

Welcome to the Total Wellbeing Solution that people everywhere love to use

Establish your business as an innovator with a market-leading total wellbeing solution that supports the health and wellbeing of all your people everywhere. LifeWorks brings the best user experience and clinical support together to achieve complete mental, physical, social and financial wellbeing for 100% of your employees, 100% of the time.



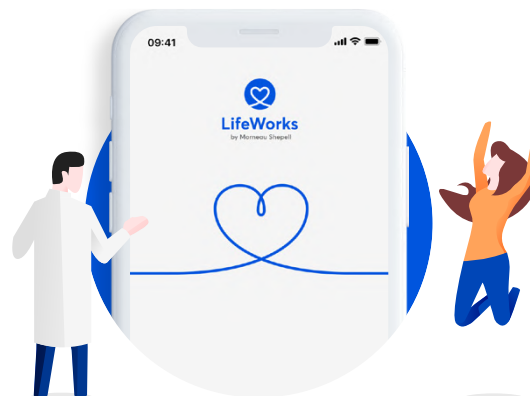
Designed to be configurable, flexible, and culturally appropriate, our global wellbeing solution meets you where you are on your wellbeing journey today, and grows with you as your organization and wellbeing needs evolve - across the world.

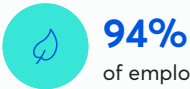
Think modular

We crafted a modular offering that allows customers to create their own wellbeing solution by adding the features and services that are most important to them.

Tech-driven wellbeing

With an easy-to-use app and platform, we deliver a best-in-class user experience, giving people a set of powerful wellness tools that they can access anytime, anywhere, encouraging them to make small, daily improvements.





94%

of employees reach their goals after completing counselling with LifeWorks by Morneau Shepell

LifeWorks 2017

Employee Assistance Program (EAP)

24/7 best-in-class counselling

Immediate telephone support from specialized professionals in counselling, social work, psychology or human services.

Virtual counselling: Video, Chat, Telephonic, Group (Modalities vary depending on your EAP)

Immediately access an EAP counsellor through live chat, video, phone and online group for confidential and secure virtual sessions.

Face-to-face, in-person, counselling

Referrals to the LifeWorks extensive network of master's level clinical counsellors and affiliates.

Employee Support (Emotional and Practical)

Emotional Support includes anxiety, depression, stress management, bereavement, personal relationship issues, addictive behaviours, anger management and sleep hygiene.

Practical Everyday Support includes elder care & child care matching, legal services, financial & debt support, nutritional & weight management, education, relocation, parenting, midlife & retirement, career, and everyday issues.

Management Support

Support for managing employees (suicide & depression, workplace-aggression/bullying, sexual harassment), employee referrals, employee performance, referrals, manager personal growth (training, stress/absence management, appraisals), workplace safety.

Global Critical Incident Support (Additional Fees apply for Digital and Essential EAP, incl. in Premier)

Telephonic and on-site support for critical incidents (workplace violence, natural disasters, accidents, terrorist events and more).

Digital EAP Content

1,800+ articles, podcasts, infographics and toolkits with recommendations based on health risks with search capabilities.

Workplace Learning and Development (Additional Fee)

Workshops and seminars on Respect & Harassment, Communication & Conflict, Addiction, Physical Health & Wellness, Organizational Change, Leadership & Career, Family, Mental & Emotional Health, Retirement and more.

Workplace Support Programs (Additional Fee)

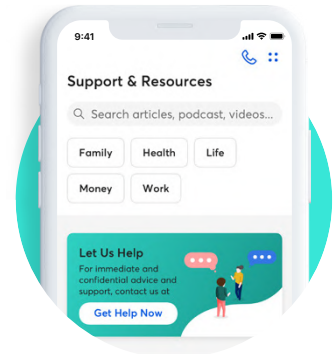
Depression Care, Substance Abuse Program, Workplace Referral Program, Trauma Assist, Work Assist, Structured Relapse Prevention Program and more.

TWI with Basic Reporting

The TWI maximizes the value of the LifeWorks Platform for each employee with guidance on to their next best steps while the TWI organizational report offers insights into the strengths and risks of your people. (User list required).

Wellbeing News Feed: Company Posts

Congratulatory posts and company-wide announcements (i.e. benefits, press, training). Employees can also post to share team news and achievements.





80%

of employees would choose additional benefits over a pay raise

Employment Confidence Survey, Glassdoor

Perks & Savings (included on EAP)

Our exclusive Perks can help your people save in every area of their life, and make their money go further whilst driving engagement and retention within your organization.

Online Cashback

Employees can shop online for hundreds of great brands and earn cashback on every purchase!

Exclusive Offers

Freshly updated selections of online and in-store discounts for your employees to save on purchases, big and small.

Gift Cards

Employees can instantly buy discounted digital gift cards and use them either online or in-store.

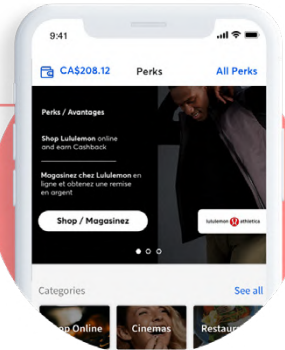
Suggest a Perk

If you or your people can't find your favourite brand, making a suggestion is just one click away!

Company benefits

Have some perks and special offers of your own? Add up to 20 of your company benefits so your people can find them all in one place.

Savings up
to **\$1,892**
annually



20%

LifeWorks Wellness programs reduce absenteeism by 20% and motivate, energize and inspire employees to be healthy and happy.

LifeWorks Wellness Survey 2017

Wellness Add-on*

TWI with Advanced Analytics (Additional Fees apply for Silver and Bronze levels, the feature is incl. in Gold)

Motivate your people to make positive lifestyle changes with data-driven, personalized recommendations, tips and resources based on an easy-to-use behavioural assessment that helps them understand their health risks and make informed decisions across all 4 pillars of total wellbeing - Mental, Physical, Social & Financial.

Personal & Corporate Challenges (team-based or individual)

Health, wellness and fitness challenges encourage behavioural change for improved health and wellbeing.

Digital & Telephonic Health Coaching

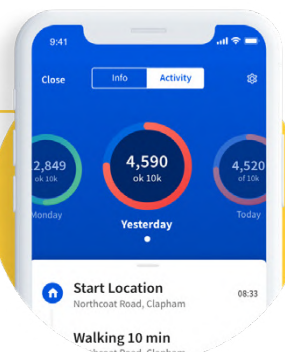
Evidence-based, clinical interventions and strategies to actively and safely encourage behavioural change.

*Choose from Bronze, Silver and Gold levels to create your Total Wellbeing Solution.

Apple WATCH

fitbit

Google Fit





15%

of employees are disengaged at work and poor communication is the leading driver
Gallup, State of the Global Workplace report, 2018

Recognition Add-on

Peer-to-peer recognition

Employees are able to recognize peers for great work by posting messages that are visible to everyone in the company. Recognition is tied to default core values.

Leaderboard

Gamification encourages community recognition around team- and company-wide initiatives.

Sticky and Promoted Posts

The ability to have a post appear as the first post that any employee sees on the wellbeing News Feed for a period of time.

Spot Rewards

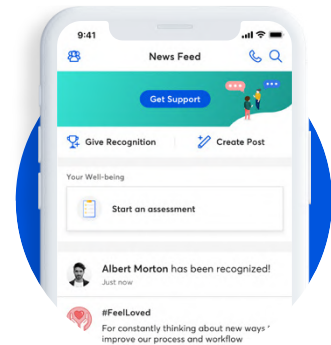
Give employers like you the ability to seamlessly gift a financial reward for going above and beyond.

Grouping

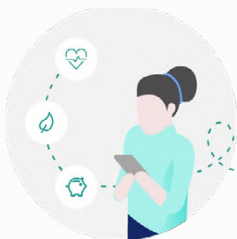
Build community by aligning employees to a grouping structure so that they see News Feed content most relevant to them.

Directory

An easy-to-use directory providing access to employee profiles and contact details to text, email or call people directly.



How do we drive over 55% participation*?



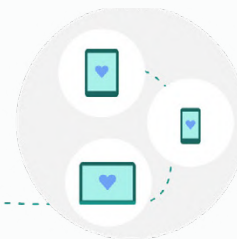
Personalization

Users receive personalized, daily bite-sized wellbeing content of their choice on the news feed.



Persistence

Users stay connected with their team no matter where they work with push notifications and emails via the app.



Simplicity

Users can find the right service and wellbeing content for every moment, on every device. All in one place, with one login.

*The average rate to LifeWorks is 55 - 62% within the first three months

Global capabilities

Global Network

As the world's largest employee assistance program (EAP) provider, LifeWorks by Morneau Shepell supports employees and their families around the world so they can manage work, health and life challenges.

- **The LifeWorks digital platform and app** support 40+ languages, covering over 180+ countries
- **Our EAP services** are available worldwide across 214 countries and territories



40+

languages the LifeWorks Platform & App are available in



180+

countries supported by the LifeWorks Platform & App



100,000

worldwide network of counsellors and specialized professionals



35+M

employees trust LifeWorks worldwide

We're Global Data Security and Privacy compliant

- High level of clinical oversight ensures consistent operational standards are met globally. **We have the only globally accredited EAP through the Council on Accreditation.**
- **We are 100% GDPR, HIPAA, PIPEDA compliant**, and prioritize compliance with privacy laws in every region we expand into.
- **We have built systems that are legally and culturally sensitive** to data privacy and residency requirements

Accessibility to digital and face-to-face counseling

We make all available access points and services widely known to users wherever they are in the world and leverage online and digital technology to enhance program access.

Reporting and Insights

Utilization and Participation Reports

Emerging issues, user demographics, total savings, recognition activity, wellness challenges.

Annual Insights Reports

Usage trends and top issues, risk management, company engagement, workforce productivity / ROI, comments and program recommendations.

Dashboard of Priority Metrics

Usage statistics and insights on key issues.

TWI Analytics

You receive quantitative data with big-picture insights on your employees' health, wellbeing and productivity. These include analytics that provide insights into drivers of key outcomes, which directs strategic actions that will have the most impact on improving wellbeing.



57% improvement in absenteeism
Average ROI US\$5.69:1
Workplace Outcomes Suite, 2018

Awards



Total Wellbeing Solution

Employee Assistance Program (EAP)	Digital EAP with Crisis Line	Essential EAP	Premier EAP	Premier EAP & Wellness
24/7 Care Access Center	✓ Single session model (no ongoing counselling)	✓ 3-4 session telephonic model	✓ Clinically appropriate session model	✓ Clinically appropriate session model
Counselling	✓	✓	✓	✓
Face-to-face, in-person	✗	✗	✓	✓
Telephonic	✓ Crisis line and referral to community support for urgent needs	✓	✓	✓
Video, Group, Live Chat	✗	✓	✓	✓
Financial & Legal Consultations	✗	✓	✓	✓
Specialty Consults Eldercare, childcare, career, management, nutrition	✗	✓	✓	✓
Community Referrals	✓	✓	✓	✓
Manager Coaching/ Employee Manager Relations	✗	✓	✓	✓
Critical Incidents	Fee for service	Fee for service	Included (One 4-hour session per year)	Included (One 4-hour session per year)
Dedicated Customer Success Manager	✓	✓	✓	✓
Total Wellness Index (TWI) with Basic Reporting	✓ with Personal Accounts	✓ with Personal Accounts	✓ with Personal Accounts	✓ with Personal Accounts
Reporting on demographics, engagement & utilization	✓	✓	✓	✓
Digital Collateral	✓	✓	✓	✓
Searchable online library of EAP content	✓	✓	✓	✓
Virtual Fitness Classes Powered by LIFT	✓	✓	✓	✓
Wellbeing News Feed with Company Posts	✓	✓	✓	✓
CareNow - Online Clinical Programs	✓ with Personal Accounts	✓ with Personal Accounts	✓ with Personal Accounts	✓ with Personal Accounts
Wellness Bronze (challenges + Wearable device integration)	✗	✗	✗	✓ with Personal Accounts
Enhanced TWI reporting (Minimum group size required)	✗	✗	✗	✓

Perks & Savings (included on EAP)	
Exclusive Offers	✓
Discounted Digital Gift Cards	✓
Top 10 Offers	✓
Online Cashback	✓
Suggest a Perk	✓
Company Benefits HUB (up to 20)	✓
Reporting on demographics & utilization (Requires personal accounts)	✓

Recognition Add-on*	
Peer-to-peer recognition	✓
Spot Rewards	✓
Leaderboard	✓
Grouping	✓
Directory	✓
Reporting on demographics & utilization	✓

Wellness Add-on*	Bronze	Silver	Gold
Total Wellbeing Index (TWI) with Analytics	✓ (FFS)	✓ (FFS)	✓
Personalized recommendations	✓	✓	✓
Personal & Corporate Challenges with wearable tech integration	✓	✓	✓
Reporting on demographics & utilization	✓	✓	✓
Tiering	×	✓	✓
Digital Health Coaching	×	✓	✓
Virtual Fitness Challenges powered by LIFT session (one per year)**	×	×	✓
Telephonic Health Coaching	×	×	✓

*Wellness add-ons give you the power to move from Bronze to Silver, and Gold simply by adding wellbeing features.

**Gold comes with one automated LIFT session challenge per year. If you want to provide more than one, please let us know as it may affect pricing.

Bronze
Silver
Gold

*Please note that a user list is required for all Add-ons.

*Good to know: FFS stands for Fee-for-Service



LifeWorks.com