

# Exemplas

## Testimonial

Exemplas are pioneers of outsourced advisory services for the public, private and education sectors in the UK. They build strong relationships with SME organisations to enhance their value proposition and help them achieve their strategic objectives. Their Customer Insight Manager Sarah Matkin explains why they chose to work with Westfield Health for their people's wellbeing.

"After extensive research and consultation across the business and with the wellbeing industry, Exemplas realised that any corporate wellbeing programme needs specialist input. We narrowed it down to a handful of national providers. After a competitive process, Westfield were chosen because they demonstrated their experience in the wellbeing industry, they offered what we felt was the best quality and most rounded service offer through both physical services delivered face to face and content available online, and they represented excellent value for money so we were able to invest in a range of building blocks to kick start the first year of our wellbeing programme, from 1st October 2018.

**“We have fundamentally changed the culture of our business through investing in wellbeing services that are aimed at helping our staff manage their lives both inside and outside of work.”**



### Key information

Advisory Services Sector  
160 employees

Wellbeing solutions:

- Healthy Extras including Big White Wall, DoctorLine™ and Westfield Rewards
- MHFA training
- Line manager training
- Lifestyle screenings
- Wellbeing workshops

Our full wellbeing programme with elements supported by Westfield seeks to support people to recognise and take steps to prevent physical and mental health issues before they arise; and provides a full range of support for those rare times of crisis. Through a tailored package consisting of workshops, access to telephone and face to face counselling, investment in Mental Health First Aiders across the company, a telephone line to a GP service, online peer to peer mental health support and even access to corporate discounts to encourage and subsidise 'down time' activities, Exemplas has put people at the heart of their corporate objectives."

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"By opening up a dialogue between employees, managers and senior management team about wellbeing related issues; whether that's mental health, physical health or issues that our staff are facing in their personal lives, we are working towards a culture of openness and acceptance.

“**Aside from recognising the reported links between wellbeing and productivity, we invested in a wellbeing programme because fundamentally it is the right thing to do.**

**With everyone’s lives being more ‘switched on’ than ever, we wanted to enable our people to make informed wellbeing choices and have easy and free access to support.**”

In particular, DoctorLine™ has been a key service for us. Having access to a GP at any time of the day from anywhere in the world has been fantastic. We have countless examples of our team finding reassurance from having a conversation with a GP, receiving treatment, and extending the support to their nearest family members.

An employee’s partner also was encouraged to immediately access hospital care for a condition which they contacted DoctorLine™ about on a Sunday evening, without the DoctorLine™ service, their condition would have deteriorated, and they would have been facing a critical illness.

We have recently started the process of a full evaluation of our project through a Knowledge Transfer Partnership between Sheffield Hallam University, Westfield Health and Innovate UK. Our staff are being independently interviewed and a survey will be launched to help us identify the specific ways in which we can develop our programme in the future, and we are all extremely excited to be doing this with Westfield as our key wellbeing partner.

Our Health & Wellbeing Consultant Helena Wall made the services very clear to us from the outset and worked hand in hand with us to identify what we felt were our initial wellbeing needs, and deliver a package of support that was appropriate.

We have received positive feedback for the Westfield Health coaches across the range of services; and what truly impresses us is the desire and willingness of Westfield senior leaders to share their knowledge and expertise not only on the subject matter in hand, but of a more strategic nature, which is exactly what Exemplas wanted.

We look forward to continuing our wellbeing journey with Westfield Health in the future.”

Sarah Matkin, Customer Insight Manager