



## Case study

# TELUS Health x Rock Compliance

## Company background:

Rock Compliance is a UK-based environmental compliance provider operating nationwide with offices ranging from Devon to Aberdeen. Since 2017, the organisation has grown its employee count by 600% as it acquired the best regional players in the UK market and integrated them into one national platform.

## The challenge:

Following the fast-paced organisational growth, Rock Compliance began searching for an Employee Assistance Programme (EAP) to support its mixed employee base of office workers and field engineers. The team was explicitly looking to solve the following challenges:



**Unification of culture:** With multiple acquisitions, Rock Compliance faced the challenge of integrating different regional companies with separate identities into a cohesive company culture with which employees could resonate.



**Employee recognition and engagement:** There was a need for a robust recognition system to highlight employee achievements and ensure engagement, especially for an organisation with a geographically dispersed, and demographically diverse workforce.



**Accessibility and communication:** Many of Rock Compliance's employees are field-based engineers. Ensuring they had easy access to company resources and communication platforms was essential for seamless operations and employee support.



## Why TELUS Health EAP?



### Integration and accessibility

The EAP was integrated into Microsoft Teams, the primary communication tool at Rock Compliance. This integration made the service easily accessible to all employees, regardless of their location.



### Confidentiality

Offering confidential support to employees who could access the service discreetly as needed was particularly important for Rock Compliance's large cohort of field-based engineers.



### Perks and rewards

The variety of nationally available perks and rewards was another key offering that could support Rock Compliance's dispersed workforce and their families by giving them cash-back and discounts to shops they rely on. These benefits also ensure that employees are familiar with the app, making it easier to seek support when needed.



### Employee recognition

A structured programme for employee recognition was implemented, including initiatives such as "Rockstar of the Month" and "Rockstar of the Quarter". This helped acknowledge employees' hard work and dedication within the TELUS Health One app.

“ People are an organisation’s best asset. You look after them, and they’ll look after you. ”

**Roisin Kearney**  
Head of HR, Rock Compliance



Approximately  
**80%**  
of employees had created an account within the first three months.

## Outcomes

### Strong employee uptake.

Within the first three months post-implementation, **approximately 80% of Rock Compliance’s employees had created an account.**

### Enhanced employee engagement.

The easy-to-access TELUS Health EAP services made employees feel more supported and valued.

### Unified corporate culture.

While the journey of cultural unification is ongoing, the structured recognition programme and accessible support services have significantly contributed to building a sense of unity and shared identity throughout the company.

### Increased acceptance and use of support services.

The anonymity and ease of access to TELUS Health EAP led to higher employee acceptance and use, breaking down the stigma around seeking mental health support.

## What’s next?

Rock Compliance will continue to focus on solidifying its unified identity while expanding its employee recognition programmes and utilising TELUS Health’s services. The goal is to maintain high levels of employee engagement and support as the company continues to grow.