

# EMPLOYEE ASSISTANCE PROGRAM (EAP)



## About EAP

The Employee Assistance Program (EAP) is a voluntary, confidential service provided to employees and their eligible family members to help meet many challenges at home and work. Caterpillar was one of the first companies to offer EAP decades ago. EAP is now a standard Caterpillar benefit worldwide supporting the well-being of Caterpillar employees, families and workplaces.

## Cost and Confidentiality

There is no cost to you or your family to use your EAP. The EAP offers a variety of in-person and online services, including in-person counseling. When specialized or long-term services are needed, fees may apply, and they may be covered by other company benefits.

Regardless of whether you contact EAP on your own or if a supervisor recommends EAP, all services are completely confidential. No one at Caterpillar will know you have used the EAP unless you choose to tell them.

## How EAP Can Help

Most of us have the support of our family, friends, neighbors or religious leaders. But speaking to a trained helping professional about a private concern is very common today. Often when help is needed, it can be costly and difficult to locate.

EAP provides information, online resources, personal assessment, counseling and referrals delivered by professionals who are trained to help us resolve a variety of personal and workplace concerns. When additional services are needed, they guide us to appropriate resources. EAP is very easy for you and your family to access.

## EAP provides clinical counseling, work/life resources and professional advice for these and other concerns:

- Stress and emotional concerns
- Improving relationships
- Dealing with workplace challenges
- Tackling addictions
- Finding child and elder care resources
- Legal advice
- Financial guidance
- Relocation support - domestic and ISEs

## Contacting your EAP

For access in North America, and for global support, call:  
+1-866-CAT(228)-0565

Global access numbers can be found at:  
[CaterpillarEAP.com](http://CaterpillarEAP.com)

» See "Global Helplines" for phone access information

For onsite EAP services and email access to services  
[CaterpillarEAP.com](http://CaterpillarEAP.com)

Internal Caterpillar Benefits site  
[EAP.cat.com](http://EAP.cat.com)

## Mobile app and text access

Download the LifeWorks app from your device's app store

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