



Employee Assistance Programme

We all face challenges in life that can result in worry, frustration and distress. You may need specialist legal or money guidance or personal support to help you stay healthy – both physically and emotionally.

Generali's employee assistance programme (EAP), delivered by Telus Health is a confidential resource offering information, advice and support, 24/7, 365 days a year, to you and your eligible dependants¹.

What kind of support is available?

The Generali EAP includes up to six appointment-based face-to-face counselling sessions per issue. Telephonic counselling is also available. You can access the service via the 'Telus Health One' smartphone app or our web-based information portal.



Key Benefits

- ✓ Personalised counselling, including cognitive behavioural therapy where appropriate²;
- ✓ Face to face counselling assessment given over the phone where appropriate;
- ✓ Wellbeing and health advice;
- ✓ Personal financial guidance including debt management;
- ✓ Crisis management advice;
- ✓ General information, on a wide variety of topics including Life, Family, Health Work and Money

Whether you have questions about handling stress at work and home, parenting and child-care, managing money, or health issues, you can turn to **TELUS Health** for a confidential service that you can trust.

Life	Family	Health	Work	Money
Retirement	Parenting	Mental health	Time management	Saving
Midlife	Couples	Addictions	Career development	Investing
Student life	Separation/divorce	Fitness	Work relationships	Budgeting
Legal ⁶	Older relatives	Managing stress	Work stress	Managing debt
Relationships	Adoption	Nutrition	Managing people	Home buying
Disabilities	Death/loss	Sleep	Shift work	Renting
Crisis	Child care	Smoking cessation	Coping with change	Estate planning
Personal issues	Education	Alternative health	Communication	Bankruptcy

Your Confidentiality is important to us

Your employee wellbeing service is a confidential³ service. No information that could lead to your identification will be released to any external party, including your employer, unless you provide your explicit permission³ for us to do so.

Exceptions to this are where life or safety is threatened, or where there is a serious risk or breach of law.

Online Resources and Smartphone App

Access advice and resources on topics such as health, personal life and professional support, including:

- ✓ Health and Wellbeing toolkits
- ✓ Wellbeing podcasts and videos
- ✓ Financial health assessment

Download the app now.
Just search for **Telus Health One**
Username and password are both: generaliuik

In need of support?

Contact the EAP service today for advice support or information:

0800 980 6559⁴

or if calling from abroad please dial +44 (0)141 846 1686

When contacting the service you will be asked “which company do you work for.”

You can also access the EAP service via our [web portal⁵](#). Username and password are both: generaliuik



Scan this QR code with your mobile device to access the EAP web portal and /or download the TELUS Health One mobile app.



1. Eligible dependants include the employee's spouse/partner, any parent, brother or sister living in the same household; any legal dependant under the age of 21 and in full time education, any non-household resident dependant parent or any legal dependant who is dependent on the employee because of disability.
 2. A series of counselling sessions (up to 6) will only be offered where short-term assistance is appropriate. This service is not suitable where longer-term support is more appropriate.
 3. Personal records may be shared if legally required to do so.
 4. Calls to 0800 numbers are free from a UK landline. Mobile and international call costs may vary.
 5. Please note when accessing the EAP App or WebPortal via our generic login credentials, no personal data is collected or stored.
 6. The Legal information service provided by our EAP does not support disputes between the employee and their employer.

