

FAQ about the Employee Assistance Program Mindgram

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1. ABOUT MINDGRAM

1.1. What is Mindgram?

Mindgram is our partner providing a comprehensive mental health and well-being platform that offers development, prevention, early intervention, and psychological help in one place.

Mindgram in a nutshell:

- virtual well-being (interactive development workshops, mindfulness exercises, relaxation sessions, meditation),
- a path towards personal and professional development,
- prevention of mental health disorders,
- help in a crisis,
- online psychotherapy sessions,
- unlimited quick psychological and other support via chat,
- workshops and podcasts.

The platform is available at: app.mindgram.com.

1.2. How does Mindgram approach mental health?

The Mindgram platform reflects a holistic approach to mental health and helps you to choose the right type of care. Mental well-being in the Mindgram approach is an overwhelming sense of joy, happiness, and fulfilment. It is a state to be achieved by building healthy habits, acquiring key skills related to self-development, cultivating valuable relationships both at work and at home, and strengthening the mindset that helps to cope better with the adversities of everyday life and build a protective shield around mental health.

1.3. Which areas of mental health does Mindgram support?

Based on different approaches and scientific data, Mindgram is actively offering support in the 5 main well-being areas:

- a) occupational well-being** - fighting anxiety, fear, burnout, and stress, improving productivity and job satisfaction;
- b) physical well-being** - promotion of the lifestyle medicine: healthy eating habits, avoiding stimulants, taking care of the quality of sleep, implementation of good habits, leading a healthy lifestyle;
- c) psychological well-being** - understanding and managing emotions, facing life challenges (e.g., loss of a loved one, job loss, divorce), fighting everyday difficulties, building mental resilience;
- d) social well-being** - strengthening relationships with others, integration, belonging and communication, discovering oneself in various social roles;
- e) financial well-being** - a situation when employees achieve a state of financial security and do not experience financial stress.

1.4. On what basis does Mindgram postulates its service portfolio?

The foundations of the platform are psychology, psychotherapy, and lifestyle medicine. Mindgram also draws on fields such as neuroscience, positive psychology, mindfulness, addiction therapy and cognitive behavioural therapy. Details can be found on the website www.mindgram.com in the **Methodology tab**.

The methodology and psychological care on the platform are supervised by the Clinical Team of Mindgram, consisting of qualified and experienced psychologists and psychotherapists.

2. PLATFORM

2.1. Why does Schenker offer the use of Mindgram's services?

The well-being of their employees matters to Schenker. Schenker therefore wants to invest in employees' well-being and prioritize and strengthen it.

2.2. How much does it cost to access the platform?

The cost of the platform is covered by Schenker. Access to the platform is free for our employees.

2.3. In what languages is the platform available?

The offer of Mindgram's services will start with the languages English, Spanish and Polish. Please consider the roll-out plan regarding the languages which can be offered by Mindgram and which you can find under page 14.

2.4. How do you register? How long does it take to register?

Registering your account is very simple and will take you about 2 minutes:

- go to app.mindgram.com/registration/ on your computer, tablet, or phone; or download the Mindgram app from the [Google Store](#) or [App Store](#).
- click in 'Access with code'
- enter the prefix S-, followed by your SAP/ Success Factors ID; e.g.: 'S-12345'
- enter your private email address and create a password,
- click "Create account",
- fill in your personal details,
- click "Continue",
- confirm the private email address in your inbox.

How you find your SAP/ Success Factors ID:

- you login via your SIMS account to SAP/ Success Factors

- you click “View My Profile”
- you find your User ID in the User Info

If you have problems registering, please contact customercare@mindgram.com. The Mindgram team will verify your details and grant you access to the platform.

2.5. Is the platform available for family members/friends?

Yes. **One adult family member** (a partner, parent, sibling or child) or **a friend** can get access to workshops, the podcasts section, psychological care and other specialists via a built-in communicator. A family member or friend can use Mindgram if they have previously got an invitation from the user and registered on the platform (<https://app.mindgram.com/invite/partner>). The family member or friend has no access to video sessions with therapists and experts, the Mindgram well-being officer and the Mindgram wellbeing vibe.

2.6. How to grant access to the platform to a family member/friend?

You can grant access to the platform to a family member/friend in a very simple way:

- login to the Mindgram application: <https://app.mindgram.com/invite/partner>
- click "Profile" and enter the account settings,
- click "Invite to Mindgram", and then click “Invite a friend”,
- enter the email address of a loved one and send the invitation.

Family members or friends can register by clicking on the activation link sent in the invitation.

2.7. Can you invite a colleague to use the platform?

Yes. You can invite a colleague to use the platform:

- login to your account, <https://app.mindgram.com/invite/colleague>
- click "Profile",
- click "Invite to Mindgram", and then click “Invite teammates”,
- enter the email address of the person you want to invite,
- click on the "Invite" button.

alternatively, you can:

- click on <https://app.mindgram.com/invite/colleague>.

3. CARE OPTIONS

3.1. What care options are available to you?

We are very happy that Mindgram will offer you:

- a) **developmental workshops** - dozens of group sessions per month focused on personal and professional development,
- b) **unlimited access to a chat function with a psychologist** - individual psychological care through a built-in chat function,
- c) **access to a chat function with a psych dietician and a child psychologist,***
- d) **access to a business mentor and a lawyer,***
- e) **podcasts**- dozens of mindfulness and self-care programmes, relaxation training, meditation, short courses about communication, sleep hygiene, stress management, etc.,
- f) **psychotherapy and coaching online** - we offer the opportunity to have conversations with top specialists, from any place you want, the consultation is possible even the next day.

*only available in certain regions, please see Language roll-out plan & service catalogue.

3.2. What is the Mindgram workshop?

Workshops are group classes, where you will develop **practical habits** that will help you, among others, to develop relaxation techniques, ensure a good night's sleep or manage stress or fatigue. You will acquire new skills and learn how to be efficient, confident and deal with your emotions. You will also take care of your physical condition and workplace ergonomics.

During the Mindgram workshops, you will talk to the hosts of Mindgram: qualified doctors, psychologists, psychotherapists, personal trainers, and coaches.

The form of workshops is oriented towards **interactivity, joint work, and discussion**. The host conducts the meetings in the Mindgram's studio in Warsaw, and the participants connect with him/her on the platform.

The access to workshops is **unlimited** - you can join as many meetings as you want. Select workshops suited to your needs or ask for assistance from one of the Mindgram's psychologists available through the chat function.

Of course, our employees can remain anonymous during the workshops by entering an alias instead of their real name and leaving the camera switched off.

3.3. How to register for a workshop?

Registration takes place on the Mindgram platform.

- log in to your account at app.mindgram.com.
- look for the workshop you are interested in
- click on the "Sign up for event" button.

You will receive an automatic notification to the registered private email address. You will also get further reminders **24 hours** and **30 minutes** before the workshop starts.

You can add the event to your calendar on the platform - a new button "Add to calendar" will appear next to "Join the event". You can join the event on the Mindgram platform at the earliest 5 minutes before it starts.

3.4. Who are Mindgram experts?

Mindgram workshops are conducted by specialists known in their field:

- doctors of medicine,
- psychologists,
- psychotherapists,
- personal trainers,
- coaches,
- business mentors.

Mindgram specialists have many years of experience in their field, and they will be happy to share their knowledge with you, provide tips and practical advice for everyday use.

3.5. Can you watch the recording of the workshop?

Yes. You can watch the recording of the workshop up to several days after its broadcast.

3.6. How to remain anonymous during workshops?

You can remain anonymous during the workshop if you use a pseudonym before entering the event, and if you don't use the camera or microphone.

3.7. When to use the chat function with a psychologist?

You can chat with a psychologist when you:

- don't know how to start your adventure with Mindgram,
- need support or conversation,
- struggle with strong emotions,
- deal with a lot of stress,
- have sleeping difficulties,
- feel you don't have a professional/life goal,
- are looking for tips or advice,
- feel that you cannot cope,
- are struggling with a crisis,
- you have a relationship problem at home or at work,
- you want to attend a psychotherapy session.

Mindgram psychologists also offer development support to improve:

- communication,
- relationships,

- self-confidence,
- work-life balance,
- self-motivation.

You can also benefit from consultations with:

- a psych dietician,*
- a child and adolescent psychologist,*
- a business mentor,*
- a lawyer.*

*only available in certain regions, please see Language roll-out plan & service catalogue.

3.8. What is the podcast section?

In the podcast section you will find dozens of audio recordings with **mindfulness and relaxation sessions for self-use**. You can use podcasts **at any time, from anywhere on the globe**. The access to podcasts is unlimited.

The recordings will help you sleep better, find inner peace, deal with stress, learn about your strengths and motivate you. You will get to know yourself better, including your professional and life goals. You will strengthen your concentration, relax your whole body, remove internal tension, and motivate yourself to work.

3.9. What is psychotherapy?

Psychotherapy is a method of treatment and support for the development of emotional and cognitive competencies. The aim of psychotherapy is to improve the quality of life, learn how to cope with difficult situations or everyday events. Thanks to the variety of methods and techniques, the psychotherapist supports and helps to improve well-being and quality of life.

Psychotherapy in Mindgram is conducted by licensed specialists - qualified psychologists who have the appropriate psychotherapeutic qualifications and work under constant supervision of Mindgram psychotherapists.

Please bear in mind that comprehensive therapeutic help will often take a long time to achieve the desired healing success. To meet this need, limited support such as this can provide a start, but it will often be necessary to consult additional external support and guidance.

3.10. When to use psychotherapy consultancy online?

If you need support or help, use the chat function to get in touch with a psychologist. Your guide will suggest an appropriate solution or refer you to a psychotherapist.

3.11. Is there a limit of sessions per employee?

Yes, there will be a limit of sessions. Each employee is eligible to take up to four video sessions per year. In this range, the psychotherapist determines the number of sessions for each employee (it can be one or more sessions, depending on the needs). Please see above advise that additional or more extensive external consulting services can often be useful and advisable.

3.12. Can I change the psychotherapist?

Yes. You can change a psychotherapist after a session or continue the therapy with the appointed specialist.

3.13. Why are there only 6 psychotherapists to choose from?

To ensure the highest quality of our services and a wide availability of appointments, Mindgram suggests 6 specialists personalized for each employee's needs.

3.14. Why can I not schedule a few sessions at the same time?

A psychotherapist discusses the optimal number of sessions with an employee. Scheduling only one appointment at a time will make it easier for an employee to utilize therapeutic aid when needed (at any time).

3.15. In what languages are the psychotherapy sessions available?

From the beginning, psychotherapists are available in, English, Spanish and Polish. Please read the attachment to see when and what additional languages can be offered.

4. PRIVACY AND SECURITY

4.1. Does Schenker have access to your data?

No. One of Mindgram's basic and most important principles is complete confidentiality. Schenker will never receive your personal data from Mindgram and will not find out if and how you use the platform. Schenker only receives a monthly aggregated report showing how many people in total use the application. However, Mindgram does not provide any information about who these individuals are or how they use the platform.

Remember, Schenker or anybody from the Schenker leadership will never be given access to any data that you do not knowingly and independently disclose.

4.2. How are your data protected?

Mindgram protects your confidential data in accordance with European privacy protection regulations (General Data Protection Regulation). Schenker has carried out a corresponding data protection check.

4.3. Can you delete your data?

Mindgram only keeps your personal data for as long as they are needed to provide the services and fulfil the purposes for which they were processed.

If you wish to have your data permanently deleted from Mindgrams` database, please contact the Data Controller at gdpr@mindgram.com. Your account will be closed, after which you will no longer be able to use the platform. Please note that Mindgram may retain certain information for recordkeeping purposes, to close any transactions initiated prior to your request for deletion, or for other purposes required and permitted by law.

4.4. Is the conversation with a psychologist safe?

Only you, the psychologist and psychotherapist responsible for chat supervision, have access to it. The psychologist only knows your name and company. All conversations are covered by a confidentiality agreement.

5. CONTACT

5.1. Who can you contact in case of questions?

Questions about registration, the operation of the platform or signing up for workshops can be directed to: customercare@mindgram.com. Questions regarding the duration and scope of the offer etc. can be addressed to the responsible personnel department.

5.2. What to do in the event of a mental health crisis?

If you need support that does not require immediate assistance, contact a specialist - a psychologist or psychiatrist. In the event of an immediate threat to life or health, call the emergency centres of your country.

Dear users,

We would like to point out that the use of Mindgram's services is based solely on the relationship between the employees and Mindgram. In this respect, Schenker is independent of the provision of the service content and only Mindgram's terms and conditions are relevant, over which Schenker has no influence whatsoever.

Schenker AG

Language roll-out plan & service catalogue

Date	Languages covered
December & January	English, Polish, Spanish
February	German, French, English, Polish, Spanish
March	Dutch, Italian, Portuguese, German, French, English, Polish, Spanish,
April	Czech, Romanian, Hungarian, Arabic, Turkish, German, French, English, Polish, Spanish,
May	Swedish, Finnish, Norwegian, Danish, Czech, Romanian, Hungarian, Turkish, German, French, English, Polish, Spanish
June	Bulgarian, Slovak, Slovene, Croatian, Swedish, Finnish, Norwegian, Danish, Czech, Romanian, Hungarian, Turkish, German, French, English, Polish, Spanish
July	Chinese, Malay, Bulgarian, Slovak, Slovene, Croatian, Swedish, Finnish, Norwegian, Danish, Czech, Romanian, Hungarian, Turkish, German, French, English, Polish, Spanish
August	Serbian, Greek, Macedonian, Bosnian, Chinese, Malay, Bulgarian, Slovak, Slovene, Croatian, Swedish, Finnish, Norwegian, Danish, Czech, Romanian, Hungarian, Turkish, German, French, English, Polish, Spanish
September	Russian, Latvian, Lithuanian, Ukrainian, Serbian, Greek, Macedonian, Bosnian, Chinese, Malay, Bulgarian, Slovak, Slovene, Croatian, Swedish, Finnish, Norwegian, Danish, Czech, Romanian, Hungarian, Turkish, German, French, English, Polish, Spanish
October	Indonesian, Japanese, Korean, Russian, Latvian, Lithuanian, Ukrainian, Serbian, Greek, Macedonian, Bosnian, Chinese, Malay, Bulgarian, Slovak, Slovene, Croatian, Swedish, Finnish, Norwegian, Danish, Czech, Romanian, Hungarian, Turkish, German, French, English, Polish, Spanish
November	Thai, Vietnamese, Swahili, Russian, Slovak, Slovene, Croatian, Thai, Vietnamese, Korean, Japanese, Dutch, Turkish, Bulgarian, Hungarian, Finnish, Czech, Arabic, Norwegian, Chinese, Swedish, Romanian, Malay, Italian, Portuguese, Ukrainian, German, French, English, Polish, Spanish

	CURRENTLY COVERED LANGUAGES English, Spanish, Polish	NEW LANGUAGES WITH FULL COVERAGE German, French, Italian, Portuguese	NEW LANGUAGES WITH BASIC COVERAGE All other languages
PLATFORM INTERFACE IN LOCAL LANGUAGE	Yes	Yes	Yes
BURNOUT & WELLBEING ASSESSMENT Initial Assessment for Company and Individual Employees	Fully localized	Fully localized	Fully localized
REGULAR CHECK-UPS Regular Depression & Anxiety Assessment	Fully localized	Fully localized	Fully localized
WELLBEING LIVE WORKSHOPS Self-development & Work-development workshops led by top trainers	20 workshops every month	2 workshops every month	Not available
WELLBEING VIDEO & AUDIO LIBRARY Stress at work, Sleep disorder, Eating disorder, Anxiety, Depression, Burnout, Mental Health Basics, Wellbeing at workplace, Addictions, Leaders	>100	30-50	30-50
CHAT WITH PSYCHOLOGISTS Consultations with Psychologists via built-in chat	Fully localized	Fully localized	Fully localized
CHAT WITH OTHER EXPERTS Access via chat to various experts to help in daily challenges	Dietiticians, Child Psychologists, Business Mentors, Legal & Financial Advisors	Dietiticians, Child Psychologists	Not available
VIDEO CONSULTATIONS Regular Individual Therapy & Coaching Sessions	Fully localized	Fully localized	Fully localized
FAMILY ACCESS Extra seat for employee family member or friend	Fully localized	Fully localized	Fully localized
CUSTOMER SUCCESS FOR HR - Reports, Benchmarks, Support for HR	Fully available	Fully available via Global Team	Fully available via Global Team
USER SUPPORT - Technical difficulties & Troubleshooting	Fully localized	Fully localized	Fully or partially localized