

Global Well-Being

Employee Assistance Program (EAP)

Guide for Managers and Supervisors

Whatever is happening in your life or the lives of your team members — moving to a new home, planning a wedding or other big event, preparing for a new baby or adopting a child, setting a budget, dealing with troublesome teens, welcoming a pet into your life, getting ready to retire and more — our GuidanceResources® EAP, offered through ComPsych®, can help.

In addition to a wealth of online resources, the EAP offers confidential counseling on relationship concerns, workplace challenges, drug and alcohol abuse, financial hardship, general stress, depression — just about any personal issue.

All global AECOM employees, immediate dependents and family members living in the household are eligible for the GuidanceResources EAP, at no cost to you.



How the EAP can help

Service	Description	Benefit in the U.S. and Canada	Benefit Outside the U.S. and Canada
Confidential Counseling	<p>Call to talk with a highly trained master's and doctoral level clinician who will help you identify your needs and quickly refer you to counseling and other resources for:</p> <ul style="list-style-type: none"> • Stress, anxiety and depression • Job pressures • Relationship, marital and child conflicts • Grief and loss • Substance abuse 	<ul style="list-style-type: none"> • 5 sessions by phone per issue, per year, per family member 	<ul style="list-style-type: none"> • 5 sessions by phone per issue, per year, per family member
Financial Information and Resources	<p>Speak by phone with a Certified Public Accountant or Certified Financial Planner on a variety of financial issues, including:</p> <ul style="list-style-type: none"> • Debt management • Retirement planning • Credit card or loan problems • Estate planning • Tax questions 	<ul style="list-style-type: none"> • Unlimited 30-minute sessions by phone 	<ul style="list-style-type: none"> • One 30-minute session by phone per issue, per year
Legal Support	<p>Speak to an attorney by phone about a variety of topics, including:</p> <ul style="list-style-type: none"> • Contracts • Divorce and family law • Real estate transactions • Debt and bankruptcy • Civil and criminal actions 	<ul style="list-style-type: none"> • Unlimited 30-minute sessions by phone • Referrals to local in-person attorneys • Free 30-minute initial in-person consultation, with a 25% reduction in customary legal fees thereafter 	<ul style="list-style-type: none"> • One 30-minute session by phone per issue, per year

Continued

How the EAP can help (Continued)

Service	Description	Benefit in the U.S. and Canada	Benefit Outside the U.S. and Canada
Work/Life Referrals and Resources	Speak by phone with a Work-Life Specialist who will conduct research and provide you with referrals and customized resources for: <ul style="list-style-type: none"> • Child and elder care • Moving and relocation • Party planning • Parenting 	<ul style="list-style-type: none"> • Unlimited consultations by phone • Customized resource packets/ kits • Articles, resources, and expert information online at <u>GuidanceResources® Online</u> 	<ul style="list-style-type: none"> • Articles, resources, and expert information online at <u>GuidanceResources® Online</u>
Online Resources	<u>GuidanceResources® Online</u> makes it easy to access expert information on the issues that matter most to you and your family with online content, on a variety of topics, including: <ul style="list-style-type: none"> • Relationships and family • Work • Well-being • Legal and financial planning 	<ul style="list-style-type: none"> • Articles, on-demand videos, and self-assessment tools • Personal responses on a variety of topics through “Ask the Expert” feature 	<ul style="list-style-type: none"> • Articles, resources and expert information

How to access EAP services

You can access EAP services anytime – 24 hours a day, seven days a week – by phone, online or through the app. You may need to schedule an appointment for certain services, such as counseling, during regular business hours.



Phone

See the **[EAP Global Directory](#)**



Online

guidanceresources.com

Company Web ID: AECOM



App



Tap member resources and enter your username and password

Frequently Asked Questions

- 1. Who is eligible for the GuidanceResources EAP?**

AECOM employees and contractors around the world, as well as their immediate dependents and family members living in their household, are eligible for the GuidanceResources EAP.
- 2. Why does AECOM provide the GuidanceResources EAP?**

AECOM cares about the well-being of you and your family, and we offer the GuidanceResources EAP to support you in finding balance between your work and personal life — at no cost to you. It's also a valuable resource for AECOM managers, especially for help with handling employee and team issues.
- 3. When might my family and I use the GuidanceResources EAP?**

The EAP can support you with many aspects of work and family life, including:

 - Feeling overwhelmed by the demands of balancing work and family
 - Experiencing stress, anxiety or depression
 - Dealing with grief and loss
 - Searching for trusted referrals for child or elder care, moving/relocation, or home repair
 - Legal or financial questions.

As a manager, you can also use the EAP when you need help improving your management skills or assistance handling employee or team issues as explained in some of the following FAQs.
- 4. What happens when I call the GuidanceResources EAP?**

When you call the GuidanceResources EAP, an Intake Specialist (a masters or PhD level minimum counselor) collects some general information about you and talks with you about your needs. This specialist will provide the name of a counselor, attorney or financial expert who best fits your personal needs. You will then set up an appointment to speak with that expert over the phone or in a face-to-face visit.
- 5. How can the EAP help me become a better manager?**

The EAP has special manager resources to help you **build resiliency** and **manage a remote workforce**. For additional manager resources, log in to **GuidanceResources.com** (Company Web ID: *AECOM*), select your country flag and search Manager Resources for additional articles, toolkits and more available in your country. You can also find additional helpful items at the **Manager Resources Hub** at WellBeingAtAECOM.com.
- 6. As a manager, when should I suggest that a team member contact the GuidanceResources EAP?**

All employees can experience personal difficulties that can impact their performance at work. As a manager, you can suggest to an employee that AECOM provides a no-cost confidential resource that provides counseling, legal, financial and referral resources and information. Learn more in the **EAP Toolkit for Managers**.
- 7. Under what circumstances should I contact the GuidanceResources EAP for a team member(s)?**

You can contact the GuidanceResources EAP to make a formal referral for a team member or to request onsite counseling services to support your team in the event of a critical incident. You can contact ComPsych or your local HR representative to coordinate these services. See the following FAQs for more information.
- 8. What is a "critical incident"?**

As a manager, you are often the first person employees turn to after a critical incident in the workplace, such as the injury or loss of life of an employee, workplace violence, or a natural disaster. After such an event, your team members may experience significant anxiety and uncertainty, and the EAP can help by providing an onsite counseling resource. You can contact the EAP or your local HR representative to coordinate these services.

(Continued)

9. **U.S. Only: When is a formal referral to the EAP needed?**
AECOM manager in the U.S. can initiate a formal referral to the EAP when:
- An employee submits a positive drug/alcohol test, refuses to test, or self-identifies a substance use issue.
 - An employee demonstrates work performance issues not related to job training.
 - An employee exhibits inappropriate behavior.
 - You have any safety concerns related to an employee.

An EAP counselor will work with you to help your team member connect with an EAP provider, so that they can receive the appropriate assessment and recommended treatment.

The EAP formal referral process is not available outside the U.S. at this time.

10. **How do I make a formal referral to the EAP?**
To submit a formal EAP referral, contact your local HR Representative. Your HR Representative will:
1. Meet with the employee to explain the reason for the referral.
 2. Complete the authorization form and ask the employee to sign and date it.
 3. Fax the authorization form to the Formal Referral Team at 312-705-6375.
 4. Instruct the employee to call the GuidanceResources EAP within 24 hours of the meeting to schedule an appointment.
 5. Call the GuidanceResources EAP to initiate the formal referral process.

The GuidanceResources EAP will provide updates to your HR Representative.

11. **Who is ComPsych GuidanceResources Worldwide?**
ComPsych GuidanceResources Worldwide, our EAP provider, is the world's largest provider of EAP services, serving organizations and their employees in more than 170 countries. GuidanceResources is a platform provided by ComPsych that combines EAP, behavioral health, and wellness services.
12. **Is the EAP confidential?**
Yes, the EAP is completely confidential. AECOM does not have access to any individual information for you or anyone else who uses the EAP.
13. **Do I have to pay for the EAP?**
The EAP and its standard benefits are provided at no cost to you.
14. **Where can I get more information about the EAP?**
For more information about the EAP, visit [GuidanceResources.com](https://www.guidanceresources.com) (Company Web ID: AECOM) or see the [EAP Global Directory](#).