

# Hospitality Action Employee Assistance Programme



*Helping our people*

## Why do employees turn to the EAP for help?

The EAP was designed around our research into some of the key issues facing the hospitality industry and our own statistics of how and why we help people.

Long hours and a demanding work schedule continue to be very real problems that impact the hospitality industry and put great stress on its employees. Bullying and harassment at work was the number one reason why people consulted the EAP factsheets throughout 2015, followed by dealing with redundancy.

When you add to this personal pressures such as low mood, depression, addiction, stress, illness or financial worries then these pressures can easily escalate and have a major impact on people's lives and can also result in reduced performance, absence or lack of focus at work.

We have a range of support through the EAP to help with people's concerns including:

- **Bullying & Harassment at Work** – coaching to help individuals cope and start to tackle the issue, mediation, whistleblowing (to raise issues in a confidential way).
- **Redundancy** – specialist money & debt advice, coaching/counselling to help come to terms with situation. Grants programme if required and criteria are met.
- **Low Mood & Depression** – counselling & other support if specific issues caused the depression.
- **Money Pressures** – specialist debt & money advice, grants programme if required and criteria are met.
- **Alcohol, drug, gambling and other addictive behaviours** - we can provide specialist addiction support

## What employees say about the EAP

"The EAP helpline provided a safe place to open up in confidence. The information, guidance, counselling and just being able to talk to someone who not only understood my illness has helped me so much. You truly are lifesavers, thank you so much for everything."

"I am a total advocate for the service, it truly has made a huge difference to my life ... I feel enthused again, and more importantly hopeful about my future which I haven't felt for a long time....."

"It has been an incredible journey for me and I am truly thankful for the difference it's made to me personally and my work."

"I received confirmation today detailing all the help on offer. I am gobsmacked by this and wanted to pass on our gratitude. You are like a friend we have just made and we are very grateful for all the support,"

"The call I made changed and saved my life."



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