

Rimini Street& LifeWorks

Partnership Call

July 2021

- Rimini Street Updates
- Utilization Review
- LifeWorks Updates
- Looking Ahead



Rimini Street Updates

- Top Current Concerns and Goals : What are your most important goals over the next 6-12 months?
- Leadership/Vision - Changes, Values, Focus
- Projects/Initiatives -as an Organization, as a Department (HR)
- Efforts & Successes
- What issues or challenges are you facing that we should be aware of? (What is keeping you up at night?)
- Are there individuals or groups within the organization that we should be engaging?
- How can we best/further support your total well-being program?

The Rimini Street logo is displayed in a white box. It features the words "Rimini" and "Street" in a bold, black, sans-serif font, stacked vertically. A registered trademark symbol (®) is located to the upper right of "Street". A thick yellow horizontal line is positioned directly beneath the word "Street".

**Rimini
Street®**

A dark, atmospheric photograph of a modern building at night, with interior lights visible through the windows. A bright yellow rectangular frame is superimposed on the image, containing the text "Unified Support and Managed Service Solutions for Enterprise Software" in white. In the bottom right corner of the image, there is a grid of small, light-gray arrows pointing diagonally upwards and to the right.

**Unified Support and Managed Service
Solutions for Enterprise Software**

Program Progress

- Questions
- Issues
- Feedback



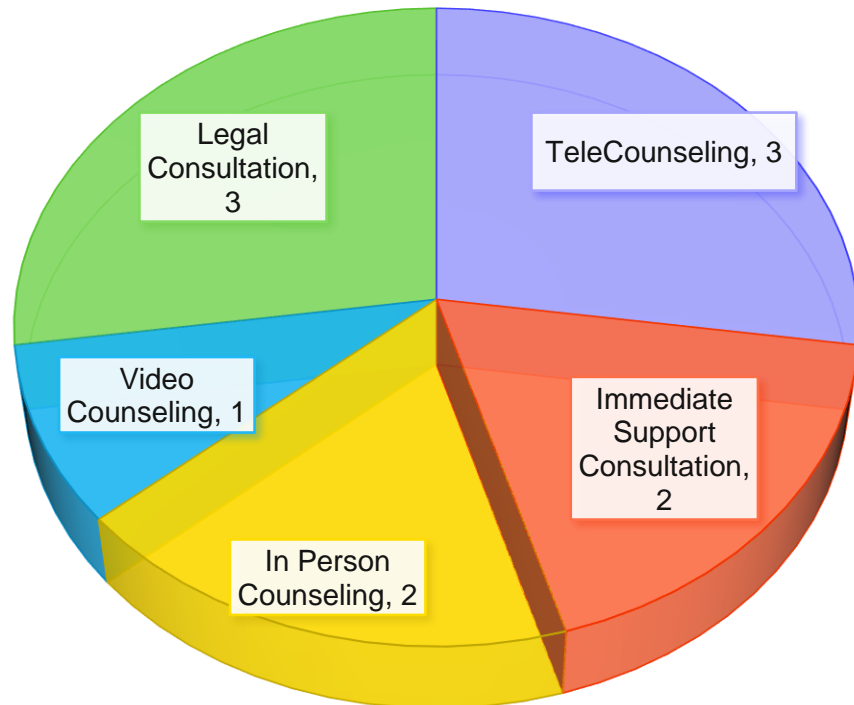
LifeWorks Program Utilization

USA Jan-Jun 2021 Utilization

9 Cases / 11 Case Services
1 Service Inquiries
1 Critical Incident Response

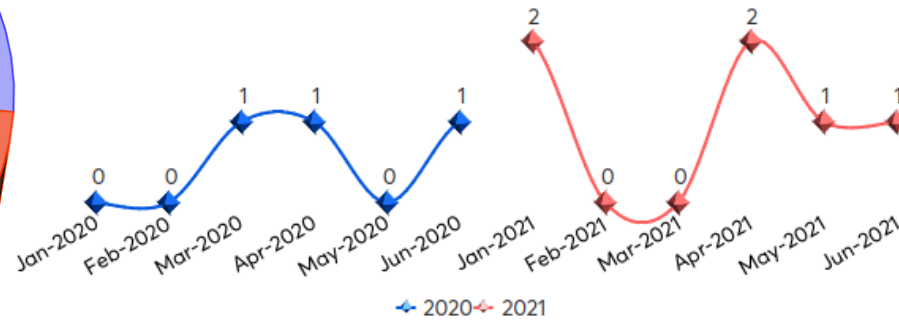
Count of US lives = 580

PARTICIPANT ACTIONS TAKEN

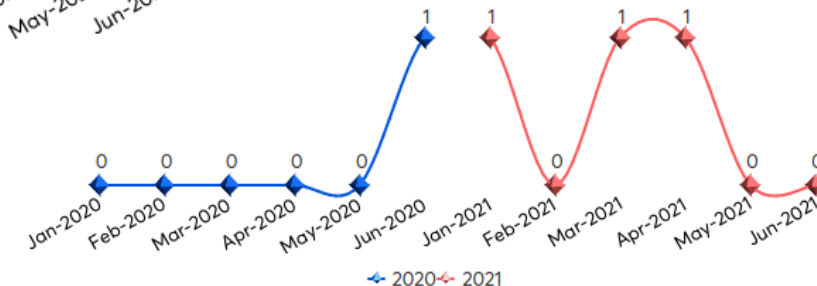


Case Service Group	Case Service Category	Case Service Sub Category	Selected Period	% Selected Period
EAP	Family	Adolescent Behavior	2	18.2%
	Family - Total		2	18.2%
	Personal/Emotional	Anxiety	1	9.1%
		Grief	1	9.1%
		Other	1	9.1%
		Stress - Personal	2	18.2%
	Personal/Emotional - Total		5	45.5%
	Work-Related	Workplace Violence/Harassment	1	9.1%
	Work-Related - Total		1	9.1%
EAP - Total			8	72.7%
Worklife	Legal	Consumer Protection	1	9.1%
		Family	1	9.1%
		Wills/Estates	1	9.1%
	Legal - Total		3	27.3%
Worklife - Total			3	27.3%
Total			11	100.0%

EAP Cases – Trend Analysis³⁴



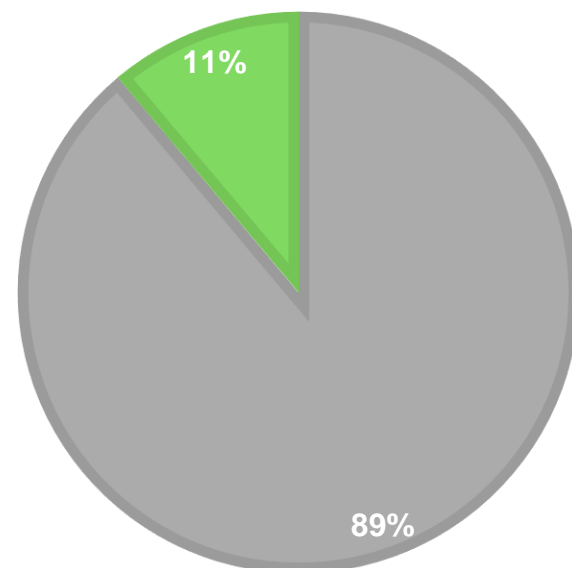
Worklife Cases – Trend Analysis³⁶



EAP US Utilization – Demographics

HOW HEARD ABOUT LIFEWORKS

■ HR ■ Orientation



Employee Profile 44/45

Employment Term

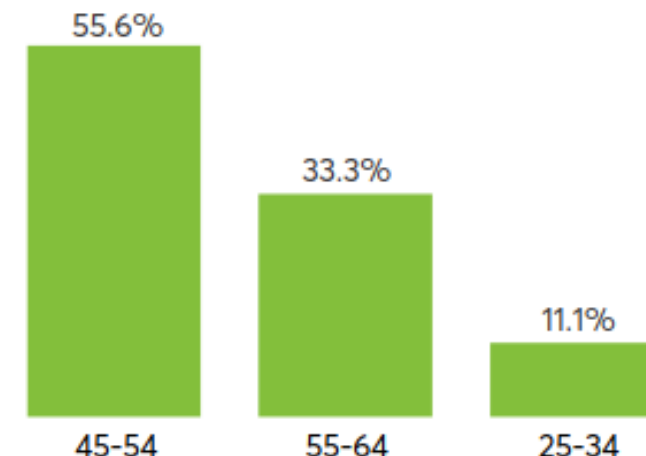
Full-Time 100.0%

Management Status

Non-Management 77.8%

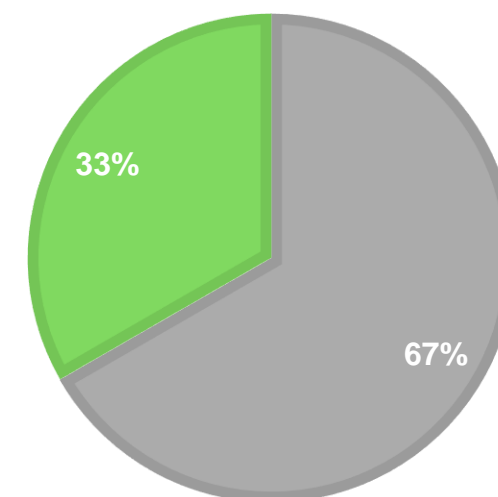
Management 22.2%

Participants by Age 41



GENDER

■ Female ■ Male



2021 Global EAP Utilization

Canada –

Jan – Jun – 1 EAP Case

UK-

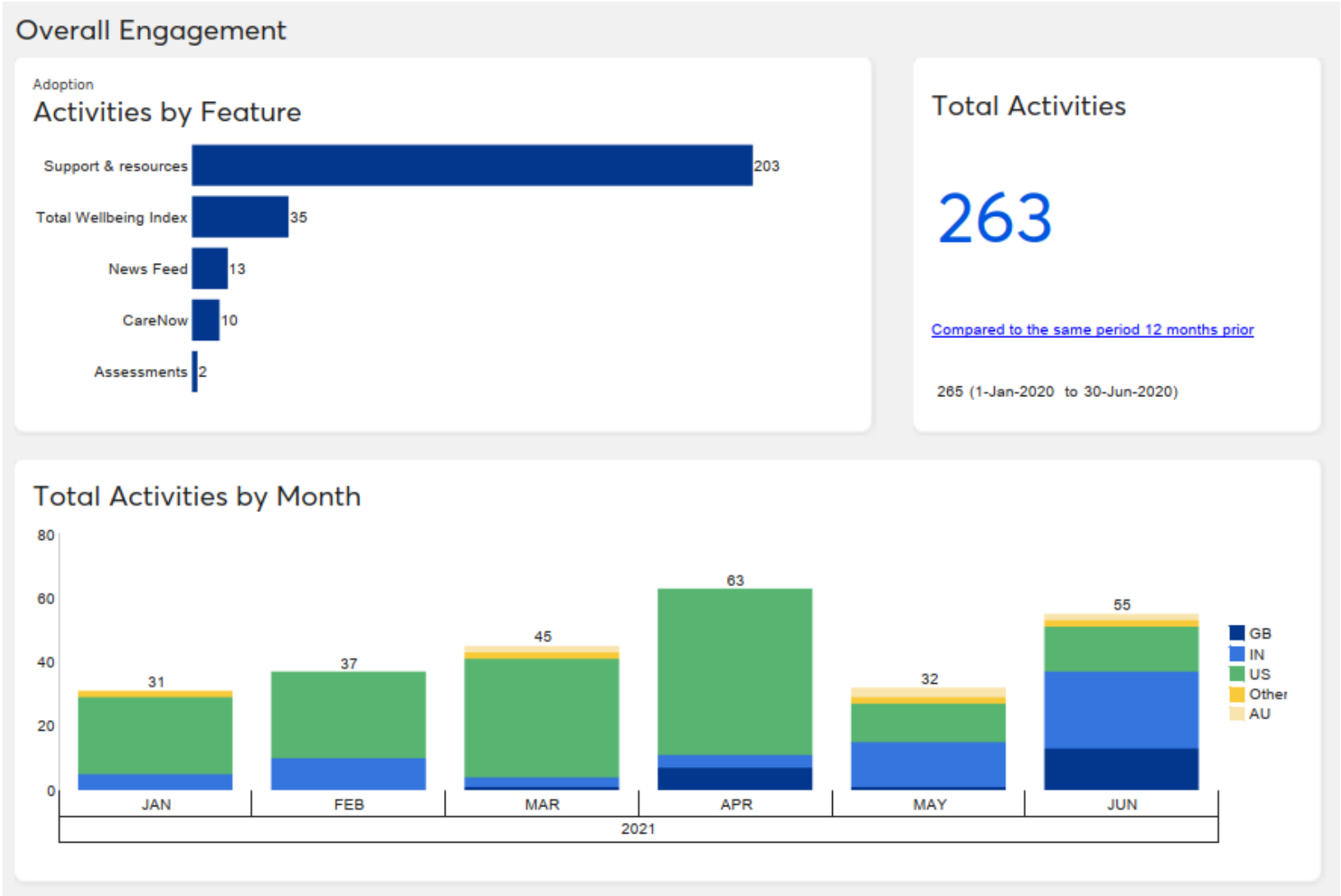
Jan – Jun – 1 EAP Case, 2 Case Services
1 Service Inquiry

Australia –

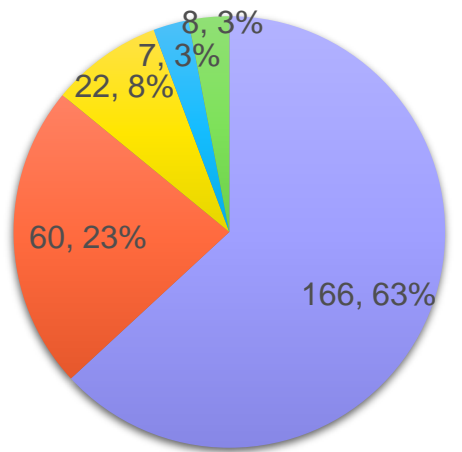
Jan – Jun – 2 EAP Cases

EAP Utilization – Online Platform – Jan –Jun 2021

Current Total Colleagues on Platform: 988



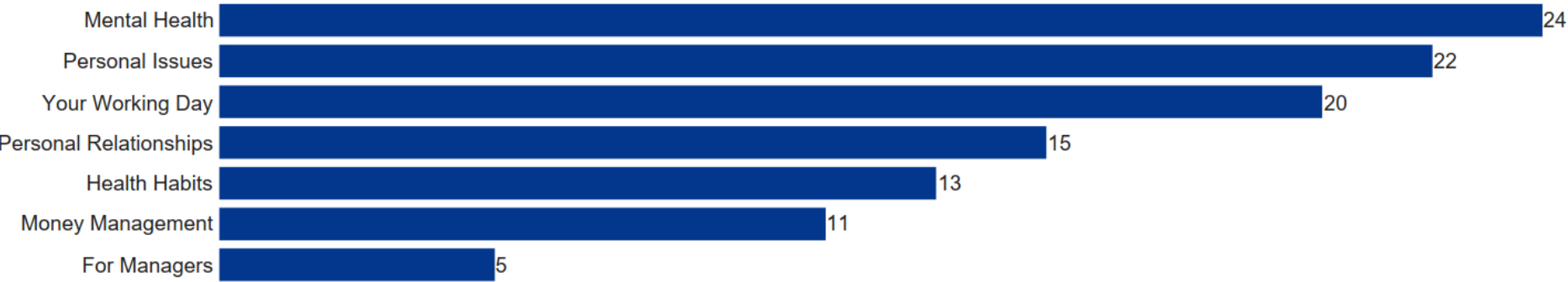
Activities by Country



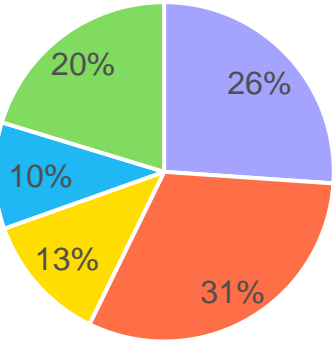
US IN GB AU Other

EAP Utilization – Online Platform –2021

TOP SUBCATEGORIES



Top Categories

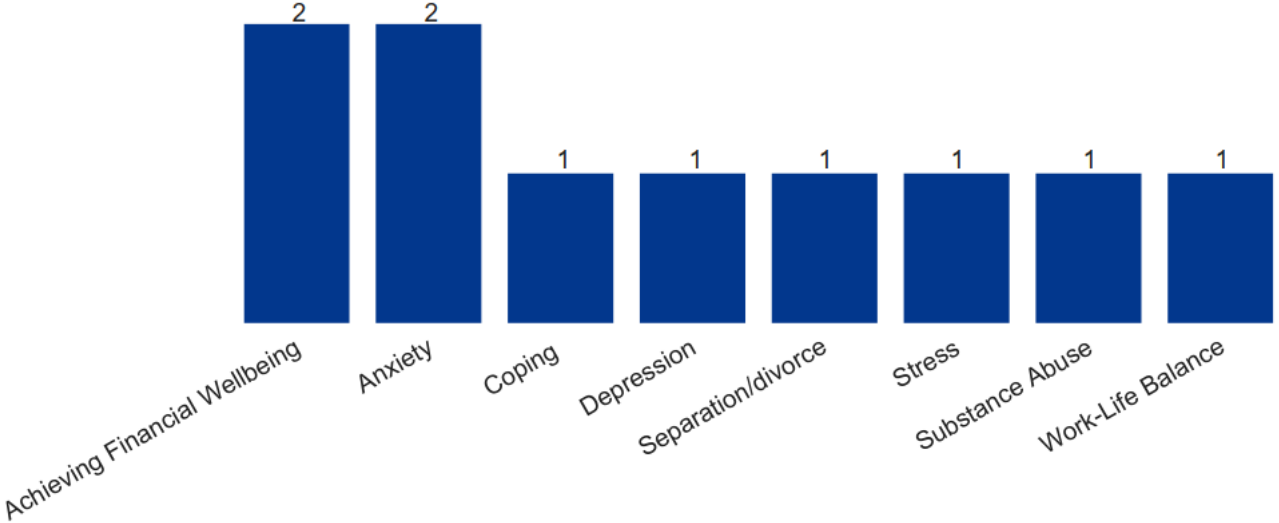


■ Life ■ Health ■ Money ■ Family ■ Work

CareNow (1-Jan-2021 to 30-Jun-2021)

Adoption

Total programs started



2021 LifeWorks Online Utilization – Activities by Group

Group Name	Registered User Count	Assessments	CareNow	News Feed	Support & resources	Total Wellbeing Index
UNITED STATES	413	2	9	13	116	26
INDIA	253				57	
AUSTRALIA	64				3	4
UNITED KINGDOM	61		1		16	5
JAPAN	46				2	
ISRAEL	18				1	
S.KOREA	17				1	
CANADA	8				1	
FRANCE	8				1	
GERMANY	7				2	
Rimini Street, Inc.	1				3	
Undisclosed	1					

New LifeWorks Content

New/Updated platform content

- [Overwork and Extreme Work](#)
- [Resilient Parenting: Embracing the ups and downs of parenthood](#)
- [Sibling Support: Working together to care for a parent \(Video\)](#)
- [Burnout Toolkit](#)
- [Restoring Healthy Habits When You're Burned Out](#)
- [Resilience: Bouncing back from burnout](#)
- [What is the Difference Between Separation and Divorce?](#)
- [Self-Care for Shift Workers](#)
- [Talking to Teens About Drugs and Alcohol](#)
- [How Empathy Helps Social Justice](#)
- [Helping Children Adjust to Their New Stepfamily](#)
- [Mental Health Myths and Facts](#)
- [Recognizing a Mental Health Issue and Getting Support](#)



Every month, LifeWorks will release a video series, composed of five episodes that all touch on a single theme, of two minutes each. Each month we will be adding new series and expanding the library.

- [Mindset for Lifestyle Change \(5 Episode Video Series\)](#)
- [Juggling Responsibilities \(5 Episode Video Series\)](#)
- [Coping with Challenges \(5 Episode Video Series\)](#)
- [Stronger Relationships \(5 Episode Video Series\)](#)

2021 US Heartbeat Wellbeing Calendar



January Creating a new financial plan for the new normal	February Connecting physical and mental health	March Working flexibly: Work, life, and productivity when working remotely
April Embracing diversity	May Mastering guilt-free self-care	June Understanding inclusivity
July Caregiving from a distance	August Building courage to change: Guidance for substance abuse	September Adapting socially: Alternative celebrations and get- togethers
October Realizing sociocultural influences on mental illness	November Budget-proof holidays: Tips to celebrate and save	December Boosting social connections to improve mental health

2021 US Biweekly Webinar Calendar

heartbeat+ 2021 Bi-Weekly Seminars



January

01/08/2021 (2pm EST) *Living Off Your Paycheck during COVID-19*
01/22/2021 (2pm EST) *Power of Volunteering*

February

02/05/2021 (2pm EST) *Psychology of Exercise*
02/19/2021 (2pm EST) *Loneliness*

March

03/05/2021 (2pm EST) *Benefitting From Ergonomics*
03/19/2021 (2pm EST) *Working with Children Home*

April

04/09/2021 (2pm EST) *Raising Children to Respect Diversity*
04/23/2021 (2pm EST) *How to be an Inclusive Leader*

May

05/07/2021 (2pm EST) *Self-Care*
05/21/2021 (2pm EST) *COVID-19: Moving Forward*

June

06/04/2021 (2pm EST) *Unconscious Bias*
06/18/2021 (2pm EST) *Effective Presentation and Public Speaking Skills*

July

07/09/2021 (2pm EST) *Caregiving During COVID-19*
07/23/2021 (2pm EST) *How to Boost Your Self-Confidence*

August

08/06/2021 (2pm EST) *Alcohol and Substance Abuse*
08/20/2021 (2pm EST) *Mindful Meditation*

September

09/03/2021 (2pm EST) *Holidays During COVID-19*
09/17/2021 (2pm EST) *Embracing Happiness*

October

10/08/2021 (2pm EST) *Suicide Prevention*
10/22/2021 (2pm EST) *Resilience*

November

11/05/2021 (2pm EST) *Holiday Budgeting*
11/19/2021 (2pm EST) *Mind Over Money*

December

12/03/2021 (2pm EST) *Relationships*
12/17/2021 (2pm EST) *Kindness*

Recordings now posted on LifeWorks platform following session: [Biweekly Webinar Recordings](#)

2021 US Quarterly Orientation Calendar

All webinars start at 1pm Eastern Time

Managers:

- ~~[Wednesday, Feb 10th](#)~~
- ~~[Wednesday, April 7th](#)~~
- ~~[Wednesday, July 7th](#)~~
- [Wednesday, Oct 6th](#)

Employees:

- ~~[Wednesday, Feb 17th](#)~~
- ~~[Wednesday, April 14th](#)~~
- [Wednesday, July 14th](#)
- [Wednesday, Oct 13th](#)



About LifeWorks

LifeWorks blends the best user experience and clinical expertise together to help people everywhere achieve total mental, physical, social and financial wellbeing. It has both your Employee Assistance Program (EAP) and personalized wellbeing resources that can support you and your dependents with issues related to work, life, and everything in between.

- 24/7 access to professional, caring consultants for advice and support
- 24/7 access to the hundreds of articles, recordings, quizzes, self-assessments, and more online and on our free app
- 24/7 telephonic access to Master's-level counselors for immediate, short-term support
- Referrals to telephonic, in-person, or secure video counseling
- Connections to support agencies in your community
- Support for people leaders, including critical incident and organizational change support.

Register today to learn more about how LifeWorks can support you on your wellbeing journey!

Manager Orientation

Employee Orientation

All webinars start at 1pm Eastern Time

[Wednesday, Feb 10th EAP Managers](#)

[Wednesday, April 7th – EAP Managers](#)

[Wednesday, July 7th – EAP Managers Orientation](#)

[Wednesday, Oct 6th – EAP Managers Orientation](#)

[Wednesday, Feb 17th – EAP Employees](#)

[Wednesday, April 14th – EAP Employee Orientation](#)

[Wednesday, July 14th – EAP Employee Orientation](#)

[Wednesday, Oct 13th – EAP Employee Orientation](#)

NEW!

Global Public Orientations

30 minute overview sessions

Jul 15 th	<u>UK/CA/AUS</u> or <u>GLOBAL</u>
Aug 12 th	<u>UK/CA/AUS</u> or <u>GLOBAL</u>
Sep 16 th	<u>UK/CA/AUS</u> or <u>GLOBAL</u>
Oct 14 th	<u>UK/CA/AUS</u> or <u>GLOBAL</u>
Nov 18 th	<u>UK/CA/AUS</u> or <u>GLOBAL</u>
Dec 16 th	<u>UK/CA/AUS</u> or <u>GLOBAL</u>

Welcome to LifeWorks

Register now for a live orientation webinar!



LifeWorks blends the best user experience and clinical expertise together to help people everywhere achieve total mental, physical, social and financial wellbeing. It has both your Employee Assistance Program (EFAP) and personalised wellbeing resources that can support you and your dependants with issues related to work, life, and everything in between.

LifeWorks offers support with mental, financial, physical and emotional wellbeing. Whether you have questions about handling stress at work and home, parenting and child care, managing money, or health issues, you can turn to LifeWorks for a confidential service that you can trust.

Global Employee Orientations

[Thursday 15th July: 1p.m. BST](#)
[Thursday 12th August: 1p.m. BST](#)
[Thursday 16th September: 1p.m. BST](#)
[Thursday 14th October: 1p.m. BST](#)
[Thursday 18th November: 1p.m. GMT](#)
[Thursday 16th December: 1p.m. GMT](#)

UK, US, CAN & AUS Employee Orientations

[Thursday 15th July: 3p.m. BST](#)
[Thursday 12th August: 3p.m. BST](#)
[Thursday 16th September: 3p.m. BST](#)
[Thursday 14th October: 3p.m. BST](#)
[Thursday 18th November: 3p.m. GMT](#)
[Thursday 16th December: 3p.m. GMT](#)



LifeWorks can help.

Register today to learn more about how LifeWorks can support you on your wellbeing journey!

Free Webinar – June 23

Join us for a live free webinar on [Structural Discrimination and How it Works](#) on June 23 at 11am ET to explore the various ways in which we are all complicit, either intentionally or unintentionally, in reproducing the barriers, prejudices, and systemic norms that we have all inherited and been conditioned by within North America.

Recording available:

<https://vimeopro.com/user65099910/structural-discrimination>

Password: webinarasd



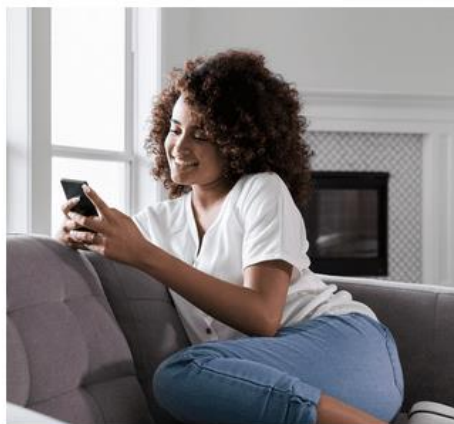
Webinar Registration

Topic	Structural Discrimination and How it Works (1hr)
Description	<p>In this session, we will explore the socio-political and historical aspects of structural discrimination. We will take a look at the various ways in which we are all complicit, either intentionally or unintentionally, in reproducing the barriers, prejudices, and systemic norms that we have all inherited and been conditioned by within North America.</p> <p>This session will be delivered by Joseph Smith (B.A. (Hons.), B.Ed, M.Ed, PhD (ABD))</p> <p>Joseph holds an interdisciplinary doctorate which encompasses various disciplines such as philosophy, psychology, religion, literature, and the intellectual background of black consciousness. His areas of expertise include mental health, trauma/PTSD, human rights, and leadership.</p> <p>He has been highly involved with various institutions and projects such as Operation Black Vote Canada, the Black Experience Project, and the Rooted and Rising environmental activism program. Joseph's work has been motivated through his lived experience coming from an underserved racialized community and has felt privileged to work in a variety of spaces that champion inclusion and diversity.</p> <p>Please note that this session will be recorded and made available following the session.</p>
Time	Jun 23, 2021 11:00 AM in Eastern Time (US and Canada)

Welcome to the Heartbeat Webinar homepage

Coming Soon: EAT, SLEEP, MOVE, THRIVE

Join us in August, as we explore the features in your LifeWorks EFAP that maximize your employees' physical health. Drawing knowledge from our partners from LIFT session, Workplace Learning, and our LifeWorks platform specialists, we will explore techniques to support employee's increase their movement, eat and sleep better, and focus on their self care. We will be sharing both services included in your LifeWorks partnership as well as options to enhance your deliverables to employees. We hope you will be able to join us in August.



CA

AUS

U.S.

U.K./Global

Previous 2021 webinars

Watch on-demand now



May 2021

Mental Health Trends During the
COVID-19 Pandemic

Watch Now



Feb 2021

The Power of Connection:
Enhancing the Social Health of
Your Organization and Your
People

Watch Now

Recommendations

- Upcoming employee comms initiatives?
- Focus on holistic well-being
- Combine LifeWorks messaging with other initiatives and offerings
- Engage affinity groups/employee resource groups
- Focus on educating and engaging managers and site leaders
- Add LW to Rimini Screensaver
- Other needs?

Thank you.

