

Your wellbeing is the foundation you need to flourish in work and life.

No matter how bad things get, we provide you with the support you need in the here and now. And we'll help you to find the answers you need to lead a happier, healthier life.

retailtrust.org.uk



**Retail
TRUST**
1832 ONWARDS

THE PATH TO A HAPPIER AND HEALTHIER YOU

Everything you need to take charge of your wellbeing.

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REGULATOR**

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Digital self-help

Access the latest and most comprehensive health and wellbeing self-help articles, quizzes, videos and guidance, all in one place. You can easily select what's most important to you and get a totally personalised service.



24-hour wellbeing helpline

Free, confidential support, 24 hours a day, seven days a week. Our expert advisors can help you to work through problems there and then.

In-the-moment support

Contact us at any time to speak to a counsellor for immediate, compassionate support whenever you need it. This service is designed to offer clinically informed assistance to colleagues facing emotional or practical challenges due to unexpected events.

Online therapy

Step-by-step programmes of evidence-based therapeutic help developed by experts, giving the opportunity for reflection and the introduction of skills and strategies to support your wellbeing.



Brief therapy (counselling)

Following assessment to understand your needs, we can provide sessions for colleagues, couples and families to talk through and manage their feelings, either face-to-face, over the phone or by video call.

Financial wellbeing

We work with Lifetime to provide easy access to their team of financial experts. Their dedicated app has been designed to help you better understand your finances and make informed decisions about money.

Legal guidance

Working with specialists, we offer legal guidance on a wide range of situations and concerns relating to consumer and family law. Please note, that to avoid a conflict of interest we are unable to offer guidance on any matter relating to employment law.



Financial aid

We are on hand to help you with free and confidential debt advice and provide financial aid during times of need.



Retail rewards

Access to a range of personalised benefits that support your wellbeing, financial security and lifestyle needs, all from within a single, centralised platform.

Colleague incident pathway

If you have experienced a challenging interaction, including customer abuse, threats, intimidation or acts of violence in the workplace, we've got the resources to support you.

Workplace critical incident

We offer remote and onsite support following an unforeseen work-related situation where a group of employees experience a threat to life, physical safety or are subjected to a traumatic event.

