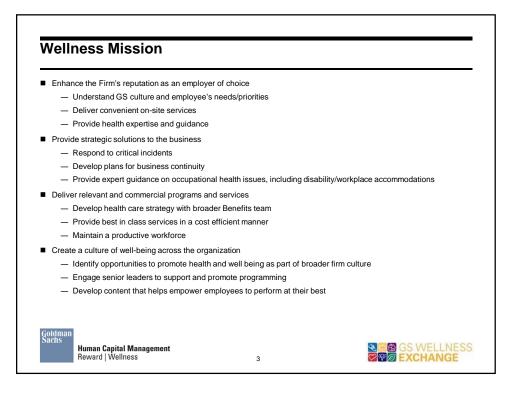
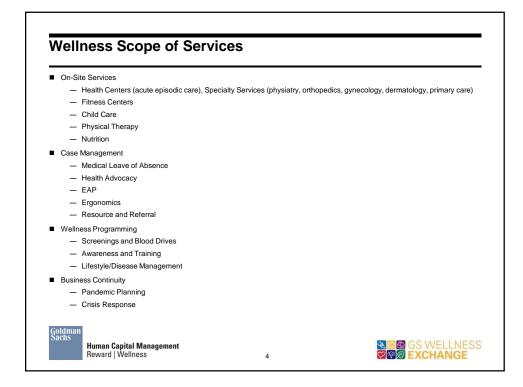
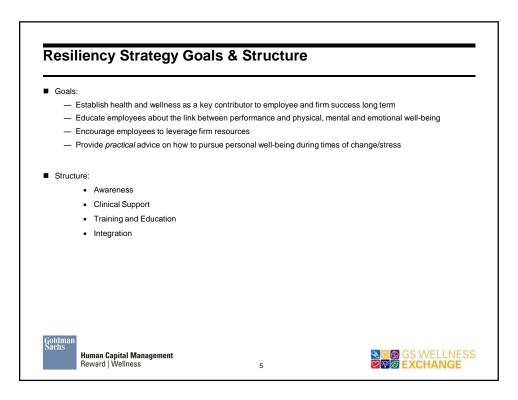


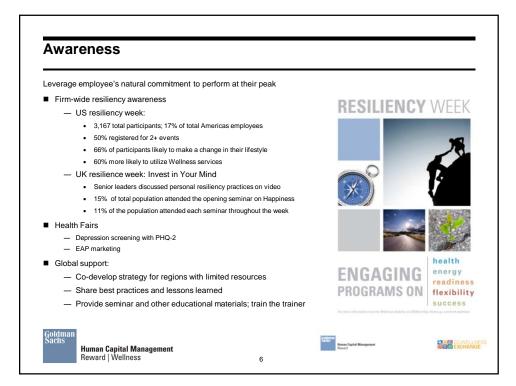
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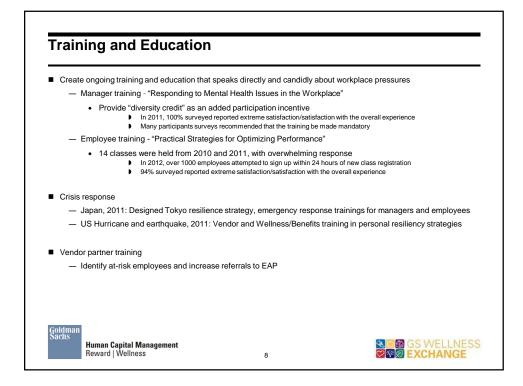


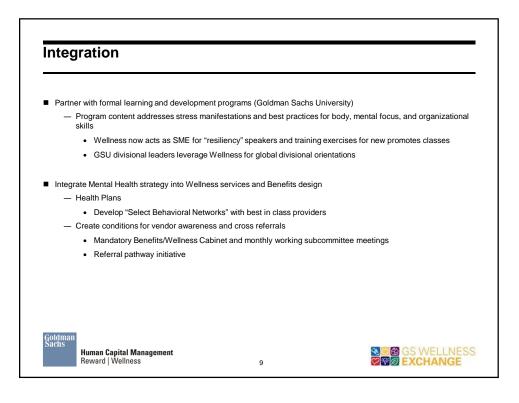






First Steps:	
<ul> <li>Changed success</li> </ul>	d the EAP model from off-site passive, under utilized program to one that is integral to business strategy and
— Hir	re experienced counselors who maintain confidentiality and raise profile of services
•	<ul> <li>Develop reputation as qualified counselors who understand Goldman Sachs culture</li> </ul>
•	<ul> <li>Formalize a management consultation process with the business</li> </ul>
•	<ul> <li>Partner with Employee Relations, Legal, and managers on all sensitive cases</li> </ul>
•	<ul> <li>Integrate with other wellness vendors who identify employees with mental health concerns</li> <li>After 5Q of on-site presence, the clinical caseload increased 75%</li> </ul>
Next Steps:	
	ffices to utilize behavioral health experts rather than medical experts (the firm's patient advocacy program, Cri olutions) for mental health / resiliency services
— US	S now has 2 dedicated LCSWs on-site
— UK	has incorporated a psychologist into their health center
— Co	onsultative support being developed on strategy and program components for global offices
— EA	P footprint expanded for smaller regional offices
Coldman	
Goldman Sachs	





## Lessons Learned and Next steps

- Understand your audience. What is it that they need/want?
- Do not wait for senior management support to begin. Focus on gap areas first
  - Good seminars and awareness events create momentum
  - Provide practical solutions that leverage Wellness program strengths
  - Commit to superior execution, especially with "outside the norm" programming
- Ask for input from departments or divisions with whom you want to create stronger partnerships
- Utilize Disney Magic: periodically place valuable content in the "vault"
   Rotate content to keep it fresh
- Rely on vendors to provide proactive "teaching moments"
- Develop programming to put training/awareness into practice (e.g., meditation classes)
- Leverage resiliency success to deepen discussions about mental health issues
- Help global regions destigmatize mental health and negotiate with EAP vendors for high touch services

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