



Employee Assistance Program

A Manufacturing Organization's
Journey with Silver Oak Health

EXECUTIVE SUMMARY

This case study highlights the transformative impact of Silver Oak Health's Employee Assistance Program (EAP) for a leading manufacturing organization. Prior to the partnership, the company faced challenges with low EAP engagement and limited mental health awareness among employees.

By implementing customized interventions, Silver Oak Health significantly improved factory employee participation in mental health programs, resulting in increased utilization rates, a culture of openness, and industry recognition for employee wellbeing.

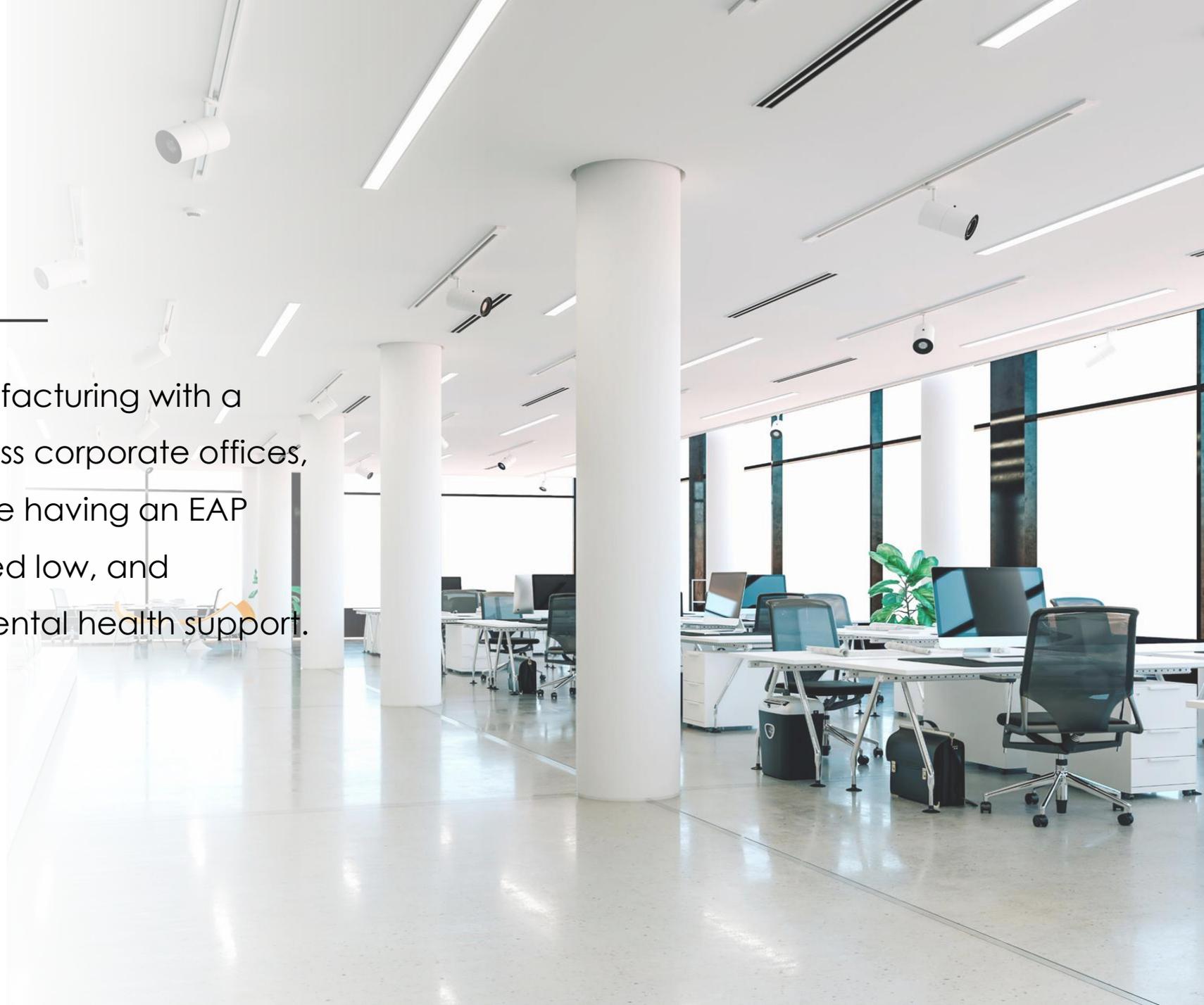


ABOUT SILVER OAK HEALTH

- **Leading EAP provider** in India
- Personalized **AI enabled EAP app** – best in the industry
- **Highest engagement levels** in the industry
- **Affordable EAP solutions** for small and large companies
- Large number of counsellors **PAN India**
- Most **comprehensive EAP program** available in India
- Available for office and factory employees
- Over **630** corporate clients, covering over **3.5 million lives**
- **ISO 27001** certified company

ABOUT CLIENT

The client is a global leader in manufacturing with a over 26,000 employees in India across corporate offices, factories, and field locations. Despite having an EAP provider in place, utilization remained low, and employees were hesitant to seek mental health support.



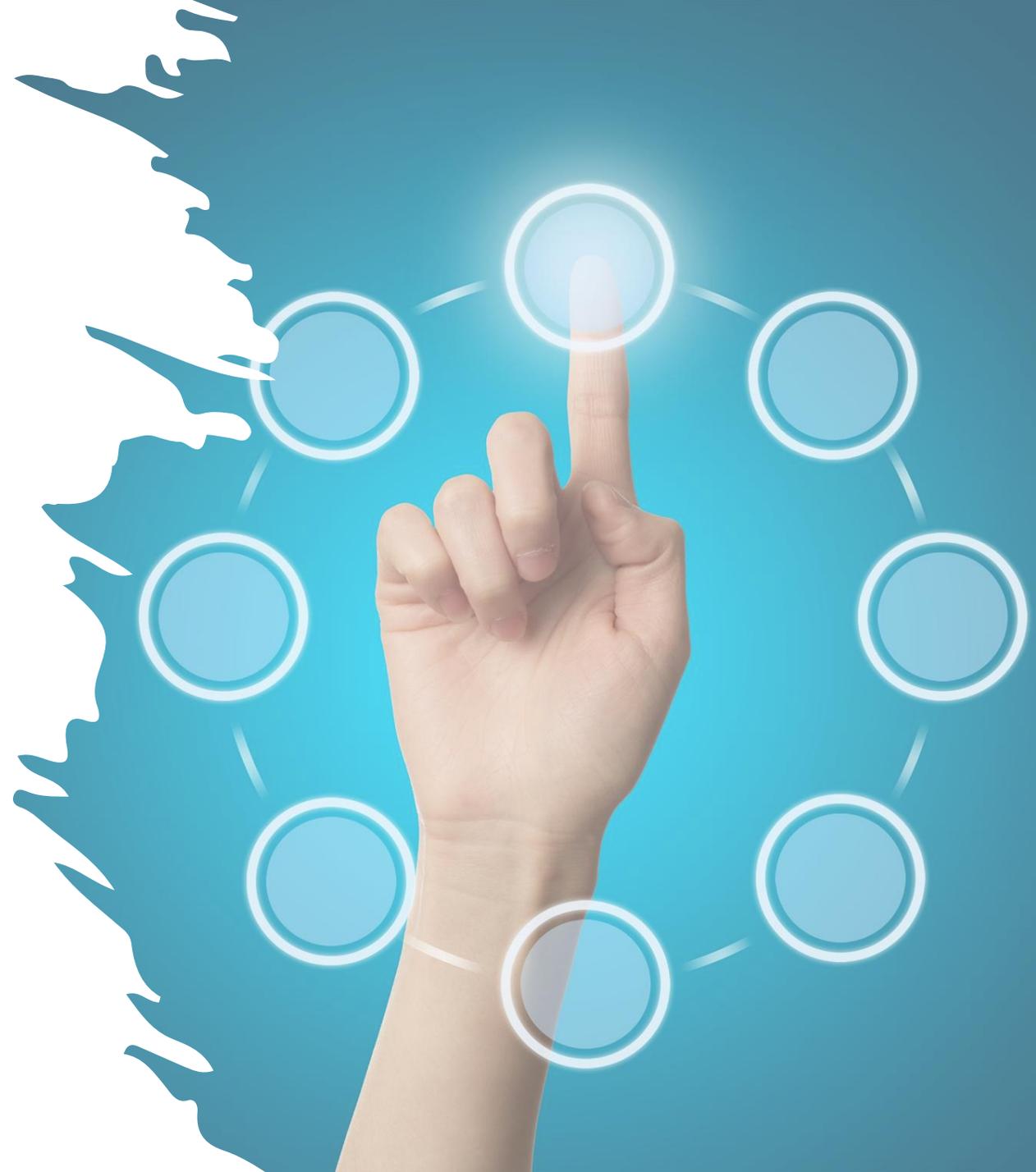
PROBLEM STATEMENT

- **Low EAP utilization** due to stigma associated with mental health support
- **Lack of onsite visibility** and awareness of mental health programs across locations
- **Limited crisis support** from the previous EAP partner
- **Minimal leadership involvement** in promoting EAP services



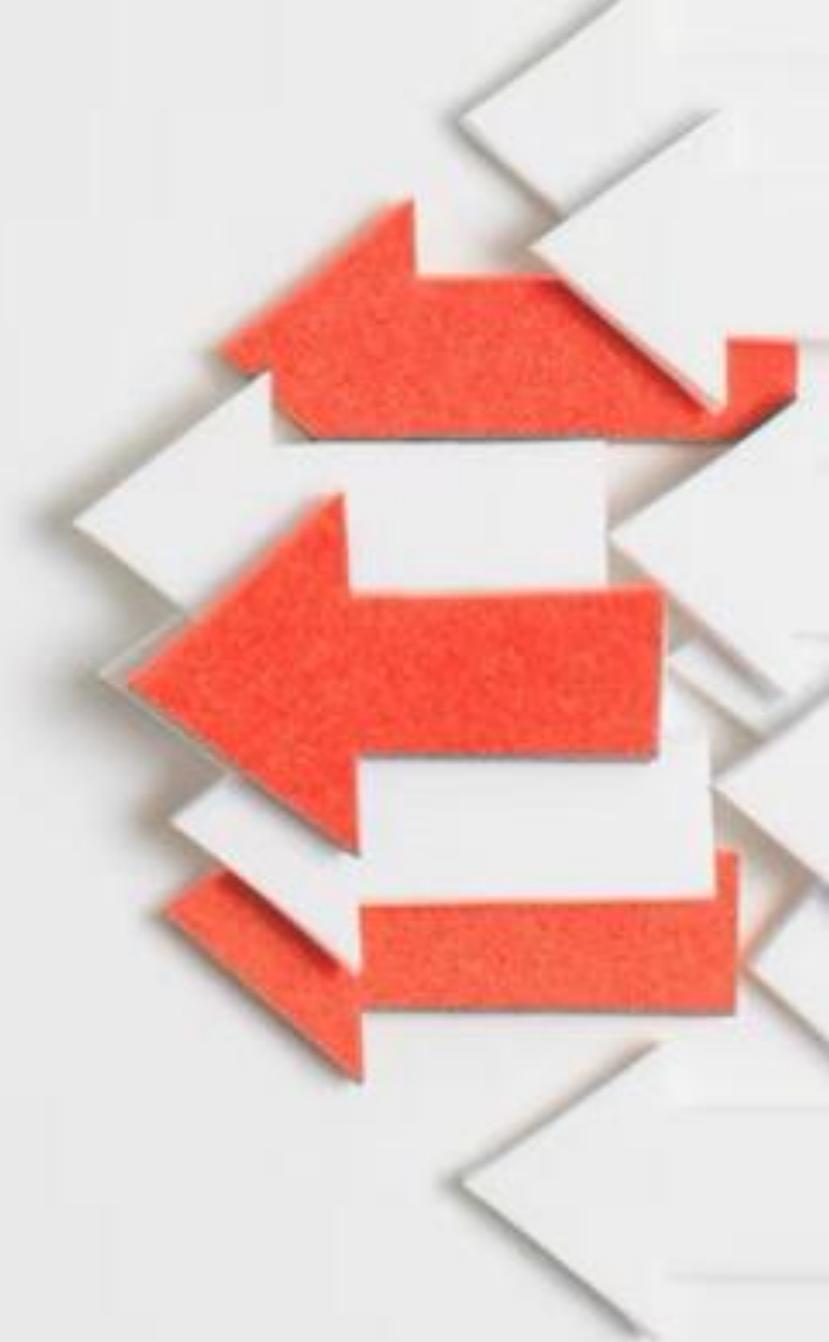
SILVER OAK HEALTH'S INTERVENTIONS

1. Manager Sensitization Program (MSP)
2. Onsite counselling at factories
3. First Responder Training (FRT)
4. Wellbeing Champions Initiative
5. Wellness Kiosks at offices and factories
6. Safety Guardians Initiative



OUTCOMES & IMPACT

- **140% increase** in counseling sessions from Year 1 to Year 3
- **127% growth** in EAP portal/app logins
- **5X higher utilization** of EAP services compared to industry benchmarks
- **Introduction of** onsite counseling across corporate offices and factories
- **4,000+ employees** attended face-to-face awareness sessions
- **Manager Sensitization Program (MSP)** resulted in a 100% increase in EAP usage within a year
- **23 Wellness Kiosks installed**, significantly improving access to mental health resources
- **National recognition** for outstanding employee wellbeing initiatives



KEY SUCCESS FACTORS

- **Leadership Buy-In & Engagement:** Senior leadership actively participated in wellness programs, fostering a supportive environment
- **Customized, Multi-Channel Awareness Efforts:** Print, digital, and in-person campaigns ensured widespread participation
- **Scalability & Accessibility:** Programs were implemented across multiple locations to reach all employees
- **Innovative Engagement Strategies:** Hands-on training, interactive kiosks, and on-the-ground wellness champions drove adoption.
- **Data-Driven Approach:** Regular tracking and feedback loops enabled continuous program refinement



CONCLUSION

This case study underscores the power of a well-structured EAP in transforming workplace wellness. Silver Oak Health's tailored, multi-faceted approach, combined with strong corporate leadership support, has led to a cultural shift in mental health awareness and access.

As the partnership continues, the focus remains on expanding access, improving engagement, and fostering a long-term culture of wellbeing for all employees.





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