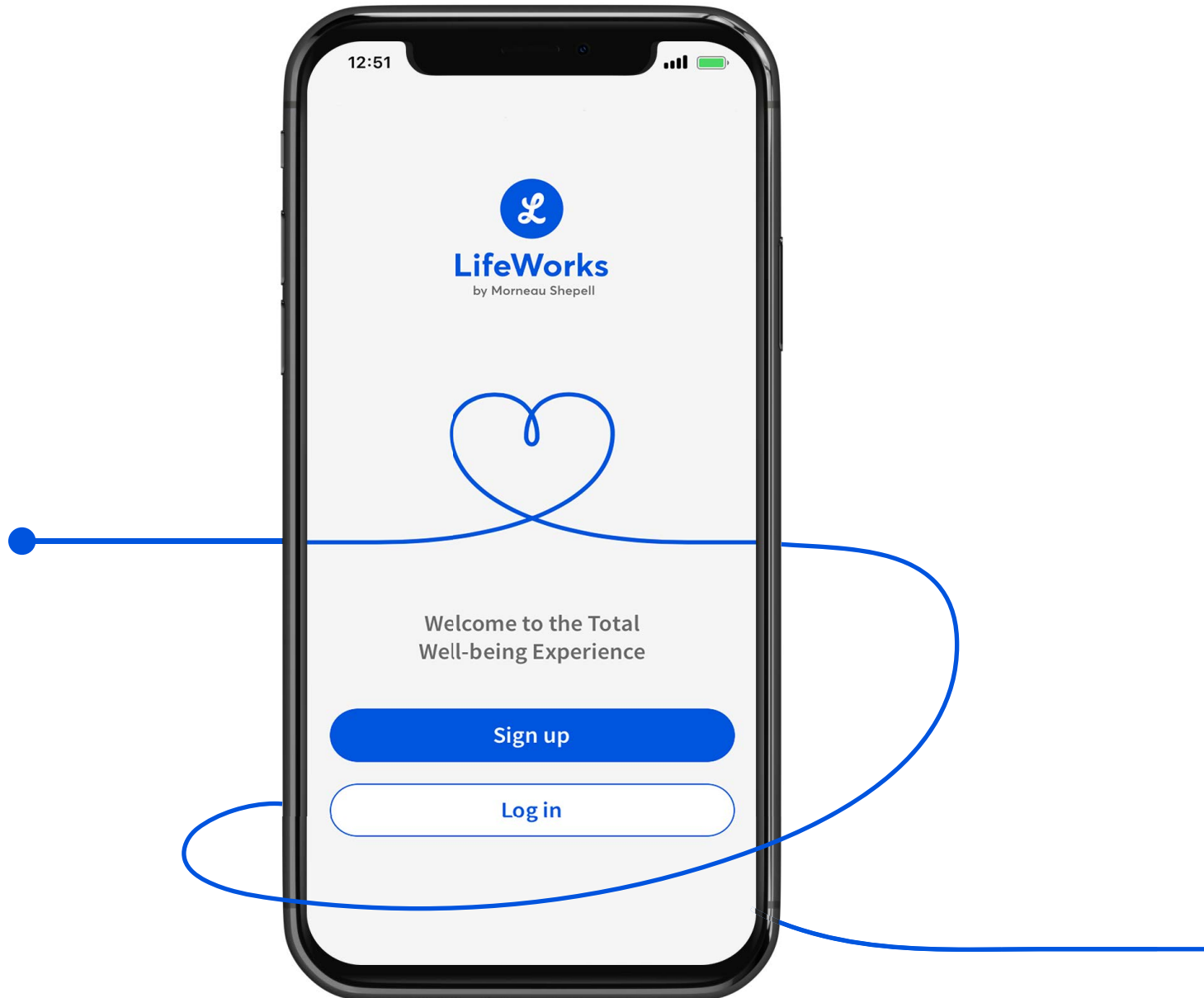


Welcome to Total Well-being



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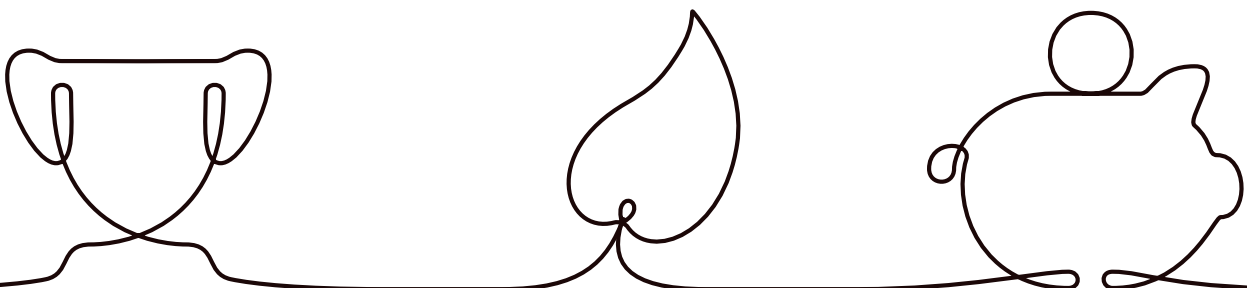
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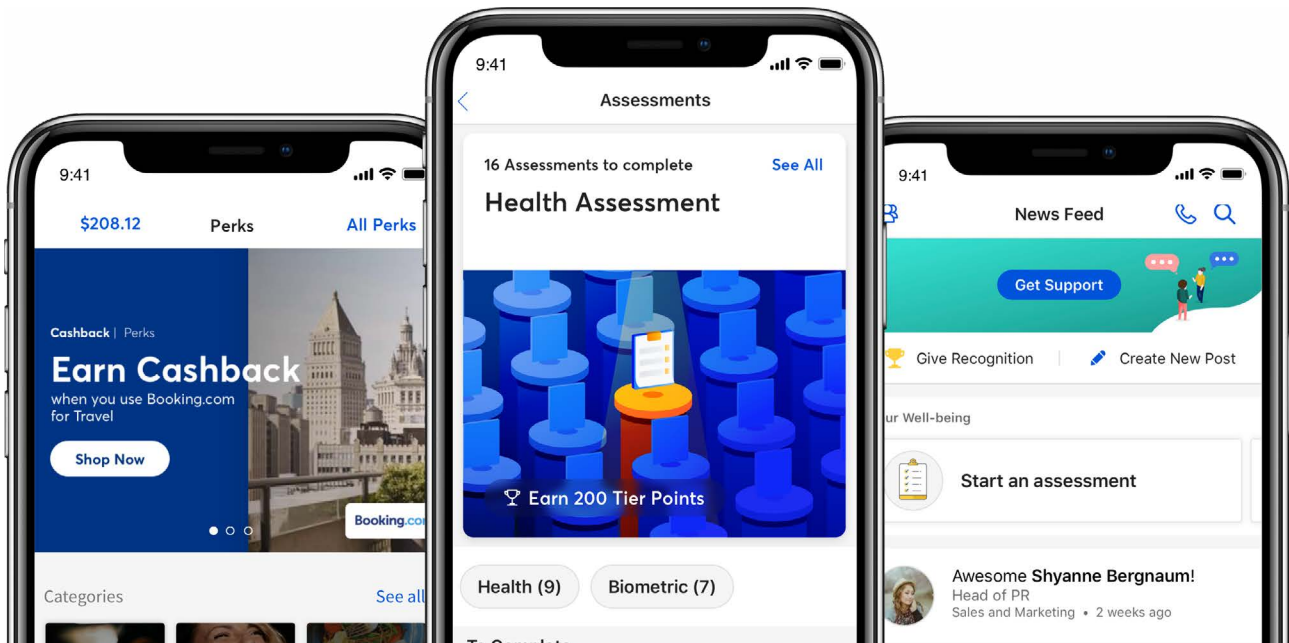
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What is LifeWorks?

LifeWorks is the Total Well-being Solution that employees love to use. LifeWorks supports your mental, physical, financial and social well-being to help you be your best and most productive self.

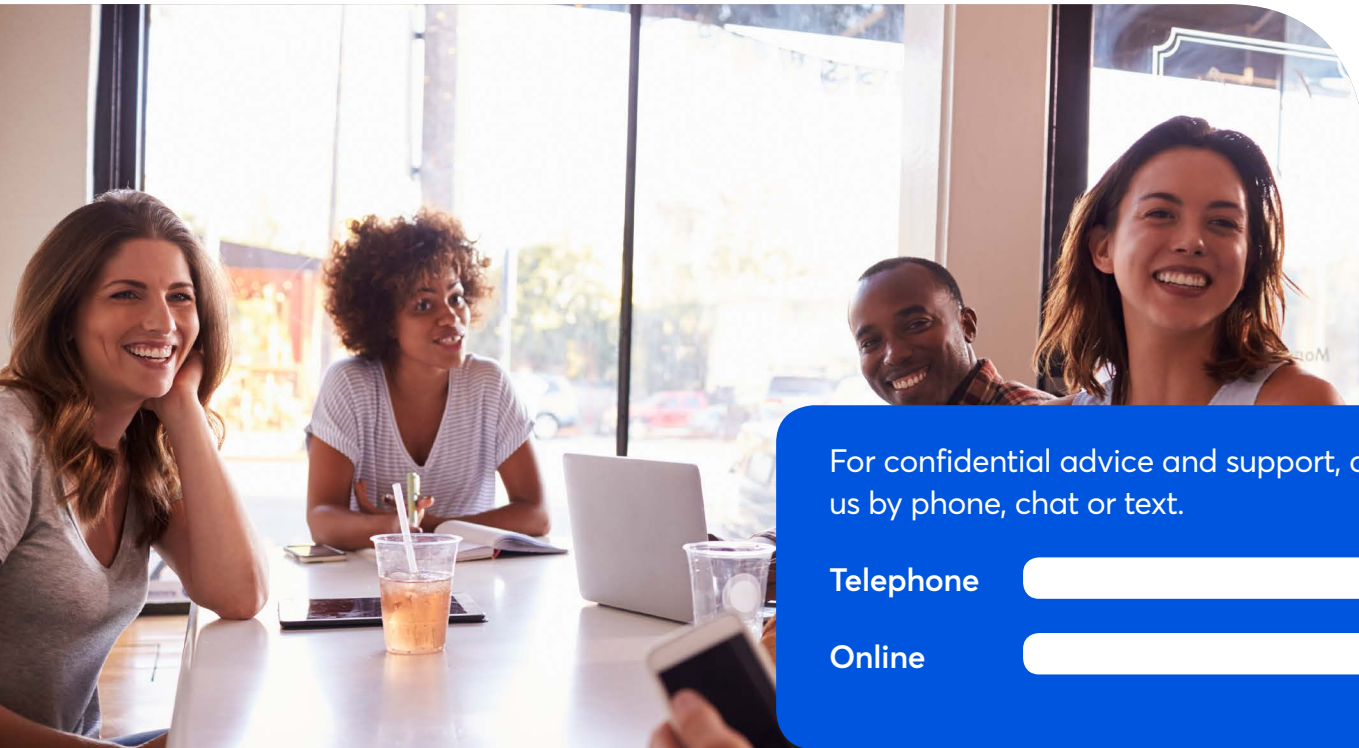
What's more, LifeWorks includes access to a confidential employee assistance program (EAP), perks and savings, your workplace community, as well as a personalized wellness program – all the well-being tools you need to motivate, energize and inspire you to be healthy and happy.

How do I access LifeWorks?

Your administrator will send you information about the sign-up process. Signing up to LifeWorks will be via one of the following methods:

- **By email invitation:** Keep an eye on your inbox for an invitation email from LifeWorks with your unique code to sign up and just follow the steps in the email.
- **By self-sign up:** Either access login.lifeworks.com or download the app from the App Store or Google Play (search for "LifeWorks"). Click on the "Sign up" button and enter your unique employee identifier.
- **By single sign-on:** Single sign-on allows for a more unified account process. Your LifeWorks account details will be linked to an existing core platform determined by your administrator. (For example, this could be an intranet or your benefits platform.) To access LifeWorks, simply log in with your existing core platform credentials.





For confidential advice and support, contact us by phone, chat or text.

Telephone

Online

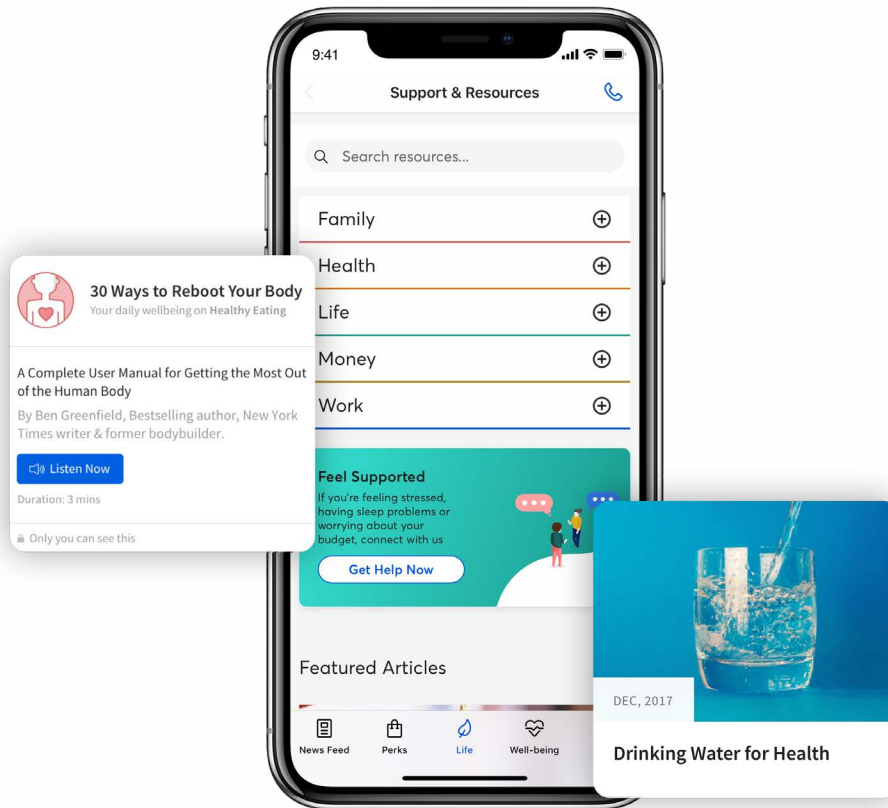
Employee Assistance Program (EAP)

Bounce back from whatever life throws at you.

Life has its ups and downs. But we can help. Whether you have questions about relationships, family problems, stress at work and home, anxiety, financial matters, or health issues, you can turn to LifeWorks for a confidential service you can trust.

How can we help?

- **Any time, anywhere, any way:** LifeWorks is available, 24/7, by phone, online by browser and by mobile app.
- 24/7 access to **professional advisors** for advice, work-life support, and referrals.
- 24/7 access to **counseling by phone** for immediate, short-term support.
- 24/7 access by the mobile app (iOS and Android) and online to **hundreds of articles, recordings, quizzes, e-books, self-assessments, and more.**
- **Referrals to counselors** for short-term telephonic, in-person, live by video, or virtual group counseling, as well as to other specialists such as financial and legal professionals.
- **Best-in-class clinical programs** such as Online Group Counseling, Stress Coach Connects, Enhancing Your Relationships, Fitness Coach Connects, Smoking Cessation, and more.
- **Connections to organizations and agencies** in your community to help you address specific needs.



Online well-being resources to support you.

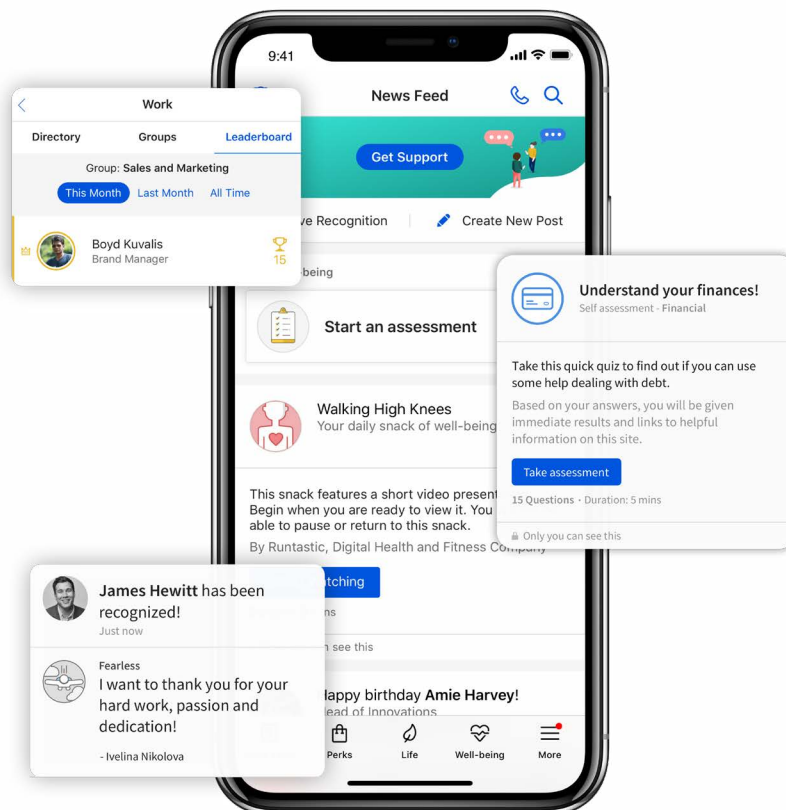
Find answers, fast. We make it easy to look for answers to tough questions. **Browse thousands of articles, toolkits, audio recordings and more,** based on your interests, for tips and tools for everyday life. Produced and reviewed by industry experts and bestselling authors, there's a wealth of well-being content that covers areas related to **Family, Health, Life, Money and Work.**

Simply log in to LifeWorks and visit the **"Life"** section from the menu bar.

Search our clinically verified and trusted:

- Articles
- Toolkits
- Podcasts
- Infographics
- E-books and more

See what's new right away. Articles are also listed under "Featured" and "Recently updated" and a menu of Quick Links displays frequently accessed content and service overviews, so you'll always see what's new, first.



News Feed

The News Feed acts like your organization's own online communication tool and information delivery system. It's your destination for news and updates, as well as personalized, "snackable" well-being content.

Celebrate moments of success.

Check your News Feed regularly for corporate posts with company news and updates from your CEO, management and HR.

Recognize great work.

Give well-deserved recognition to colleagues, re-recognize, like comments and posts, and more.

Discover well-being content that fits your lifestyle. Choose topics (**Body, Mind, Personal Finances, Relationships and Work**) to receive personalized, daily bite-sized articles, videos and podcasts.



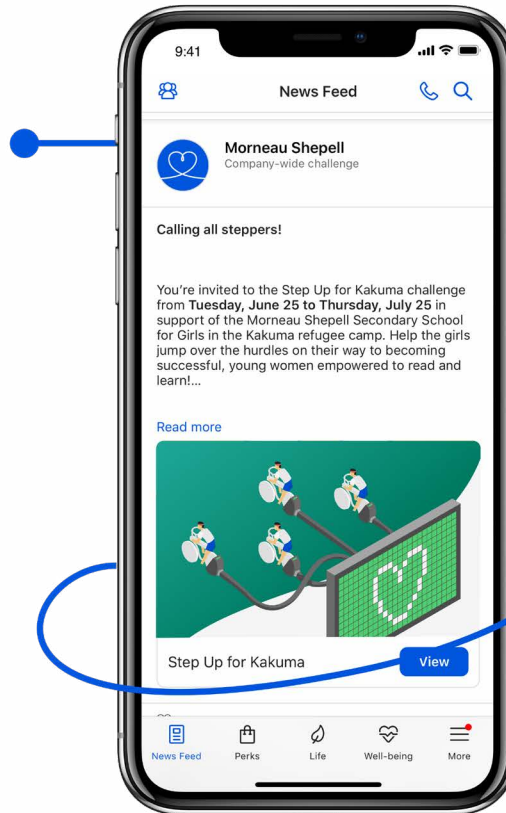
Tip: To find your colleagues or to track who's leading the recognitions, check "Colleague Directory" and "Leaderboard" under "Work" at the bottom right of the app screen.

Colleague Directory.

Access you and your colleagues' profiles, including roles and contact details, and text, email or call each other directly.

Leaderboard.

See who's leading by example in your work community around team- and company-wide initiatives.



News Feed (continued)

Corporate Challenges.

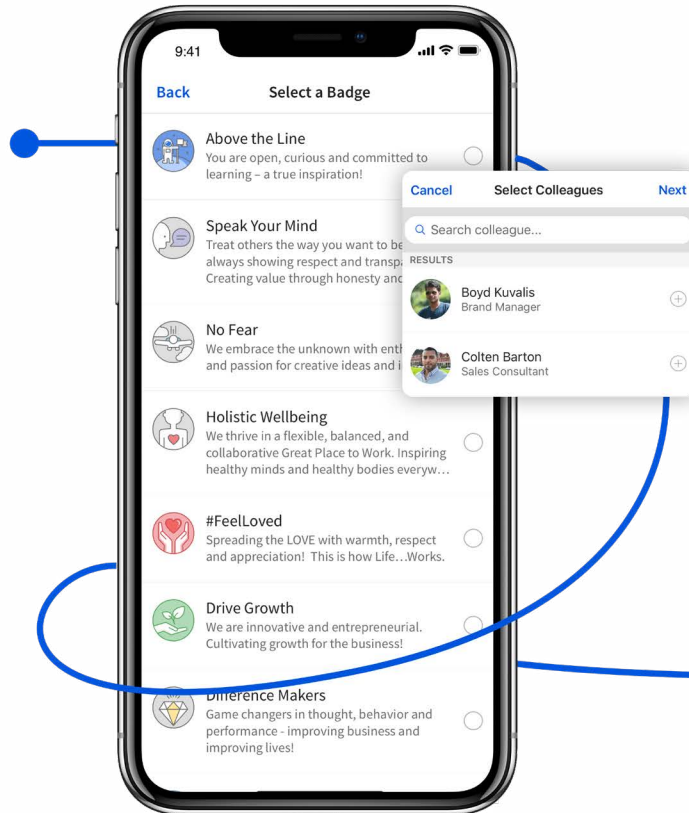
Corporate Challenges motivate everyone involved with a bit of healthy competition and fun. The challenges may involve competing as an individual, or as a part of a team.

Health Risk Assessments

A simple set of questionnaires featuring a variety of health, biometric and lifestyle question sets. Each one taking just a couple of minutes to complete.



**LifeWorks introduction
and News Feed explained**



Recognition

Make everyone aware of the great job your teammates are doing! Recognition is all about acknowledging the hard work and accomplishments of your team, your colleagues and your managers.



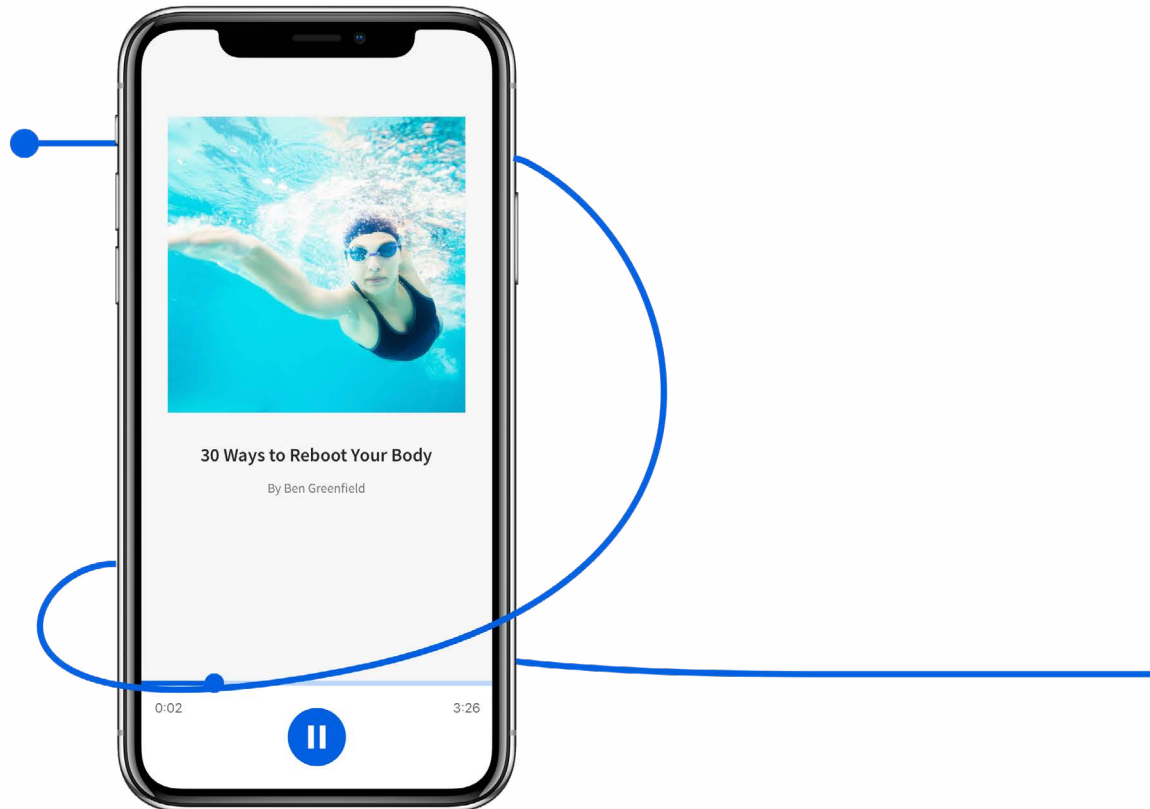
Tip: You can see all the recognition you have received when you go on your Profile.

How does Recognition work?

1. **Select the colleague (or colleagues)** you want to recognize directly from the News Feed by name, or by choosing them from the Colleague Directory.
2. **Pick the best badge** for your recognition and add your message. The badges represent your organization's core values.
3. **Want to be a bit creative?** Select "Add image" and go GIF-crazy!
4. **Hit "Post"** and see the recognition celebrated on the News Feed.



**LifeWorks Peer
Recognition explained**



Snackable Well-being

Personalized and trusted daily “bite-sized” content that only takes just minutes to consume! Delivered directly through the News Feed, you can access articles, podcasts and videos from experts across **Body, Mind, Personal Finances, Relationships** and **Work**. Your Snackable Well-being topics are confidential and visible only to you.

How do I choose my Snackable Well-being topics?

You will be asked to customize your well-being during the first time you sign up.

To change your topics:

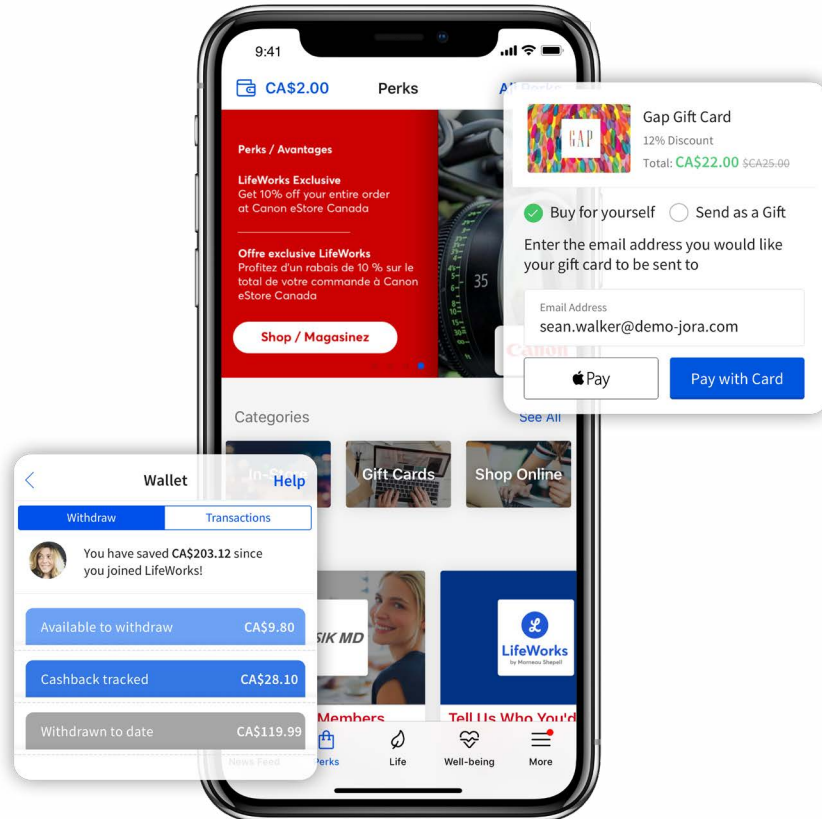
Desktop: Go into “Settings” at the top right of the screen, then scroll to “Snackable Well-being” to access topics.

Mobile: Select “More” at the bottom right of the screen, and then the Cog icon in the top right to access “Settings.” Scroll to “Well-being,” then select “Snackable Topics” to quickly and easily change main topic areas and subcategories.



Tip:

Every time you consume a “content snack,” you can let us know if you found the session helpful. If you loved it, press **Thumbs Up**; if you didn’t like it, press **Thumbs Down**.



Perks & Savings

Save money on daily purchases and the important things in life!

Planning a family vacation, doing some holiday shopping, or moving?

Our exclusive Perks can help you save in every area of your life, and make your money go further.

Just select "Perks" in the menu bar.



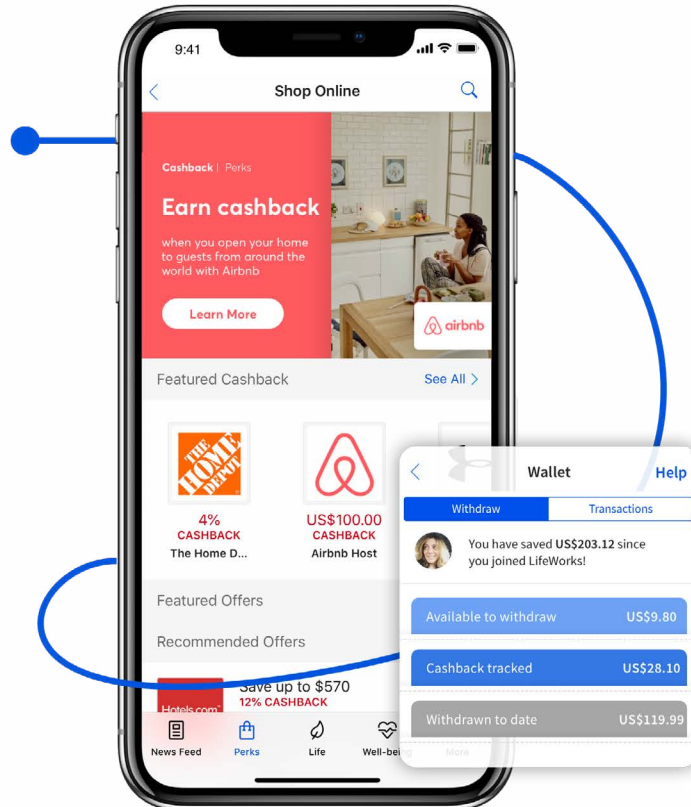
Here you'll find:

- Shop Online with Cashback
- Discounted Digital Gift Cards
- In-Store Deals
- Exclusive Offers

Take a look around and enjoy having savings power in your pocket, around the clock and in one place!



LifeWorks Perks & Benefits explained



Shop Online with Cashback

Get cashback every time you shop online through LifeWorks! Browse hundreds of offers on LifeWorks and follow our exclusive links to earn cashback on your purchases.

How does cashback work?

1. Go to "Perks" in the menu bar and browse our featured "Shop Online" section. You can also look for a retailer via the Categories section or the Search Bar at the top of the page.
2. See how much you can save with your purchase and select "Shop Now" to visit the retailer's website and make a purchase.
3. You'll receive your cashback credited to your personal, digital LifeWorks wallet, along with a record of all the purchases you've made on the platform.

Good to know:

1. When the amount in your LifeWorks Wallet exceeds \$5, you can transfer it to your PayPal

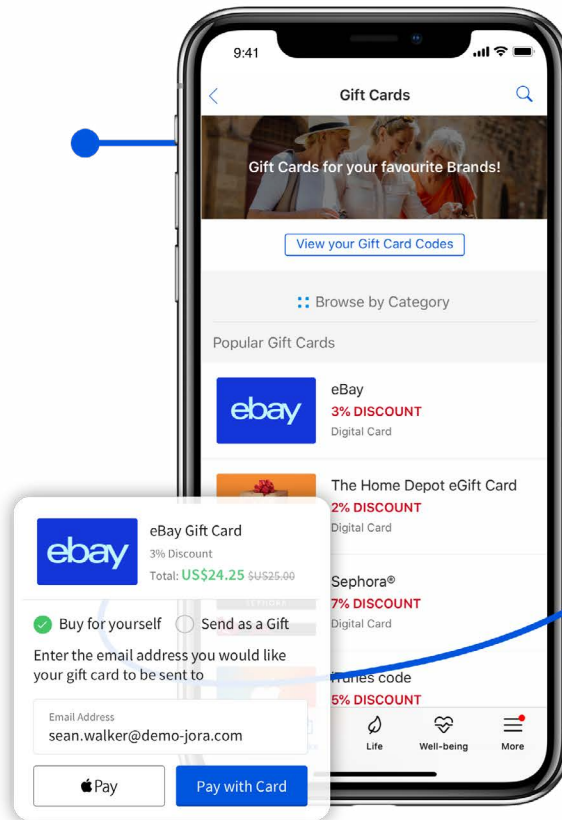
account. Don't worry, the first time you choose to withdraw you will be asked to link to your PayPal account.

2. Once you've completed a transaction, depending on the retailer, it can take up to 14 days for your cashback to appear in your Wallet as "Tracked". In most cases, this shouldn't take more than five days.
3. Depending on the retailer's return policy, it can take up to 60 days to be confirmed as "Available to withdraw".



Tip:

When you make a purchase, don't refresh the page or navigate away because the cashback trail will be broken – if this happens you will need to go back to the link and start over.



Discounted Digital Gift Cards

Our Gift Cards are **digital and instant**, giving you on-the-spot access to discounts **whenever you need them, and wherever you are!**



How do Discounted Digital Gift Cards work?

1. Go to "Perks" in the menu bar and browse our featured "Gift Cards" section. You can also look for a gift card via the Categories section or the Search Bar at the top of the page.
2. Select the gift card you want and enter the gift card amount you want. You can instantly see the gift card value versus the amount you actually pay.
3. When you're ready, confirm your email address, enter your payment information and save your payment details securely for your next purchases.
4. Select "Buy now" and review the confirmation page. LifeWorks will send a redemption code to the email address you provide us, and we'll also store it in the "Codes" section of the app (just for you).

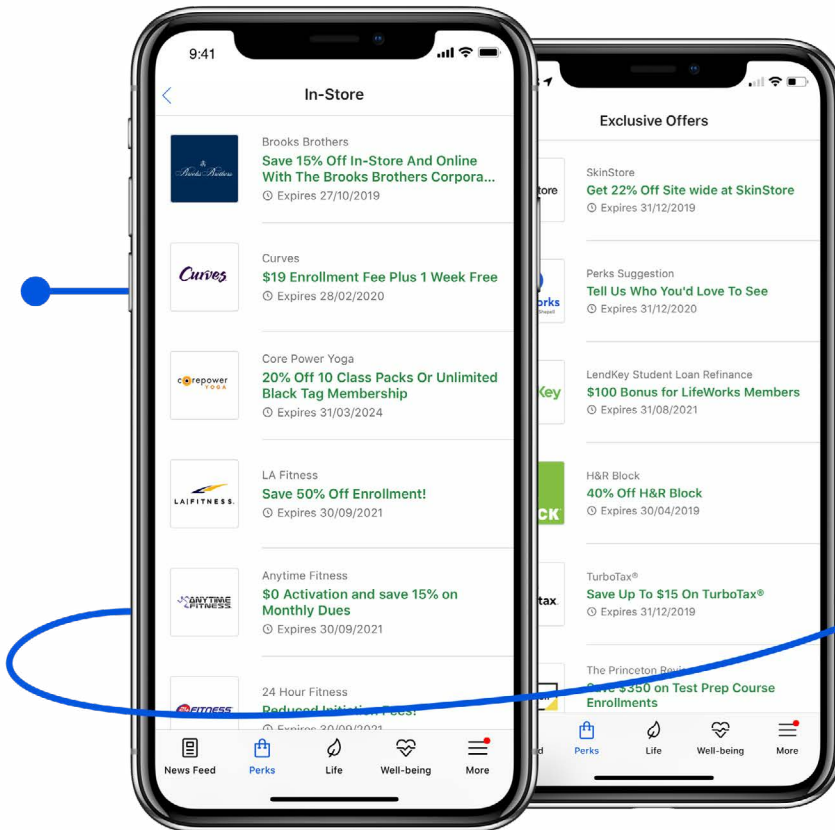
Tips:

Did you know you can also use **Apple Pay** or **Google Pay** to purchase your discounted gift cards?

Discounted gift cards can also work on most retailers' websites. Simply enter the gift card code at checkout to pay for your purchases.

Need a quick and easy personalized gift?

Immediately send a gift card to friends and family to celebrate their birthday or milestone.



Exclusive Offers

Our exclusive online offers are deals made just for LifeWorks members like you and deliver big savings through online coupon codes.

Discover 130+ exclusive employee offers (and growing) from market-leading brands and save on everyday spend such as car buying, fitness and nutrition, days out, home finances, travel, and key life events.

How do Exclusive Offers work?

1. Go to "Perks" in the menu bar and browse our featured "Exclusive Offers" section. You can also look for an offer via the Search Bar at the top of the page.
2. See how much you can save with your offer of choice and select "Visit Website" to visit the retailer's website and make a purchase. If there is a coupon code, simply copy and paste the coupon code at checkout and your discount will automatically be applied.



Tips:

Request a merchant. Tell us about a retailer you'd love to save with, and we'll try our best to secure an exclusive offer for you.

Ask your employer to add any of your directly-sourced employee offers to the LifeWorks Perks & Savings.

In-Store Offers

Our In-Store Offers include exclusive deals and discounts on in-store purchases.

How do In-store Offers work?

Browse offers in the "In-Store Offers" section under Perks, all listed by retailer. Select the offer that interests you to access redemption details.



Wellness

All the tools you need to reach your health and fitness goals.

Are you trying to find ways to take better care of your health? LifeWorks Wellness is a fully-integrated set of tools, health assessments, challenges, and rewards to help you make positive lifestyle changes.

Wellness can help you be healthier and happier with:

Health Assessments, easy-to-complete topical questionnaires and biometric question sets to help you understand your health risks and make informed decisions through personalized recommendations, tips and resources.

Personal & Corporate Challenges designed to boost your motivation, and establish new habits that support you feeling your best!

Participation-driven Rewards & Incentives unlocked by completing well-being activities, earning points and moving up reward tiers.

Using the Well-Being Hub

The Hub gives you an outstanding discovery experience for well-being features on the platform by highlighting them in their own section within the Wellness program mobile and web apps.

Here's how you can get to the hub:

Web app:

- **News Feed** – within the top navigation

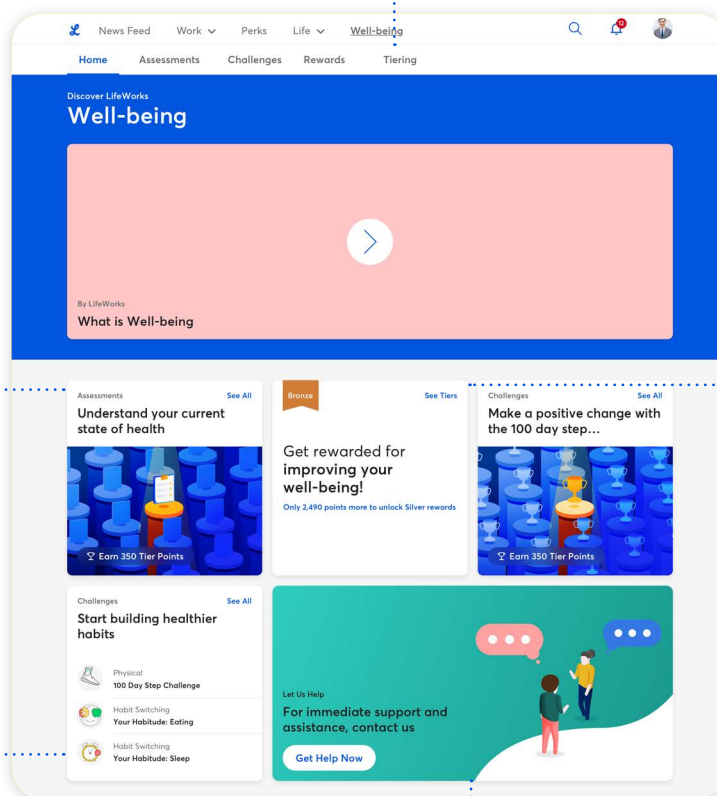
By mobile app:

- **Bottom Menu bar** - next to the "more" button near the bottom right corner of the screen.

What is on the Well-being Hub page?

Added links

to each of the sections for Well-being features (Assessments, Challenges, Rewards and Tiering) so that you can easily navigate to the dedicated home pages of each of these features.



Assessment Cards

- The ability for you to see **Promoted Assessments** (Individual, Financial or a Health Risk Assessment), in a Non-started, In-progress or Completed state.

Tiering & Rewards Cards

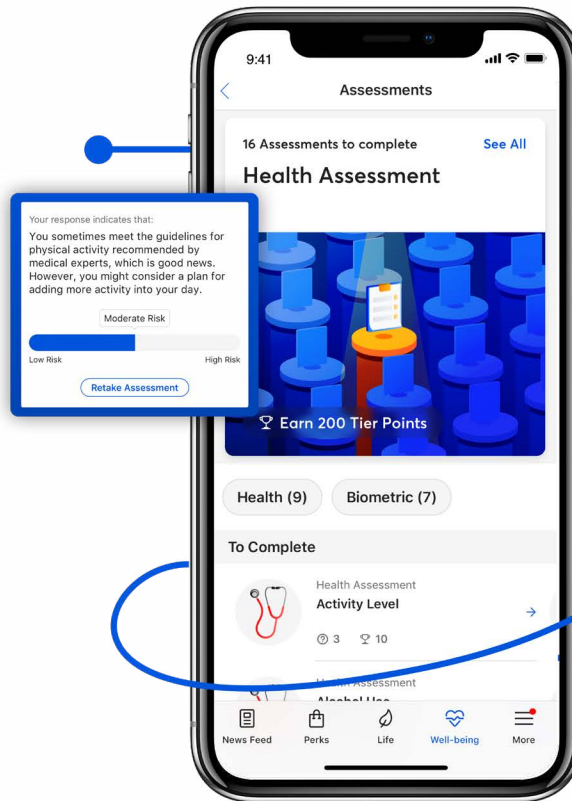
- The ability for you to see your current tier status and link to Tier Rewards that you can access.

Challenge Cards

- A list of challenges for you to opt into.
- The ability for you to see any Promoted Challenges so that you can join.
- Once you have joined a challenge, you will be able to view your progress.

Access to Support and Resources

- You can easily navigate to access to chat and the numbers to contact for assistance.



Health Assessments

Want to evaluate your health risks?

LifeWorks Health Assessments are a series of questionnaires that give you an overview of your current health. After completing an assessment, you will see your risk factor and support options to improve your health.

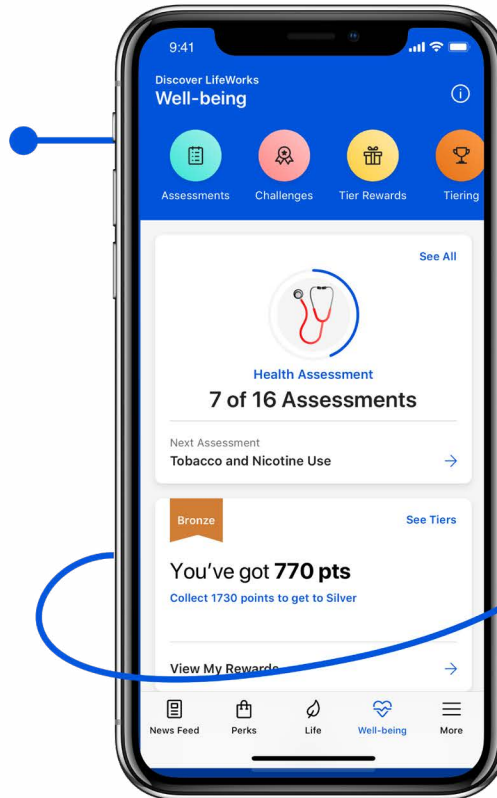
How does it work?

1. **Understand your current state of health across key areas** with quick health assessment questionnaires that take only a couple of minutes to complete each. Get immediate feedback on your level of risk and see "What you are doing well", "Areas for improvement" and "Suggested resources".
2. **Improve your health with personalized well-being content**, tips and snackable content based on the results of your assessment - whether you're thinking about setting new health goals like quitting smoking, improving your diet, or wanting to incorporate more physical activity in your daily routine.

3. **Take action** by joining corporate and personal challenges that support you in taking "baby steps" toward meaningful changes in your life. Interested in a step challenge? LifeWorks syncs with your smart fitness tracker!
4. **Unlock rewards** for making meaningful progress toward your daily and long-term health goals.
5. **View your progress** at any time in the "View Results". Take the assessments as often as you like to measure your progress.



LifeWorks Health Assessments explained



Promoted Health Assessments (Corporate)

Your employer/organization may also choose to promote completion of all, some, or just one of the Health Assessments during a specified time period.

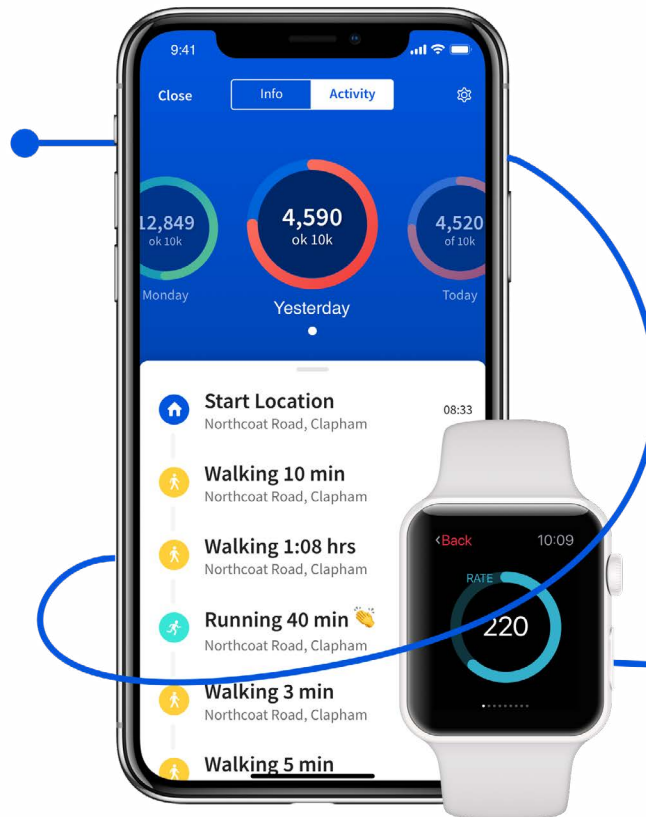
The goal of this approach is to measure workforce risks at a particular point in time, and to develop targeted wellness strategies that make sense for your organization. Your results are still confidential, and anonymous, meaning that no one in your organization will know your individual results.

How to access Health Assessments:

- **Web app:** Log in to the platform, click "Well-being" in the top-line menu and select "Assessments."
- **By mobile app:** Log in to the app, tap "Well-being" from the bottom menu, then "Assessments."

Watch your News Feed for information about promoted Assessments.

NOTE: Health Assessments are for adults between the ages of 18 and 65. The questionnaires are intended for educational purposes only and should not be used as a substitute for professional medical advice, diagnosis, treatment, or care.



Well-being Challenges Overview

Personal Challenges

Everyone's approach to health is different. That's why we created a set of personal challenges that work seamlessly within the app.

How do Personal Challenges work?

These are challenges that you select and complete **on your own at any time**.

Always available. They are not dependent on whether your organization has pushed a formal company-wide challenge.

For you and just you. No public leaderboards comparing your effort to others within your organization. It is you against... yourself!

Pick challenges that interest you and complete them **whenever, and from wherever you are**.

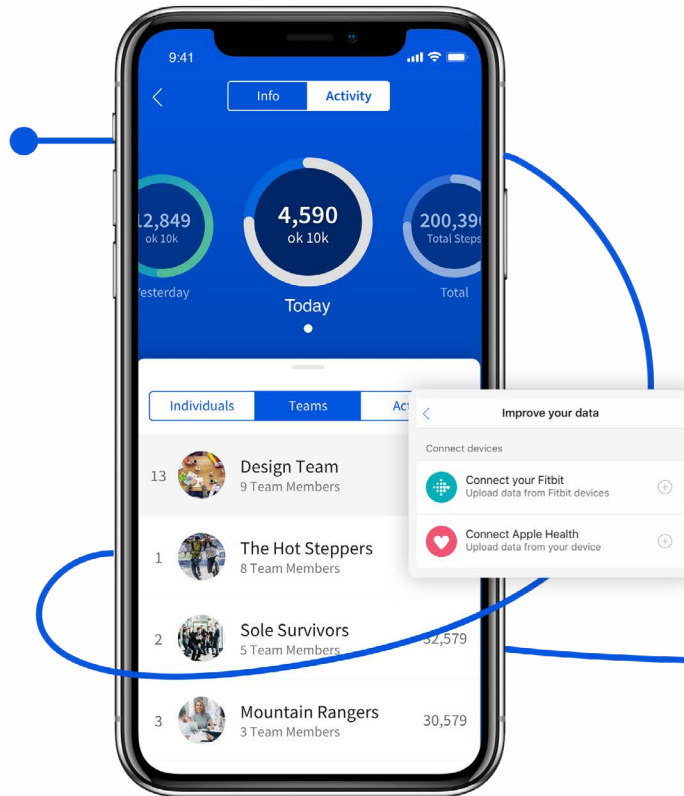
Simply log in to LifeWorks to launch a Personal Challenge at any time.

Corporate Challenges

Designed for groups, Corporate Challenges motivate everyone involved with a bit of healthy competition and fun. They help to build a culture of wellness and create a support system amongst you and your colleagues.

How do Corporate Challenges work?

- **Your employer will select a challenge** for your whole organization to participate in together, individually or in teams.
- They will then **promote and introduce the challenge to everyone** in your organization. Watch your News Feed for announcements on upcoming Challenges.
- There will be a **set timeframe for the challenge — a specific period of time** in which you are invited to join and begin actively working toward the goal. Don't miss out!



Corporate Challenges (continued)

How to Access Well-being Challenges

- **Web app:** Log in to the platform, click "Well-being" in the top-line menu and select "Challenges."
- **Mobile app:** Log in to the app, tap "Well-being" from the bottom menu, then "Challenges."

Every time you complete a Corporate Challenge, you'll earn points towards our Tier Rewards. The more you complete, the more you'll earn!

Follow these steps if your challenge is tracked through the app or by wearable technology (such as the steps challenge). Some challenges are manually reported and don't require action on this screen.

- 1) Allow our app to connect to your health center, then carry your smartphone with you at all times.
- 2) Sync a Fitbit to the Challenge by clicking "Connect to Fitbit."
- 3) For all other wearable devices, as long as you've linked your device to your smartphone's health center, you're ready to go!

Keep in mind: Corporate Challenges are not anonymous. Your name and participation statistics are available for all participants to see in the Leaderboard.

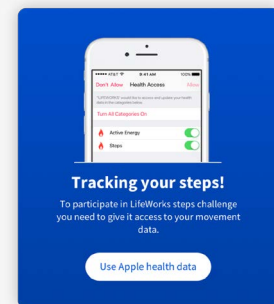
If you want to improve your health and well-being at your own pace and with privacy in mind, consider doing a Personal Challenge!



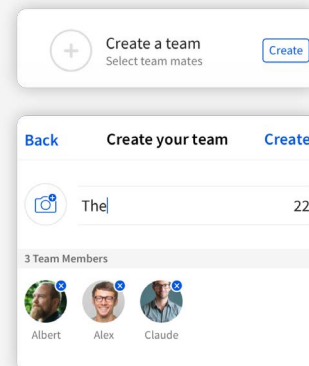
LifeWorks Wellness
Challenges explained

How to Join and Create a Team:

- On the Challenge page, click on "Join Now"
- Click on "Join Company Challenge."
- If your challenge is tracked through the app or by wearable technology (such as the steps challenge), then you can select the mode for validation. Some challenges are manually reported and don't require action on this screen.



- Click "Create" to create a new team.
- Create your team name or click on the team name you'd like to join.

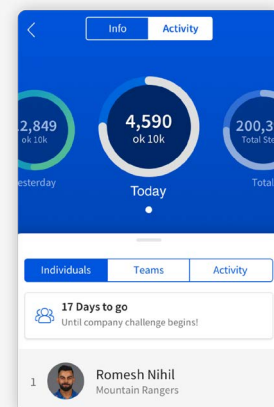


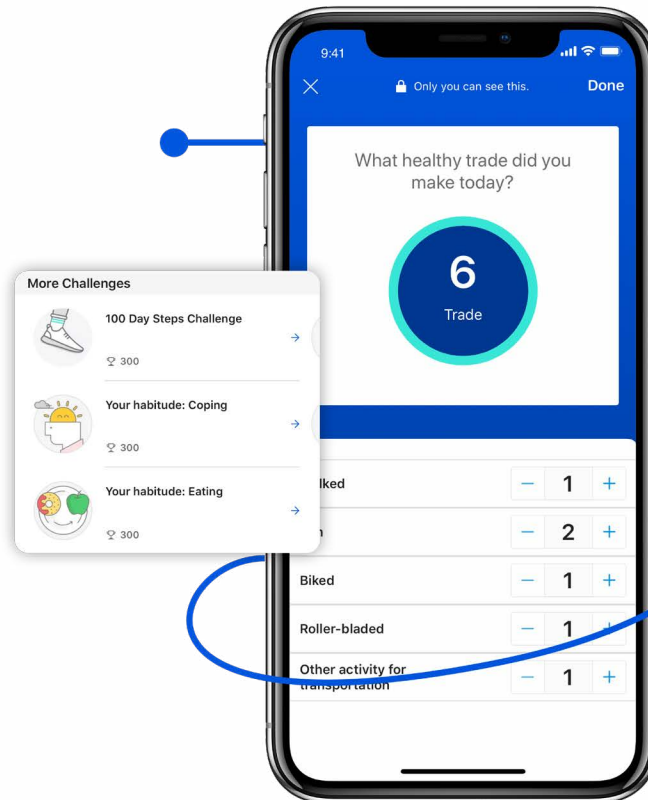
- Start viewing your activity on the leaderboard!

How do we calculate the leaderboard rankings?

We take the total number of steps per team, and we divide it by the number of people in the team.

Watch your News Feed for information about promoted Challenges





Habit Changing Challenges

We all have habits that we would like to change – drinking too much soda, staying up too late every night causing us to feel sleepy during the day, eating too much processed food or skipping meals when we're busy.

Our habit-changing challenges are about choosing, experimenting and then practicing healthier ways of doing things. Start working toward breaking habits that don't support good health, while **forming new habits to help you feel your best!**

What's the goal?

Focus on one or two habits that you want to change. Make trades for healthier habits and try to maintain the change for one month.

How does it work?

1. • **Web app:** Log in to the platform, click "Well-being" in the top-line menu and select "Challenges."

- **Mobile app:** Log in to the app, tap "Well-being" from the bottom menu, then "Challenges."

2. Choose your theme of interest and "Join" to view more about the challenge and the goal.
3. Select "Join Challenge" to get started.
4. View the list of everyday habits associated with that well-being area and read more about each one using the down arrow next to it.
5. Choose one or two habits you want to change over the course of the challenge (28 days).

Don't forget to log your improvements every time you make a change to **track your daily habit progression!**

Spotlight feature: 100-Day Steps Challenge

Keeping your body in motion throughout the day – limiting your sedentary time – is proven to be one of the best things you can do to support good physical health.

The goal of this Personal Challenge is to aim for 10,000 steps a day, adding up to one million steps over the course of 100 days!

Since this Challenge requires access to a smartphone's health center for step tracking (Apple Health Center, GoogleFit or Fitbit), you must join the challenge by mobile app.

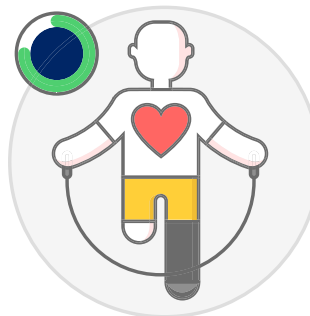
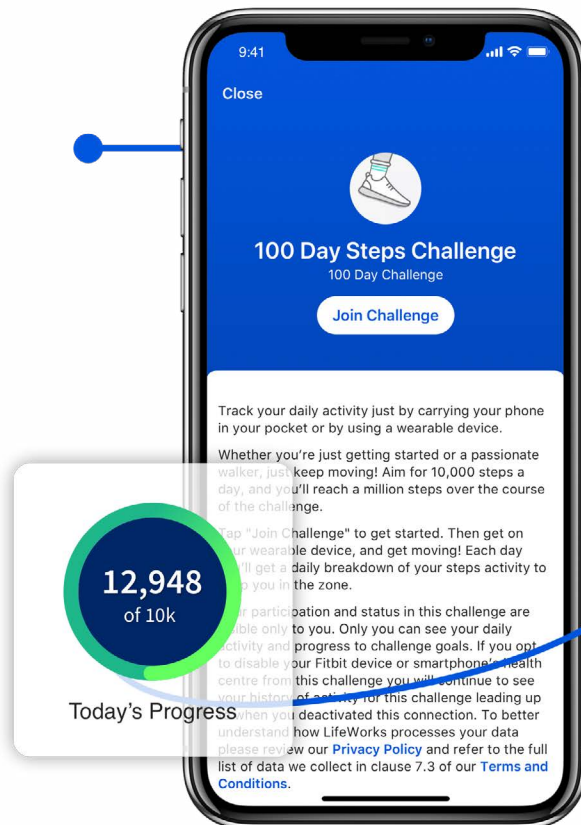
There are three ways to count your steps (for the 100-day and corporate step challenges):

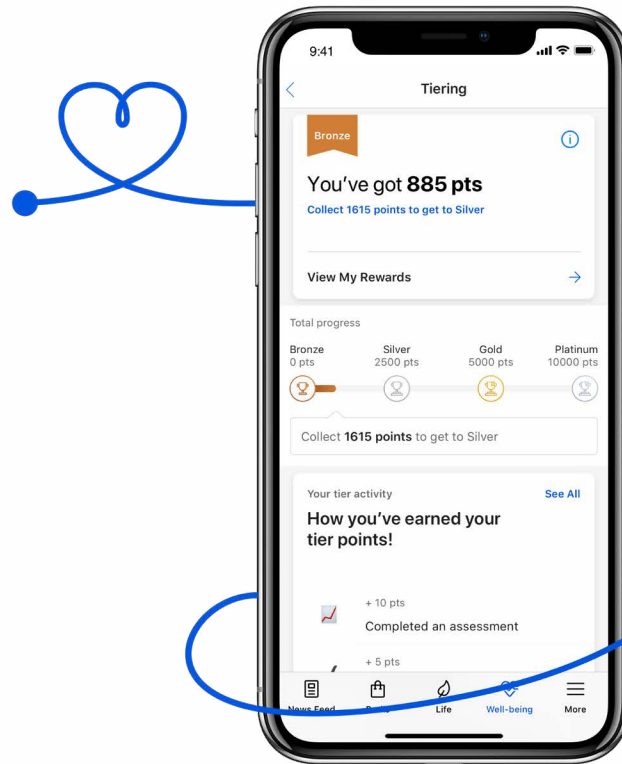
1. Allow our app to connect to your health center, then carry your smartphone with you at all times.
2. Sync a Fitbit to the Challenge by clicking "Connect to Fitbit."
3. For all other wearable devices, as long as you've linked your device to your smartphone's health center, you're ready to go!



Tip:

Best of all, as you complete Challenges, you'll earn points to help push you through our Tier Rewards, unlocking valuable gated offers and special rewards.





Well-being Rewards

You'll accumulate points by completing well-being activities such as Health Assessments and Challenges, or by selecting and reviewing Well-being content.

Points accumulation gives you the power to move from the **Bronze Tier** to unlock **Silver (2,500)**, **Gold (5,000)**, and **Platinum (10,000)**. Within each Well-being Rewards Tier, you'll unlock access to an array of gated rewards, subject to change to keep them fresh and exciting.

Under "Tiering" in your Well-being Hub, you'll see a personal dashboard of your progress, as well as suggested ways to build healthy habits while accumulating points. The key to our solution's success is that you'll have to continue completing well-being activities in order to maintain your Tier status.

To view your available Well-being Rewards:

- **Web app:** Log in to the platform, click "Well-being" in the top-line menu and select "Tier Rewards."
- **Mobile app:** Log in to the app, tap "Well-being" from the bottom menu, then "Tier Rewards."

How do I collect tier points?

Completing a number of different activities within the LifeWorks platform, you can collect points for these activities. You can see a table outlining how to earn points on the Well-being hub page or in our [Help Center](#). These activities, points and rewards are subject to change without notice.



Health & Wellness Coaching

Gain the knowledge, skills, tools and confidence to reach your personal goals and take charge of your health.

The LifeWorks Health & Wellness Coaching incorporates program modules such as:

Stress Management

Reduce the harmful effects of stress, tailored to your preferences and goals.

Tobacco/Nicotine Cessation

Get the personalized support and tools you need to help you quit smoking or using tobacco and nicotine products for good.

Weight Management

Focus on the lifestyle changes you can stick with for life.

Sleep Habit Management

Identify current barriers to getting a good

night's sleep, establish strategies for overcoming them and create specific goals for better sleep habits.

Diabetes Prevention

If you have been diagnosed with high blood sugar levels that are not yet in the diabetic range or have concerns about developing diabetes because of family history or other reasons, the program will give you the right prevention tools.

Ask a Coach

Address questions that do not fit into one of our traditional coaching programs - an "outside of the box" approach.



LifeWorks Health & Wellness Coaching explained

Ready?

Get started now with LifeWorks!

