How much does the IAP cost? What does it include?
There is no cost to employees or families for IAP services. Though voluntary, the IAP is a proactive program that reaches out to Caterpillar ISEs and families from the time they accept an ISE assignment, until one year after repatriation. ISEs and their families can receive unlimited services through e-mail and phone. ISEs will have access to face-to-face counseling sessions as appropriate.

Who are the IAP Support Staff and where are they located?
Chestnut Global Partners has a global network of trained professionals with a wide range of expertise in the coaching and counseling field. Though the availability of professionals can vary in some locations, Chestnut’s global providers have been carefully selected to ensure you receive the highest quality care that is sensitive to language, culture and the unique needs of our ISEs.

How do I access the IAP?
ISEs and their families can expect the IAP support staff to be proactive in reaching out to them prior to assignment to assess any personal needs. However, ISEs and their families can contact Chestnut Global Partners 24 hours/day, seven days a week through e-mail at IAP@chestnut.org. Chestnut Global Partners can also be reached collect or direct internationally at +1-309-820-3604 or at 1-866-CAT(228)-0565 in the U.S. A brief telephone interview will help determine assistance that best fits the need of the individual. Contacts will be handled confidentially.

What is the IAP’s scope of service?
Caterpillar’s IAP provides professional assistance to help employees and their families adjust to a new culture and environment, resolve personal problems and maximize the rewards of their international experience. ISEs and their families are encouraged to seek support through the IAP as soon as they feel a need.

IAP strives to help ISEs prevent problems, but also provide a “safety net” when problems do occur. The staff will contact the ISE when Caterpillar first authorizes an assignment. They will assess the needs of the employee and family, offer coaching and counseling and link the ISE to professionals and resources around the world as needed. Assistance is available 24 hours/day, seven days a week related to:

- Consultation prior to accepting an assignment
- Pre-departure consultation and orientation
- Cultural adjustment
- Repatriation support
- Child, family or school adjustment issues
- Stress, depression, grief and other emotional concerns
- Marital or relationship issues
- Drug and alcohol abuse
- Elder care assessment (U.S. only)
- Work-related and performance problems
- Other personal issues

Provided by Chestnut Global Partners
E-mail: IAP@chestnut.org

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Caterpillar retains the sole discretion to change, revise or cancel this program at any time.
Caterpillar believes that International Service Employees (ISEs) and any accompanying families deserve a satisfying, rewarding international experience.

Ensuring a positive international experience
The company recognizes that while the decision to relocate outside of one’s home country can present many rewards, there may also be challenges. Most ISEs have a rewarding experience with minimal problems. However, as a normal part of relocating outside of one’s own country, many ISEs may encounter a range of personal and adjustment issues.

To support the personal needs of our ISEs and their families (if applicable) and support the overall success of the ISE assignment, Caterpillar has used 6 Sigma and partnered with Chestnut Global Partners to develop the International Assistance Program (IAP).

The IAP is a confidential service for ISEs and families that offers outreach, counseling, coaching and other supportive services. IAP counseling and consultation services are available by phone with a professional and/or through face-to-face appointments. Contact with the IAP is built into the ISE experience for each employee and family. Confidentiality with the IAP is strictly governed by professional ethics and law.

Personal support at every stage of the ISE experience
Every stage during the lifecycle of an international assignment presents unique challenges. Whether an employee is considering an assignment, moving to a new country, adjusting to their new home, or repatriating, Caterpillar’s IAP is available to support ISEs and their families every step of the way.

An international assignment typically involves several distinct stages. The IAP proactively offers personal and family support at each stage:

Is this right for me/us? The IAP offers consultation services by phone or in person to support employees and their families in making the best decision on accepting an ISE assignment.

How can I/we best prepare for this assignment? Upon accepting an ISE assignment the IAP support staff will reach out by phone and e-mail to each employee and family. The goal of this outreach is introduce the IAP, provide support for the ISEs’ personal planning and get information to facilitate follow-up contacts. All ISEs will be offered telephone and/or face-to-face counseling with IAP counselors and professionals.

Destination. The first year in a new country can provide both adventure and personal challenges. With permission from the ISE, the IAP support staff will reach out by phone and e-mail to check-in and offer any supportive services that may be needed with either the ISE or a designated family member. Counseling, coaching and personal support is available by phone, or face-to-face in most country locations.

On-going support. As agreed on with the ISE and/or the designated family member, the IAP support staff will periodically follow up with the ISE and family to check-in, and offer supportive services if necessary or requested.

Repatriation, next assignment and beyond. Once an ISE has accepted the next position, the IAP support staff will contact the ISE and family to offer assistance during the repatriation or move to another foreign assignment. Returning from an assignment can bring about many new adjustments, some of which are unexpected. Therefore, the IAP offers supportive follow-up contact after the ISE and family has returned home.

Is the IAP confidential?
The IAP is a voluntary, confidential service for employees and families. IAP information does not become part of personnel or medical records; and no identifying information is ever reported back to Caterpillar. Written permission is required for any personal information to be released unless mandated by local law.