



THOMSON REUTERS

CASE STUDY: Back-Up Care

Emergency Adult and Childcare for Thomson Reuters

What does our client think about Bright Horizons and the Back-Up Care Advantage Programme?

“The programme is a safety net; it gives our employees the confidence to take the next step in their career because they have that back-up. It’s something that all our employees can appreciate, something good to have when you need it...”

I have recommended the programme to contacts in other companies – it’s an ideal way for an employer to support the lifestyle balance of their employees, showing that they care what happens at home as well as at work.

We’ve never had a benefit like this before - what Bright Horizons offers is perfect...I think it works and I’m always learning more about it.”

Regina McEvoy,
UK Benefits & Welfare Manager,
Thomson Reuters

Supporting Employee Wellbeing on a Global Level

Thomson Reuters is the world’s leading source of intelligent information for businesses and professionals. With a global employee population of around 60,000 (and over 6,000 in the UK), their people are key to their success.

As Peter Warwick, Chief People Officer, says;

“Cultivating an inclusive work environment helps us attract and retain diverse talent with wide-ranging skills and industry expertise who collaborate to provide the most innovative solutions for our clients.”

Employee wellbeing is very important to Thomson Reuters, with colleagues on a global level collaborating on wellbeing initiatives. Aware that one of the major threats to wellbeing for working families relates to balancing the demands of their work and family life the US division had already partnered with Bright Horizons to provide a back-up dependant care programme for their employees.

This had proved very successful, and in July 2010 the HR team in the UK were offered the opportunity to pilot the programme. Following positive uptake and review it became an on-going component of Thomson Reuters’ benefits offering in the UK.

What is provided?

The Bright Horizons Back-Up Care Advantage Programme offers Thomson Reuters’ employees access to high-quality back-up care for their loved ones (both children and adults) when their regular care arrangements break down, or are not available.

To request care, families contact a team of Care Consultants, by phone or online, who are available 24/7 and who liaise between family and care provider, making all the necessary arrangements.



Added value

To further support Thomson Reuters families in balancing work and family life, Bright Horizons has provided a programme of free webinars on a variety of topics. These have proved very popular, and have the additional value of reinforcing awareness of the benefits available to employees.

Topics have included:

- Achieving Work/Life Fit
- Coping With Caring
- How to create a Family that works as a team
- How to have fun with your children

Additionally the UK Thomson Reuters HR team were invited to attend a webinar on “Employer Investment in Childcare in India: Reducing Risk, Securing Success” – which they shared with their colleagues in India.



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What do Thomson Reuters families think about Back-Up Care from Bright Horizons?

“I always feel much more secure in knowing that I have backup. It’s such a simple easy service to use and Back-Up Consultants are always available - even out of standard office hours.”

Thomson Reuters Employee

“We have used back up care approximately 8-10 times in the past six months. I have recommended the service to all the colleagues in my team I was that impressed. It has saved the day on many occasions!”

Thomson Reuters Employee

How does the programme support Thomson Reuters’ goals and company culture?

The programme is clear, practical evidence to employees that Thomson Reuters really cares about their wellbeing and their work/life balance, providing them with meaningful support that positively impacts their lives.

On a practical level, the company has a culture of flexible working, with individuals having the freedom, and the responsibility, to manage their own workloads, adjusting their working patterns and working at home, as appropriate to their own needs and those of the business. The Back-Up Care Advantage Programme is an ideal support for this flexibility, providing care coverage for an employee needing to work on a day when they are usually at home and usual care arrangements have not been scheduled, or enabling a parent to work at home while a nanny is also present caring for a mildly ill child who is off school or nursery.



What makes it work?

Word of mouth is always a powerful channel for ensuring optimum take-up of a benefit, particularly one as personal as care for loved ones. As Regina McEvoy, UK Benefits & Welfare Manager notes, Thomson Reuters’ employees are by the nature of their business both inquisitive and enthusiastic communicators - so colleagues have been recommending the programme to each other throughout the business.

Prior to launch, Thomson Reuters HR team met with their Bright Horizons Account Manager to talk through the Back-Up Care Advantage Programme – this helped to ensure that they felt comfortable and fully equipped to support the communication process.

The launch itself was publicised through a variety of company channels, such as the intranet and through flyers and posters. On an on-going basis, new employees are introduced to all the benefits available to them via ‘on-boarding’ sessions – the benefits session always includes some time spent discussing the Back-Up Care Advantage Programme.



Contact Us

Contact us today to learn more about how Bright Horizons can help your organisation.

europeclientservices@brighthorizons.com
www.brighthorizons.co.uk/employersolutions

Tel • 08432 898 579



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