material, monthly e-bulletins and management information.



Co-operative Flexible Benefits and Health Matters

It is our vision to provide employers with a compelling and trusted range of products and services for employees that is truly 'good for everyone'.

"Our mission is for every employee at a client business to be able to take advantage of at least one of our benefits for themselves and/or their family." Co-operative Flexible Benefits is taking an innovative approach to the benefits market in delivering a unique solution and a true alternative to the traditional commercial package available from other providers. Our commitment is to deliver excellence in everything we do, from the Customer Service Advisors on our Helpdesk, to the support from your dedicated Regional Account Manager, or the production of bespoke marketing material to ensure maximum employee engagement.

All of our services and procedures are independently audited by KPMG to ensure HMRC and employment law compliance, so you can be reassured that the faith and confidence you put in one of the UK's most trusted brands is truly validated.

We believe in working together to achieve benefits for all to make our communities better places to live and work. Most of your employees and their families will have the need for healthcare at some point in their lives, so we're pleased to be able to offer a truly different solution through our partner Health Matters, their straightforward and professional service should benefit the majority of your employees.

Health Matters Promises to...

- Provide a personal and professional service to all its clients regardless of size
- Guarantee a high level of attention to detail and customer service
- Maintain our clients' confidentiality in all correspondence with the Employee Assistance Programme
- Undertake regular quality service surveys and respond to all enquiries in a timely manner



For more information on offering this benefit to your employees contact your Regional Account Manager or call 0800 458 7929

For more information



Visit us at www.flexiblebenefits.coop



Email us at: info@flexiblebenefits.coop

June 2013

The above benefits are available to ALL employees whilst an Employer has an active Childcare Voucher account with Co-operative Flexible Benefits (CFB) or uses CFB to provide their Cycle to Work Scheme.



Awards accredited to The Midcounties Co-operative excluding ISO9001 which is awarded to Co-operative Flexible Benefits.