

Employee Assistance Programme (EAP)

Supporting your people when it matters most

An **Employee Assistance Programme (EAP)** is a professional support service designed to help employees address personal and work-related challenges early and confidentially. At Life & Progress, our EAP is built around accessibility, quality support and practical outcomes, helping organisations demonstrate genuine care for their people's wellbeing.

What it is

The EAP provides confidential advice, information and emotional support to employees and their immediate household members. It is available 24/7 by phone or online, with access to qualified counsellors and structured support where needed. Support can include immediate "in-the-moment" guidance, additional counselling sessions, or referrals to specialist services when appropriate.

Who it supports

The service is available to all employees at no cost to them – it is funded by the employer as part of their workplace support offer. The simplicity of access (freephone number or secure online portal) means employees can use the service discretely, with confidence in confidentiality and professionalism.



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Core features

- **24/7 access to confidential support** for personal and work-related issues.
- **Professionally qualified counsellors** provide immediate support and, where appropriate, arrange follow-on support by phone, video or face-to-face.
- **Broad range of support areas**, from stress and mental health concerns to relationship, financial or practical matters.
- **Multichannel engagement** via telephone, online tools and digital resources – meeting different user preferences.



How it works

Employees contact the service directly by freephone or online. On first contact, a qualified EAP counsellor assesses their immediate needs. This may result in support in the moment, scheduling of further sessions, or appropriate external referrals. All interactions are bound by professional and GDPR standards to respect privacy.

Why it matters

An EAP isn't only about responding to challenges – it's about early support before issues escalate. Confidential and accessible assistance can help people manage stress, improve resilience and maintain focus at work. For employers, it's a constructive part of duty-of-care, contributing to reduced absenteeism, better engagement and healthier workplace cultures.

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