

ENA Occupational Health Committee



Stress - Initiatives

These case studies are designed to outline the overall management of stress programmes within ENA member companies, and so identify different approaches to the management of this issue and examples of good practice.

Company Name: E.ON

What did the Company do:

At present E.ON have a number of different stress initiatives running within the business. One of these is the Employee Assistance Programme (EAP) which is available to all 16,500 E.ON UK employees and their families. This free, 24-hour counselling and referral service is presently provided through an external provider.

The EAP is a confidential service, with the aim of working with the employee to resolve their personal issues regardless of whether these are home or work related. Specialist advisors can also offer information and support on all kinds of topics, from buying a home to giving up smoking.

E.ON has issued every employee with the information to access this free service which is available to the employee anytime - 24 hours a day, seven days a week.

Services include:

- **Online Service**
An online expert service providing information on many of life's challenges.
- **Telephone Counselling**
Provides 24-hour access to telephone counselling. All counsellors are professionally qualified.
- **Face-to-Face Counselling**
Employees can call a free phone number anytime, 24/7. Face-to-face appointments with a counsellor will be arranged near to the employee's home or work, depending on individual preference. If employees can't wait for an appointment, they will be able to speak to a telephone counsellor immediately.
- **Information Service**
Specialist advisors can provide the employee with information and advice on a wide range of topics, in a similar way to Citizen's Advice. For example, advisers can raise awareness of all the issues to consider when buying a house. Alternatively, employees can call with an existing issue such as personal debt.

Health and safety benefits:

- Statistical information is provided by the EAP provider on a quarterly basis to the Occupational Health Department. This analysis identifies themes and trends and records the value of the service
- Reduction in behavioural health problems
- Online Proactive Health Promotional material
- Accessibility to immediate advice/help for the employee at all times

Business / Cost Benefits:

- Increased employee retention
- Reduced absence related to mental health
- Reduced insurance premiums
- Increase in employee productivity
- Improved employee morale
- Increased effectiveness of line management

Management View:

The EAP offers a broad, positive health and well-being development resource, allowing Employees to learn skills and techniques that enable them to prevent and manage issues before they become overwhelming, as well as dealing with issues as they arise.

By providing easy access to a vast information resource, management support services and expert clinical interventions, a fully-functional EAP provides a highly effective tool for Employees, managers and E.ON UK as a whole.