



health assured

The health and wellbeing of all TAG Aviation employees is paramount. We are therefore proud to offer you all access to an Employee Assistance Programme (EAP), delivered by Health Assured and their international partners.

What is an International Employee Assistance Programme (EAP)?

An EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing.

The EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues. Health Assured strongly believe in providing an EAP service that offers not only reactive support when someone needs it but also proactive and preventative support to deliver the best possible outcomes.

Health Assured will deliver the International EAP service in partnership with ComPsych the world's largest provider of global assistance.

Balancing everyday life with the requirements of work and home can create pressures for all of us. Work is a large part of people's lives. With increasing working hours as well as technological developments to support remote working, it is vital to ensure that there's a productive, healthy environment that is conducive to a healthy lifestyle.

Health Assured, in partnership with TAG Aviation, provides all employees with complimentary access to an enhanced Employee Assistance Programme (EAP) to assist you in achieving this balance.

Services Available

Health Assured working in partnership with their international provider offers cover for you and your immediate family members*, **24 hours a day, 7 days a week, 365 days a year:**

- **Life support:** Unlimited access to counselling for emotional problems and a pathway to structured telephone counselling or face-to-face counselling sessions (employees only) at your convenience.
- **Legal information:** For any issues that cause anxiety or distress including debt management, accountancy, lawsuits, consumer disputes, property or neighbour legalities (employees only).
- **Bereavement support:** Our partner offers qualified and experienced counsellors who can help with grief and related stress plus a team of legal advisors to help with legal issues.

**Health Assured define dependants as immediate family members (spouse/partners) and children aged 16 to 24 in full time education, living in the same household.*

Introducing the GuidanceResources* on line tool

Through the GuidanceResources platform (GRO*), you will have access to a range of features, all aimed at improving your health and wellbeing. The platform fully integrates EAP, behavioural health, wellness services and wellbeing articles on a wide variety of topics, including; emotional, physical and financial wellbeing, legal, housing and consumer issues, retirement, childcare and much more.

Available on line at www.guidanceresources.com and for [iOS](#) and [Android](#) devices, you can gain access to GuidanceResources* platform for support for which ever country you are based.

Access to the GRO (GuidanceResources Online)

As an internationally based employee you will require the following link as detailed below and will then need to register yourself using the Web ID provided.

- The link to access the GuidanceResources Online system is: www.guidanceresources.com
- Located in the upper right-hand side of the page there is a flag icon that will enable you to set the preferred language.
- When accessing for the first time, you will need to click register and enter the following:

Web ID: **HealthAssuredEAP**

Continue following the step-by-step instruction to create your individual login. Once registered, you will then be able to see supporting

information to help you use the service in your country. There is also an orientation video available on the home page once logged in.

Some of the countries have the facility to be able to book a counsellor online, in these instances there is also a number for immediate support should an employee require it but there is an additional option to directly book an appointment at a time that suits.



We hope that you will find this new service beneficial, should you need to access it.

The People Team