



Silver Oak Health

Employee Wellbeing and Assistance Program for E-Commerce Client

India's Leading Employee Assistance Program (EAP) Provider





Executive Summary

Silver Oak Health provides Employee Wellbeing and Assistance services for a leading E-Commerce company in India. The company provides comprehensive counselling and well-being solutions designed to cater to the needs of both office employees and the large numbers of employees that are working in fulfillment centers throughout the country. In addition, Silver Oak Health offers unique interventions like Stress Control Online (SCO) and the Tranquil mindfulness app for employees to help improve resilience.

The client had a global EAP vendor that was less responsive to the needs of the local requirements of the HR team. This E-Commerce company replaced the vendor with Silver Oak Health considering its reputation as one of the best in the industry for online, onsite counselling, and proactive wellbeing offerings.



About Client

The client is a prominent Indian E-commerce company with a headcount of around 20,000 employees at the forefront of reshaping the online shopping experience for Indian consumers. The client has a dynamic workplace characterized by a blend of office personnel and a sizable workforce working in fulfillment warehouses.

Problem Statement

Lower Visibility and Awareness

Prior to Silver Oak Health's involvement, the EAP awareness was low among employees. The program was dormant and there was very low engagement with employees despite being available free of cost.

Flexibility and Regional Language

The unique requirements for the client was to have counselling as well as awareness workshops related to the program delivered in different formats (online, face-to-face) and the requirement of local languages for different employee groups.

Managing High Stress

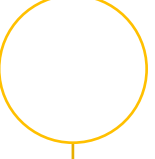
During sale-seasons, employees are required to work extended hours, including night shifts. These times are quite stressful for the employees and team managers.



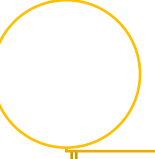
Solution




Facilitated the adoption of a counselling session booking application with multilingual support.




Organized comprehensive manager sensitization sessions designed to train key managers on stress management for themselves and to help recognize stress indicators among their team members.



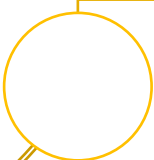
Facilitated counselling sessions at client locations to enhance the accessibility and convenience for employees seeking help.



Conducted on-site engagement events for awareness of wellbeing resources by Silver Oak Health's Employee Wellbeing Assistance Program (EWAP).



Offered proactive programs such as Stress Control Online, Diet & Nutrition counselling, and work-life services for holistic wellbeing of client employees.



Immediate onsite deployment of counsellors for stress debriefing in one case of critical incident: The on-site EAP counsellors' rapid deployment in the event of the critical incident provided assurance of SOH's responsiveness and the ability to provide immediate support.



Outcome: More utilization of EAP services bringing better value for investment and higher utilization of various services provided through the EAP partner



Outcomes of Onsite Events

- **Session Name: Manager sensitization Program | Mode - onsite**

Session Outcomes:

The session resulted in helping build a workplace that values diversity, fosters inclusion, and prioritizes employee well-being. This, in the long term, contributes to a more harmonious and productive work environment.

- **Session Name : Self-Care Panel Discussion | Mode - Onsite**

Session Outcomes:

The panel discussion helped employees and managers get equipped with the knowledge and tools to practice self-care effectively. This led to positive changes in individual well-being and contributed to a healthier and more resilient workplace culture.

- **Event Name: Activity Kiosk | Mode - Onsite**

Session Outcomes:

The kiosks served as a dedicated Wellbeing Space designed to curate a series of activities aimed at fostering employee wellbeing and personal growth. The kiosk activities yielded a wide range of positive outcomes, not only benefitting the individual employees but also contributing to a healthier and more productive workplace environment.



Feedback



- ✓ “Extremely useful session, we should do these sessions more often and continue to create basic to advance level awareness.”
- ✓ “Good thought to get this kind of session being done for HRBPs. Would love to get such things done for leaders as well.”



Overall Outcome

- ✓ Increased awareness of EAP across the company
- ✓ Increased the utilization of counselling sessions
- ✓ Increased participation among warehouse employees
- ✓ Increased the participation in webinars and workshops
- ✓ Increased the participation in Wellness and Beyond services
 - Diet and Nutrition Counselling
 - Work-Life referral Services
 - Legal/Financial Counselling





Conclusion



Silver Oak Health demonstrated why a local EAP partner in India can be highly effective in understanding local requirements. This case study featured an E-Commerce company's EAP experience and how Silver Oak Health helped in increasing the productivity and motivation of employees. Silver Oak Health can replicate this success in industries that have a mixture of office employees as well as employees in retail stores, warehouse settings, and manufacturing facilities. Each group has to be engaged in different ways and with local language capabilities.



Here at Silver Oak Health, seeking help is a positive sign.

If you need assistance, you can reach out to us by phone or email.

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EMPLOYEE WELLBEING & ASSISTANCE PROGRAM