

employee support programme

why is this service provided?

Sometimes it can be difficult to balance the pressure of work with the needs of home life. Your employer recognises that you may need help to deal with the challenges that you face in life, both practical and emotional. Your employee support programme is there to provide you with this kind of professional life management and personal support.



PLEASE USE YOUR MEMBERSHIP CARD TO GAIN ACCESS TO THE FREEPHONE HELPLINE NUMBER QUOTING YOUR COMPANY NAME.

how to get in touch

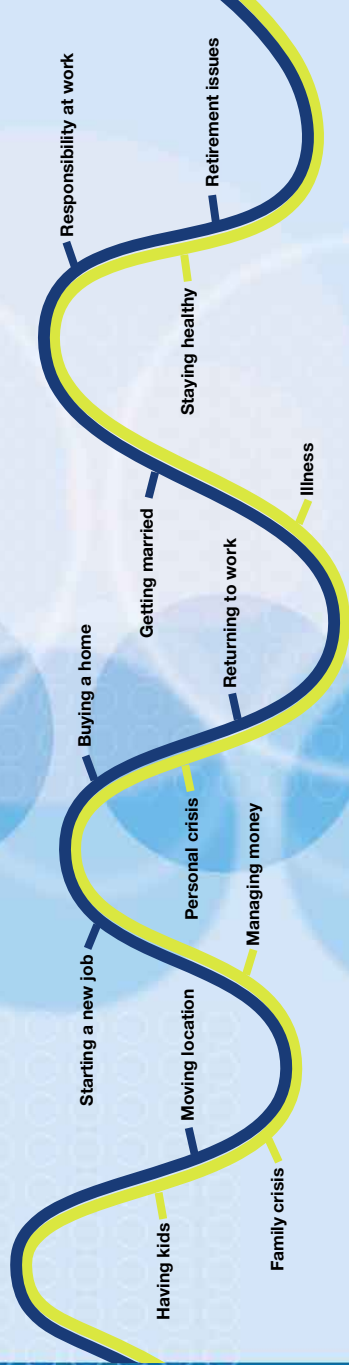
The national support centre is available 24 hours a day, 365 days a year.

**FREEPHONE
0800 085 6457**

calls from outside the UK:
+44 870 164 8034
(calls will be charged)

minicom users should call:
08705 234680

CSL online



We can make life run more smoothly, access our online support services via www.corpsupport.info

1. CLICK 'online'
2. CLICK 'the logo'
3. Enter USERNAME and PASSWORD - available from your coordinator

corporate support limited
Hilton House Mayles Lane Wickham Fareham Hampshire PO17 5ND
t 01329 833777 f 01329 836293 e sales@corpsupport.info
www.corpsupport.info
Wholly owned subsidiary of PPC worldwide.

a confidential support service
for employees and their
immediate family members

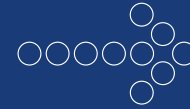
employee support programme

corporate support

gaining a work-life balance is not always easy



your ESP is provided to help you achieve that balance



Through your ESP you have the reassurance that expert information, on both practical and emotional issues, is available when **YOU** need it.

what is your employee support programme?

Your employee support programme (ESP) is a confidential 24 hour life management and personal support service which can help you deal with both everyday situations and more serious problems.

It is a professional and quick way to solve the challenges and new situations you face. Your ESP can help you achieve a positive balance in your life.

For practical concerns, your ESP offers you a range of easily accessible information services by telephone. These are provided by teams of skilled specialists.

the range of issues include:

financial: money management; tax advice; negative equity; child support

legal: consumer complaints; insurance claims; neighbour disputes; motoring offences; child custody; divorce law

relationships: family; work; partners

familycare: childcare and eldercare; education; financial concerns; state benefits and allowances

work: career matters; maternity; harassment; pressure

medical advice: first aid; health and travel; medical information

personal support

Many people contact their ESP at times when they are simply over-stretched and would benefit from some guidance and talking to someone impartial. Your calls are always answered by a professional who can provide support on a range of personal issues including emotional problems, family concerns, relationship or marital difficulties, work related worries, stress or other individual concerns.

Telephone Counselling: Your ESP counsellors can help you reach a decision, sort out confused feelings, try a different approach or just find a better way of living with a problem that will not go away. Do not be afraid to make a call early rather than allowing your concerns to grow. If you wish, you can speak to the same person more than once.

confidentiality

Your ESP is run by Corporate Support, an independent external organisation. Corporate Support works to a professional code of strict confidentiality where only in the most extreme circumstances would confidentiality ever be broken, for example threat of life.

Anonymous statistical data about the usage of the service may be provided by Corporate Support to support in improving and developing the service but the statistics will never breach individual confidentiality either directly or by implication.

who can use it?

You, your spouse or partner and any family members who live with you can call. It is funded by your employer so there is no cost to you.

what can you use this for?

family matters

financial

relationships

legal

insurance claims

work

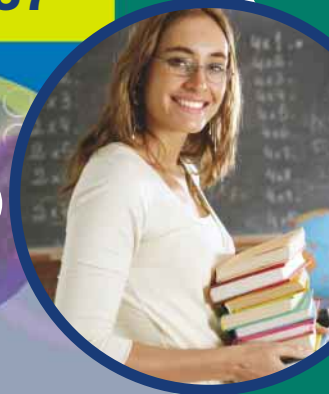
drugs and alcohol

stress

housing

consumer issues

medical advice



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