

INTERNATIONAL BUSINESS PURCHASING COALITIONS

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DuPont Employee Assistance Program



GLOBAL VISION

**Emotional well-being for
the people of DuPont**

GLOBAL MISSION



The DuPont Employee Assistance Program provides professional leadership, psychological guidance, clinical support, education and prevention services to promote an emotionally healthy workplace.

In a way that recognizes emotional and social well being as a “core value” that directly supports the safety and health of the people of DuPont.

So that DuPont maximizes its competitive potential through healthy, creative and productive people.

CONSORTIUM MEMBERS



DUPONT

DOW

PROCTER & GAMBLE

**Total employee population
in Europe = 53,000**

RATIONALE FOR THE PURCHASING CONSORTIUM



- ⌘ To test the consortium idea where the EAP concept is known but evolving**
- ⌘ To explore the viability of a multi-corporate service agreement**
- ⌘ To determine the benefits in cost, service quality and efficiency when combining employee populations**
- ⌘ To identify issues and potential barriers to success**

SERVICE GUIDELINES



- ⌘ Core EAP Services as defined by the Employee Assistance Professionals Association (EAPA)**
 - Life management services were added**
- ⌘ Agreement to work with each member company in planning the sequence of EAP implementation**

PROVIDER SELECTION




- ⌘ **Initial review of Employee Assistance Program vendors serving Europe**
- ⌘ **Selection of “top tier” companies to receive Request for Proposals (RFPs)**
- ⌘ **Initial review of RFPs by consortium**
- ⌘ **Final interviews for top 2 candidates**
- ⌘ **Final selection**

KEY LEARNINGS



- ⌘ **Sourcing/Purchasing managers must be included for each member company.**
- ⌘ **Contracting process must begin during initial selection rather than later on.**
- ⌘ **Definitions for service differ between companies and between countries. Spend more time on language.**
- ⌘ **Scheduling frequent follow-up calls between consortium and vendor for the first year of contract.**
- ⌘ **Develop a “master agreement” which defines the scope of work which all consortium members can agree to include in their individual contracts.**

EMERGING OPPORTUNITIES FOR CONSORTIUMS



Asia - Thailand, Malaysia, India, China, Korea, Japan all have growing economies and mental health issues are gaining attention.

South America - Mexico, Brazil and Argentina have EAP services established. Chile, Colombia, Peru and Venezuela are not far behind.

Middle East - Oil companies driving the need for EAP

Africa - Growing awareness of EAP in larger cities

**MENTAL HEALTH RESOURCES IN THESE AREAS ARE
SEVERELY LIMITED!**

ICAS International

- **Expanding since 1996**
- **7 offices**
- **Our challenge/vision**



Vision

“To be the leading world-class provider of services to organisations, protecting and developing their investment in people”.

- Local market
- Local and multinational organisations

The European Consortium

- A unique opportunity
- 3 customers for the price of 1!
- Large numbers of employees to help ICAS offices develop
- EAP owner (for DuPont) in Brussels
- US EAP expertise and UK/European knowledge

The European Consortium

18 months later

EAP services now rolled out for local employees in:

Belgium

Denmark

Eire

Finland

Holland (September 01)

Luxembourg (October 01)

Norway

Spain

Sweden

Switzerland

UK

Argentina

ICAS Consortium Learning Points

- Preparation/acceptance of EAP in different countries/cultures
- Decision-making/budget holders
- Moving time frames....a roll out plan?
- “Master” agreement

Consortium Learning Points

- Consortium is a purchasing/negotiating/technical group
- Central co-ordination of the relationship
- Pricing
- Liaison with original purchasing groups is critical
- Partnership solutions:
 - resource gaps
 - new locations

In Conclusion

- Positive and rewarding experience
- Huge challenge
- Frustrations offset by consortium contribution to development of European EAP market
- Leader in the market