

Retail Trust  
Employee Assistance  
Programme

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crime / family problems /  
health / pregnancy / debt /  
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**retailtrust**   
looking after all people in retail

The Retail Trust employee assistance programme (EAP) is a source of independent advice, information and support for people working in or retired from your business.

This service, set up by retailers for retailers, is available through the free and confidential Retail Trust Helpline 0808 801 0808 which is operated by our trained and sensitive in-house staff.

## The Retail Trust employee assistance programme includes:

### Support & Advice

Totally free, confidential and independent support and advice on any issue including personal, family, home, health, finance and work. Callers can be signposted to appropriate organisations that may provide specialist help.

### Account Manager

Your Account Manager will ensure you receive regular reports and marketing materials.

### Reports/Reviews

Quarterly statistical reports and an annual activity review.

### Joint Branding

Joint branding with Retail Trust on literature, websites, in-house magazines and intranet to ensure all staff understand how the programme can help them. These items can be produced by your in-house print supplier or can be supplied by Retail Trust for which you will be invoiced.

Retail Trust asks for a minimal charitable donation relative to the number of employees in your business. The Retail Trust EAP service operates as a not-for-profit charitable activity so it is considerably less expensive than commercial EAP operators. See [www.retailtrust.org.uk/eap](http://www.retailtrust.org.uk/eap) for more details.

“Harrods have had a long standing relationship with Retail Trust. Our management team are truly grateful for the support and guidance that has been provided to our employees over many years.

It is good to know that there is a specific charity to support employees in the retail industry and I have no doubt that we will call upon the invaluable services offered by Retail Trust in the future.”

### Sarah Andrews

HR & Retail Director, Harrods

# Why should your company adopt the Retail Trust EAP service?



**The Retail Trust employee assistance programme enhances your employee benefits package and positions your company as a caring and responsible employer, which demonstrates a duty of care and a commitment to your corporate social responsibility policy.**

## **Free Helpline**

Our Helpline is a totally free, confidential and independent service. This can be reassuring for your staff that may have debt, substance abuse or other issues which they may not wish to discuss with your HR Department.

## **Cost Effective**

The Retail Trust employee assistance programme is highly cost effective compared with commercial providers.

## **Staff Productivity**

The Retail Trust EAP service can help improve staff productivity and morale as people are able to address their problems more effectively.

## **Staff Retention**

Our EAP service is likely to help reduce staff absences and turnover.

## **Additional Support**

We can provide an additional source of support for your HR Department, store and warehouse managers.

## **Critical Incident Support**

Critical Incident Support can also be provided where necessary.

*"We believe that the Retail Trust Helpline is an invaluable resource for employees in the retail sector. We recommend its use to our employees, confident in the knowledge that they will receive confidential and impartial advice and assistance on a wide range of personal issues that may affect them."*

## **Siobhan Forey**

Group HR Director, Arcadia Group

# Benefits for your staff



Your staff can have access seven days per week to our free, independent and completely confidential Helpline. In a time of personal crisis staff know they have somewhere to turn for help.

We have given support to people who have credit card debt, mortgage or rent arrears, bereavement, eating disorders, drug or alcohol addiction, dealing with disability, depression, those suffering from physical and mental abuse as well as a range of other unforeseen circumstances which life can throw at them.

Where our Helpline team believe it is necessary your staff may be eligible for:

**Counselling Support**  
Up to six free face-to-face counselling sessions, with a qualified registered counsellor local to the employee.

**Legal Advice**  
Free telephone legal advice on any personal issue provided through qualified and professional solicitors.

**Financial Advice**  
Access to a full range of free debt advice.

**ReWork Programme**  
A ReWork programme that is designed to help redundant retail staff find a new job in the retail sector.

**Educational Bursaries**  
Educational bursaries for retail career development - from NVQs to MBAs.

**Hardship Grants**  
Access to one-off hardship grants for people working in or retired from retail. This year we will be awarding £1 million in financial assistance.

"Since we started working with Retail Trust promoting the services, the feedback from colleagues that have called the Helpline has been exceptional. A real benefit to any retail organisation that cares about its team."

**Ryan Cheyne**  
Head of HR, Pets at Home

Retail Trust is the principal charity of the retail sector. We provide help and assistance to all people working in, and retired from, retail and associated businesses through a range of services.

### **For further information**

Contact us on 020 8358 7250  
or email [eap@retailtrust.org.uk](mailto:eap@retailtrust.org.uk)  
[www.retailtrust.org.uk](http://www.retailtrust.org.uk)

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