

Scope of Employee Assistance Program (EAP) services

Introduction

The organization seeks to appoint a qualified and experienced service provider to deliver a comprehensive Employee Assistance Program (EAP). The purpose of the EAP is to enhance employee wellbeing, improve productivity, reduce absenteeism, and support employees and their immediate family members in addressing personal, work-related, and psychosocial challenges.

Objective

The objectives of the Employee Assistance Program include, but are not limited to:

- Promoting employee mental health and wellbeing
- Providing early intervention and preventative support
- Assisting employees in managing personal, family, financial, legal, and workplace issues
- Supporting organizational performance, resilience, and retention
- Reducing workplace risks related to stress, burnout, substance abuse, and trauma

Scope of Services

The service provider shall provide confidential professional counselling services, including:

- Short-term, solution-focused counselling
- Emotional and psychological support
- Stress, anxiety, depression, and burnout management
- Relationship and family counselling
- Grief, trauma, and crisis counselling
- Substance abuse and addiction support

Counselling shall be delivered through:

- Face-to-face sessions
- Telephonic counselling
- Online/video counselling
- Digital/chat-based platforms (where applicable)

Note: confidentiality of employees information is very important.

Coverage and Eligibility

- Services shall be available to all permanent employees of the organization.
- Coverage shall extend to immediate family members (spouse/partner and dependent children), where required.
- A defined number of counselling sessions per case per year must be included.

24/7 Access and Crisis Support

- The EAP must provide 24-hour, 7-day access to support services
- Immediate crisis intervention must be available for emergencies such as suicide risk, workplace violence, or critical incidents
- A dedicated toll-free helpline shall be provided
- Where necessary on site visits to the mine site at Brokopondo is required

Performance Indicators (KPIs / SLAs)

Key performance indicators may include:

- Accessibility and response times
- Utilization rates
- Client satisfaction scores
- Professional compliance and accreditation
- Timely submission of reports

Reporting and Monitoring

The service provider shall submit regular management reports, including:

- Utilization statistics (aggregated and anonymized)
- Types of issues presented
- Service uptake trends
- Response times and service levels
- Recommendations for organizational interventions

Note: Reports must not contain personally identifiable information.

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