

EMPLOYEE ASSISTANCE PROGRAM (EAP) BOOKLET

This Employee Assistance Program (EAP) Booklet describes the benefits offered under the Employee Assistance Program as of January 1, 2020. The EAP is part of the RR Donnelley Group Benefits Plan.

December 2020

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Links to:

- [Summary of Material Modifications](#)
- [Plan Administration Information Booklet](#)

INTRODUCTION

Several welfare benefit programs offered by R. R. Donnelley & Sons Company and its participating subsidiaries (collectively RRD or the Company), combined, make up the RR Donnelley Group Benefits Plan (Group Benefits Plan or Plan). Generally, each welfare benefit program under the Group Benefits Plan is described in a separate program booklet, and the common administrative provisions applicable to each of the welfare benefit programs are set forth in the *Plan Administration Information Booklet (Administration Booklet)*. In some cases, the detailed provisions of the program are described in an insurance certificate (referred to in this booklet as a Member Certificate), which may be titled a “Member Certificate,” “Certificate of Coverage,” “Evidence of Coverage,” “Certificate,” or something similar. Together, each of the program booklets and the *Administration Booklet*, as well as any Summaries of Material Modifications (SMMs), the Annual Enrollment materials, and other plan summaries, make up the complete Summary Plan Description (SPD) for the Group Benefits Plan. The complete SPD for the EAP includes this EAP Booklet (including the EAP Brochure), the *Administration Booklet*, as well as any SMMs, the Annual Enrollment materials, and other plan summaries.

RRD provides EAP coverage to all employees and their dependents at no cost, regardless of whether they are eligible for other RRD benefits.

Please review this EAP Booklet to become an informed consumer of services, so that you can get the most out of the EAP for you and your family. If there is any discrepancy between the SPD and the Group Benefits Plan document, the Group Benefits Plan document always governs. Union employees covered by a collective bargaining agreement need to refer to such agreement for any differences from the options offered as described in this EAP Booklet. If there are differences between the rules contained in the SPD and the rules contained in your applicable collective bargaining agreement, your collective bargaining agreement will control.



EAP Summary Plan Description (SPD)

Together, this EAP Booklet (which includes the EAP Brochure), the *Administration Booklet*, any SMMs, the Annual Enrollment materials, and other plan summaries make up the complete SPD for the EAP under the Group Benefits Plan. Please read this information to familiarize yourself with your coverage. If changes to the EAP occur, you will be notified through an SMM or the Annual Enrollment materials.


Nothing in this EAP Booklet should be interpreted as an employment contract. This EAP Booklet merely describes the employee assistance benefits offered to eligible employees as of January 1, 2020. RRD reserves the right to amend, change or terminate the Group Benefits Plan or EAP, in whole or in part, at any time.

This EAP Booklet contains a summary in English of the benefits available under the EAP. If you have difficulty understanding any part of this EAP Booklet or the SPD, call the RRD Benefits Center at **1-877-RRD-4BEN (1-877-773-4236)** or go to rrd.bswift.com. Benefits Center Representatives are available from 7 a.m. to 7 p.m. CT, Monday through Friday.

BENEFITS-AT-A-GLANCE

Below is a quick summary of confidential benefits offered through the EAP:

Feature	Services
Counseling Services	Talk one-on-one with an experienced, licensed counselor for support with stress management, strengthening relationships, work/life balance, grief and loss, substance use, and more. As with all EAP services, your conversation will be strictly confidential. You may receive up to five free counseling sessions through the EAP program. EAP counselors are available 24 hours a day, seven days a week.
Legal Services	<ul style="list-style-type: none"> • Divorce • Landlord and tenant issues • Real estate transactions • Wills and power of attorney • Civil lawsuits and contracts • Identity theft recovery
Financial Services	<ul style="list-style-type: none"> • Saving for college • Debt consolidation • Mortgage issues • Estate planning • General tax questions • Retirement planning • Family budgeting
Work/Life Services	<ul style="list-style-type: none"> • Care services: adult care, caregiver support, child care, special needs care, summer camps, holiday childcare and back-up care • Education services: education resources including preschools, public and private schools, tutors and test preparation, financing, and continuing education • Growing family services: information on parenting, adoption, pregnancy, nursing, returning to work and infertility • Convenience services: help with consumer issues, emergency services, home maintenance and repair, pet care, relocation, community volunteering and more



Action Steps

See the [EAP Brochure](#) for more information on what’s covered and what’s not covered. See the [Administration Booklet](#) for who’s eligible, how to enroll, additional information about the claims and appeals procedures, Plan administrative information, and information about your ERISA rights.

Call ... *Before January 1, 2021:* Beacon Health Options: **1-877-883-0396**
On or after January 1, 2021: SupportLinc: **1-888-881-5462**

Visit ... *Before January 1, 2021:* Achieve Solutions® at www.rrdconnect.com: Access articles and tools to help you improve your health, manage life events and search for service providers in your area.
On or after January 1, 2021: SupportLinc at www.supportlinc.com Code: rrd

HOW THE EAP WORKS

This section summarizes some key features of the EAP. You don't have to elect EAP coverage or be eligible for other RRD benefits — it is provided to you automatically and paid for by the Company.

The EAP provides mental health, family and substance use counseling, as well as resource and referral services for legal, financial, and work/life issues to you and your family members. The EAP is staffed by highly trained and qualified professionals. Your personal information is kept confidential in accordance with federal and state laws.

Counseling Services


Counseling services include assessment, short-term counseling, referral services, and treatment monitoring. Each EAP participant is eligible to receive up to five in-person counseling sessions to assess the problem and provide brief problem resolution counseling services. In some cases the level of care required may be beyond the scope of the EAP (e.g., an issue that requires more than five counseling sessions, or inpatient care), in which case the EAP provider will assist with referrals to an appropriate provider.

Resource and Referral Services

The EAP provides web and telephonic resource and referral services to help you and your family members with a variety of work/life issues. See the EAP Brochure for more information.

Automatic COBRA Continuation Coverage

COBRA coverage under the EAP is automatically provided for 36 months free of charge to all qualified beneficiaries upon a qualifying event.

 **EAP Information**

See the EAP **Brochure** for details regarding EAP coverage. See the **Administration Booklet** for who's eligible, additional information about the claims and appeals procedures, Plan administrative information, and information about your ERISA rights.

EAP BROCHURE

The EAP Brochure starts on the next page.

SUPPORTLINC

EMPLOYEE ASSISTANCE PROGRAM FOR RR DONNELLEY

SUPPORTLINC IS THE EMPLOYEE ASSISTANCE PROGRAM (EAP) FOR YOU AND YOUR IMMEDIATE FAMILY MEMBERS

At some point in our lives, each of us faces a problem or situation that is difficult to resolve. When these instances arise, your SupportLinc employee assistance program (EAP) will be there to help. SupportLinc is a confidential resource that helps you deal with life's challenges and the demands that come with balancing home and work. SupportLinc provides confidential, professional referrals and up to five (5) sessions of face-to-face counseling for a wide variety of concerns, such as:

**ANXIETY • DEPRESSION • MARRIAGE AND RELATIONSHIP PROBLEMS • GRIEF AND LOSS
SUBSTANCE ABUSE • ANGER MANAGEMENT • WORK-RELATED PRESSURES • STRESS**

EXPERT REFERRALS AND CONSULTATION

Whether you are a new parent, a caregiver, selling your home or looking for legal advice, you're likely to need guidance and referrals to expert resources.

- **LEGAL ASSIST** Free Telephonic or Face-to-Face Legal Consultation
- **FINANCIAL ASSIST** Expert Financial Planning and Consultation
- **FAMILY ASSIST** Consultation and Referrals for Everyday Issues, Such as Dependent Care, Auto Repair, Pet Care, Home Improvement and More

CONFIDENTIALITY

SupportLinc upholds strict confidentiality standards. No one, including your employer, will know you have accessed the program unless you specifically grant permission or express a concern that presents us with a legal obligation to release information.

TECHNOLOGY AND YOUR EAP

WEB

- Practical Tools and Resources to Practice Resiliency, Mindfulness and Other Skills
- Search Engines for Dependent Care, Education, Legal, Financial and Convenience Services
- Discounted Gym Memberships
- Secure Video Counseling Through the eConnect® Portal
- On-Demand Education
- Bilingual Content (English and Spanish)
- ANIMO: Personalized Digital Behavioral Health Platform

MOBILE

- eConnect® Mobile App for On-The-Go Access
- Call or Live Chat with a Licensed Counselor
- Schedule Video or In-Person Counseling

TEXT THERAPY

- Exchange Text Messages, Voicenotes and Resources with a Licensed Counselor through the Textcoach™ Mobile and Desktop App

SUPPORT  LINC

EMPLOYEE ASSISTANCE PROGRAMS

PHONE

1-888-881-LINC (5462)

SMS

TEXT 'SUPPORT' TO 51230

WEB

WWW.SUPPORTLINC.COM

Username: rrd



MOBILE

rrd



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