



## ENTERPRISE HR MEMBER ASSISTANCE PROGRAM (MAP)

CGI understands that nothing is more important to the business success than the work that all members perform each and every day. CGI also recognizes that different issues can interfere with members' personal and professional life. For these reasons, the company is offering a global Member Assistance Program (MAP) that provide support to members in fulfilling their responsibilities at home and at work.

### PURPOSE

This document is a subset of CGI's HR Total Compensation Policy. It aims to present the Member Assistance Program (MAP).

### SCOPE

The MAP – or equivalent services – is available to all CGI members and their family (spouse, children under 21 and parents living at the same address) in all strategic business units of the company.

### PROGRAM

The MAP is a global program that provides members and their close family with culturally relevant counseling, educational information, and qualified referrals to support their work-life balance challenges. Members have access to 24/7 short-term counseling, where personal or professional problems can be addressed in an environment of understanding and strict privacy. To deliver these services, CGI collaborates with external partners recognized as world leaders in their field.

### SERVICES

- **Counseling Services**  
Members can get up to 5 sessions of professional & confidential counseling available by phone or in person. Upon referrals to local professionals, sessions can be offered in the local language on a wide range of topics.
- **Management Consultation**  
The MAP can assist CGI managers with effective strategies to address daily management issues and concerns. Managers can call the MAP line directly to access a consultation line service 24/7.
- **Website**  
The MAP website provides more insight in the services as well as extensive content related to work, health and life. Members can consult a large library of articles and also use the e-counseling program.
- **Trauma or Critical Incidents**  
The MAP provides counseling support in case of traumatic/critical events. Members can call the MAP directly for immediate response and action within 24-48 hours.
- **Work-Life Services**  
The MAP work-life services include counseling, educational support, and pre-screened, qualified referrals for legal & financial support services. Upon referral, members can take advance of a free 30 minutes consultation.
- **Family Support Solutions**  
The MAP helps members and their family through their childcare and elder care referrals and support services. Services include the following: general information, tailored searches and referrals to resources.



- **Learning solutions (fees apply)**

The MAP's staff experts offer learning solutions on a wide range of relevant topics from human resources to work-life. Solutions include instructor-led workshops or seminars, e-learning and virtual classrooms.

**TOPICS COVERED BY THE MAP**

Issues that can be confidentially addressed in MAP counseling services include (but are not limited to):

- Personal problems (psychological/emotional)
- Family (children & elder)
- Bereavement
- Marital relationships
- Lifestyle change
- Workplace issues
- Depression /Stress and anxiety management
- Drug & alcohol abuse, addictions
- Positive life changes (first house, birth, etc.)
- Etc.

**CONTACT INFORMATION**

Members can access the MAP services by phone, by email or online. Contact information is detailed by country on [CynerGI\[PJ1\]](#).

**EFFECTIVE DATE**

May 1<sup>st</sup>, 2015

**REFERENCES**

This section lists the documents consulted to create this policy and/or that are complementary to this policy.

Document Type	Title
Enterprise Policy	CGI's HR Total Compensation Policy

**REVISION HISTORY**

Changes are effective from the date to which they were performed.

Version	Date	Author	Description
V.1	May 1 <sup>st</sup> 2015	Jean-Sébastien Poulin	Initial version