



Unum LifeWorks

Employee Assistance Programme

Because everyone
needs a back-up plan



Unum LifeWorks is an Employee and Employer Assistance Programme available to all our Group Income Protection policyholders at no extra cost.

That's because unresolved personal or work issues can have a major impact on an employee's performance at work. This results in a direct cost to your client's business in the form of absence or distraction and/or loss of productivity and engagement.

Unum LifeWorks - a proactive Employee Assistance Programme (EAP)

Unum LifeWorks is a proactive resource that helps your client's employees, managers and their immediate family with a wide range of personal and work-related concerns. With 24/7 telephone support, online services and a mobile app, Unum LifeWorks is a valuable, practical **Employee Assistance Programme** providing benefits for both the employee and the employer.

What does Unum LifeWorks offer?

Employees	Employers
24/7 telephone support line 365 days a year	Free set-up and marketing materials to launch the EAP
Unum LifeWorks online & mobile app	HR, Occupational Health & Manager referral processes to help support more sensitive cases
Access to free face-to-face counselling including Cognitive Behavioural Therapy (CBT) and Eye Movement Desensitisation and Reprocessing (EMDR), telephone counselling or Online CBT	Manager and HR support through confidential consultation and support prior to dealing with difficult workplace scenarios
Advice on everyday issues including health and wellbeing, childcare and elder care, work issues and money matters	Unum LifeWorks Legal Service – free telephone and online legal advice and support (see overleaf for more information)
Free support materials - articles, booklets, podcasts and CDs	Integration between Unum LifeWorks and Unum Rehabilitation services to provide cohesive support for employees on sickness absence
Child and elder care search facilities available by phone or online	
Personal legal advice on a range of legal issues	

Additional Support for Non-Insured Employees

Unum LifeWorks is now available to all employees - including those who are not insured by a GIP policy. They can access the telephone support line and the online resources. This does not include counselling or legal advice, but employers can extend coverage for an additional cost.

Unum LifeWorks Legal Service

The Unum LifeWorks Legal Service provides a free and confidential telephone helpline and website offering legal support and information on key legislative issues impacting the workplace. Employers can call an experienced, professional adviser for impartial, practical and confidential advice including commercial legal, safety compliance, employment law and taxation advice.

Unum LifeWorks Critical Incident Support

The Unum LifeWorks service provides onsite assistance for traumatic incidents, such as a death on site due to an accident, robberies, terrorist attacks or staff who have been the victims of violence at work. With many years of workplace experience in critical incident management, Unum LifeWorks is an invaluable service helping businesses handle all types of serious incident.

Please note the onsite critical incident support is a chargeable service and costs £1,000.00 + VAT per onsite day.

Provision of EAP service for family member and dependants

Family members have access to all EAP services with the exception of counselling and legal support, resulting in no P11D implications.

For more information, please contact your Unum Sales Consultant.

Longer working hours, juggling careers and care for dependants... it doesn't take much for anyone's natural resilience to reach a dangerously low level.

Our new LifeWorks app makes Unum LifeWorks accessible wherever and whenever you need it.

It's simple to install, easy to use, and available for your iPhone, Android or BlackBerry.



With the Unum LifeWorks app, you'll have:

- Instant one-touch phone access to the Unum LifeWorks telephone number – just click on “Need Assistance”
- Easy searches - find what you need by topic area, keyword, and content type
- Unum LifeWorks articles and booklets in an easy-to-read mobile format
- Podcasts and audio tracks offering expert help and advice
- Simple set up – just use your existing user ID and password for unumlifeworks.co.uk

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