

# Employee Assistance Program FAQs

## 1. What Is an Employee Assistance Program (EAP)?

AECOM's EAP is a free benefit that offers short-term counseling, as well as information and resources on a wide range of emotional, financial, legal, and work-life issues. Completely confidential, the EAP is provided through ComPsych® Guidance Worldwide, at no cost to you and your family members.

## 2. Who is eligible for the EAP?

AECOM employees, immediate dependents, and family members living in the household are eligible to use the EAP services.

## 3. Why does AECOM provide an EAP?

Life can be stressful - whether its personal, family, or work-related demands. AECOM cares about you and your family and provides the EAP to help you navigate personal challenges, support positive change, and improve your well-being.

## 4. What services are provided through the EAP?

You and your family have access to to the following services.

Service	Description	Benefit (US & Canada)	Benefit (outside of the US & Canada)
Confidential Counseling	A GuidanceConsultant will listen to your concerns and refer you to local in-person counseling.	<ul style="list-style-type: none"> <li>• 5 sessions per issue, per year, per family member</li> </ul>	<ul style="list-style-type: none"> <li>• 5 sessions per issue, per year, per family member</li> </ul>
Financial Information and Resources	Consultation by phone with Certified Public Accountants or Certified Financial Planners on a wide range of financial topics	<ul style="list-style-type: none"> <li>• Unlimited 30-minute phone sessions</li> </ul>	<ul style="list-style-type: none"> <li>• 30-minute phone sessions per issue per year</li> </ul>
Legal Support	Guidance and consultation by phone with an attorney on a wide variety of legal topics	<ul style="list-style-type: none"> <li>• Unlimited 30-minute phone sessions</li> <li>• Referrals to in-person local attorneys</li> <li>• One free 30-minute in-person consultation, with a 25% reduction in customary legal fees thereafter</li> </ul>	<ul style="list-style-type: none"> <li>• 30-minute phone sessions per issue per year</li> </ul>
Helpful Work-Life Referrals	Specialists conduct research and provide qualified referrals and customized resources on various needs, such as child and elder care, moving and relocation, making major purchases, college planning and more	<ul style="list-style-type: none"> <li>• Unlimited phone consultation with a GuidanceConsultant</li> <li>• Customized resource packets</li> <li>• Helpful kits</li> </ul>	<ul style="list-style-type: none"> <li>• Helpful resources</li> </ul>
Online Resources	GuidanceResources® Online makes it easy to access timely, expert information on topics that matter to you, including: <ul style="list-style-type: none"> <li>• Wellness</li> <li>• Relationships</li> <li>• Work and education</li> <li>• Financial and legal</li> <li>• Home and vehicle</li> </ul>	<ul style="list-style-type: none"> <li>• Online articles, on-demand videos, and self-assessment tools</li> <li>• Personal responses on a variety of topics through the GuidanceConsultant feature</li> </ul>	<ul style="list-style-type: none"> <li>Articles, resources and expert information on a variety of topics that matter most to you and your family</li> </ul>

5. **When might my family and I use the EAP?**

The EAP can support you with many aspects of your life, including:

- Feeling overwhelmed by the demands of balancing work and family
- Experiencing stress, anxiety or depression
- Dealing with grief and loss
- Searching for trusted referrals for child or elder care, moving/relocation, or home repair
- Looking for legal or financial advice

6. **How do I access the EAP?**

You and your family can access EAP services anytime — 24 hours a day, seven days a week — online or on the phone:

ComPsych® Employee Assistance Program (EAP) Call anytime — 24/7	
U.S.	866.501.7962
Canada	English 800.497.9096 French 877.616.0509
International	Please refer to the global directory.
TDD	800.697.0353
Online	<a href="https://www.guidanceresources.com">guidanceresources.com</a> Company Web ID: AECOM

7. **What happens when I call the EAP?**

When you call the EAP a Guidance Consultant will answer your questions and, if needed, refer you to a counselor or other resources. This specialist will provide the name of a counselor, attorney or financial expert who can help. You will then set up an appointment to speak with that expert over the phone or in a face-to-face visit.

8. **Is the EAP confidential?**

Yes, the EAP is completely confidential. AECOM does not have access to any individual information for you or your dependents.

9. **Do I have to pay for the EAP?**

The EAP and its standard benefits are provided at no cost to you.

10. **Where can I get more information about the EAP?**

For more information about the EAP, visit [guidanceresources.com](https://www.guidanceresources.com) (Company Web ID: AECOM).