

ICAS EAPconnect™

A proposal for #COMPANY NAME

Introduction

#COMPANY NAME, with #NUMBER employees in the UK, and a client of #BROKER NAME, is currently reviewing its policies, procedures and employee support services. As a result you have asked ICAS to present this proposal for EAPconnect™, a full ICAS EAP service from the UK's leading EAP provider designed to support organisations that require a fast, efficient, no fuss approach to service delivery.

EAPconnect™ gives your client flexibility to offer and promote the programme to employees in a style that suits their own culture and ethos. Effectively, we deliver the widely renowned, high quality ICAS EAP service to employees whilst allowing you and your client to be in control of all communication and promotional activity.

The service

These are the components included in ICAS EAPconnect™:

- 24 hour freephone access
- Telephone counselling
- LifeManagement™
- 3 sessions face to face counselling per case
- Manager mentoring
- Employee & family cover
- International access
- Minicom service
- Full case management

ICAS provides, for your client, a CD ROM which contains all the material necessary to launch and promote EAPconnect™. Updates are provided electronically.

Your client will receive 6 monthly utilisation reports to show how EAPconnect™ is being used, whilst carefully protecting employee confidentiality.

The cost

To provide EAPconnect™ to #NUMBER employees in the UK to #COMPANY NAME will cost **£00.00 per employee household, per year**. This price is subject to VAT at the current rate and will remain valid for 3 months.

It is a condition of EAPconnect™ that the total cost will be paid annually in advance based on one central invoice (contract) and management reporting process.

Commission is payable at 10% on all EAPconnect contract.

Issued by #ICAS CONSULTANT on behalf of ICAS Ltd

Date: #dd #Month 2006

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More about the service we provide

The core components of ICAS EAPconnect™ for #COMPANY NAME are:

- **Telephone Counselling** – employees and family members gain direct, unlimited and confidential freephone access, **24 hours a day** to team of highly qualified professional counsellors. All incoming calls are answered immediately by our own people who are based at and employed by ICAS, ensuring rigorous quality continuity and management.
- **LifeManagement™**

LifeManagement™ is delivered by ICAS' own employees, allowing speedy access to a team of research specialists from a range of professional disciplines who can support and guide on a wide variety of work/life subjects.

Typical Issues include:

- **Consumer Issues**
 - **Family Care**
 - **Financial**
 - **Education**
 - **Legal**
 - **Personal Injury Service**
 - **Health**
 - **Housing**
- **Face to Face Counselling** – Delivered by our national Affiliate Network, comprising over 750 clinicians, 3 sessions of face to face counselling will be available per issue. EAP Counselling is a short-term focused model, empowering individuals to take control of their situation.
 - **Individual Trauma Counselling** – This forms part of the face to face service, delivered off-site, for those individuals assessed as having suffered a trauma.
 - **Manager Mentoring – (support for Managers)** This service is designed to support and reinforce people management skills, offering the opportunity for your client's senior staff to make quick referral into the EAP to support apparent problems which they can see are beginning to impact on work performance or has already led to absence. The manager will also receive coaching if required, empowering them as a manager.
 - **Account Management, service launch & promotion** – Your client's Account Manager will provide the materials for your client to launch and promote the service and ensure a healthy usage by #COMPANY NAME.

The promotion materials are contained on a CD ROM which includes all the client needs to brief employees about the service, employee leaflets, desk drops, other employee communications and posters.

- **Evaluation & Development** – Twice yearly reports will be provided, outlining usage and highlighting any emerging themes and trends within #COMPANY NAME.