

A dark blue rectangular banner with a red vertical bar on the left side. The text "WPO UKRAINE SUPPORT UPDATE" is written in white, bold, capital letters.

**WPO
UKRAINE SUPPORT
UPDATE**



WPO's Response to Ukraine Crisis:

A Letter from WPO President and CEO Alan King

WPO employees recently came together to celebrate our organization's 40th anniversary. It was a moment of genuine happiness and pride - a milestone that spoke to the effort and hard work of every person who has ever made WPO a home at some point in their lives. WPO employees are coming together once again, but this time for a very different reason - something not to celebrate, but rather to mourn - something that challenges all of us to rise to the occasion on behalf of our members, clients, and for each other. WPO has come together to focus its efforts on serving all of those impacted by a crisis that is directly impacting those in Ukraine, but indirectly impacting the entire world.

For much of the world, the horrific scenes being played out across television, computer, and mobile phone screens - while frightening and sad - still feel somewhat disconnected and distant from our own lives. Most watch the carnage in real-time, as bystanders. But at WPO, we are not bystanders - what we are seeing is directly impacting the lives of the more than 400,000 members we support in Ukraine, Russia and Belarus. And once again, as we have done throughout this pandemic ... as we have done through countless natural and manmade disasters ... as we have done in the face of terrorists and other despots - we are being called to action.

Prior to the start of the conflict in Ukraine, WPO created an internal task force to prepare for and manage any related issues.

Here are just some of the steps WPO is taking to ensure that services to our members remain available, uninterrupted, and relevant.

- We prepared our service infrastructure to operate independent of existing resources in either the Ukraine or Russia.
- The Global Services and Network Access teams built and continue to grow, a secondary network of Ukrainian and Russian providers outside of the two countries, who can both support clinical intake, as well as provide clinical sessions and critical incident delivery.
- We are bolstering resources in Poland, Romania, and Hungary to support existing large Ukrainian and Russian ex-pat communities, as well as an expected large population of Ukrainian refugees.
- Rapid Response Critical Incident (RRCI) teams are delivering crisis support and prepared to offer on-going assistance and support - through regular guided discussions.
- The Global Work-life team and Product and Content Management team are closely monitoring information from local and international agencies, anticipating an increased demand for communication and direct assistance for practical needs - the basics of food and shelter.
- The Global Learning Solutions (GLS) team is releasing three webinars, in Ukrainian and Russian, on resilience, on talking to children about painful events, and on helping managers support their employees and themselves in challenging times.
- The GLS team is also working on employee and client roundtables to share the efforts, activities, and best practices of our clients in responding to this situation.

As we did during the pandemic, all WPO written and recorded materials, as well as News for You updates, are being made available universally via WPO's website.

In addition to the resources mentioned above, WPO is taking the following steps to expand and protect access to our services.

- IT, Product, Promotions and Service Delivery departments have worked to extend access to WPO's iCONNECTYOU app - both for counseling support, as well as for mass communication and "I am OK" functionality.
- WPO will release Ukrainian and Russian language access through Whatsapp - ensuring that there will always be a connection to WPO.
- The Data Security team has stepped-up vigilance and protections against cyber-attacks.
- WPO employees have been asked to be especially cautious in identifying and reporting potential malware or phishing emails.

WPO's global account management team has identified all clients with employees in the affected areas, as well as in areas immediately adjacent to the conflict zone. Our account managers are working in tandem with their client contacts to fine-tune the delivery of services to the changing needs and situation on the ground, as well as provide updates on service use, delivery status, and any changes needed in order to adapt to local conditions or the availability of local resources and systems.

As expected, our business development team, as well as those of our reseller clients and brokers, are experiencing a significant increase in the number of requests for new EAP implementations. As we did during the start of the pandemic, WPO is offering access to hotlines and bridge services that allow us to immediately provide in-the-moment and critical support, without negatively impacting our ability to serve existing clients. To build internal capacity, we are expanding the HR recruitment team and partnering with outside recruitment agencies. Our goal is to make sure that we are always a source of help.

In addition to all that is being done on behalf of members and clients, our first obligation is to our own WPO employees. In an effort to support them as they support others, WPO is scheduling virtual critical incident sessions beginning this week, as well as establishing on-going, guided discussion groups facilitated by our own clinical specialists. We are also expanding the WPO Cares program to offer more extensive support for employees with family and friends in the impacted areas; sadly, support that we've already begun to deliver.

In our forty years as a company, we've seen and experienced a lot. We've lived through typhoons, tsunamis, and terrorists; through unrest and insurrection; and through pestilence and plague - both without and with the technological fabric that has shrunk our world and made everything, no matter how far away, as close as the palm of our hand. Yet, through all these different moments and circumstances, the one constant is contained in these simple words - "Thank you for calling Workplace Options. How may I help you?"