

# support services

## employee assistance and worklife services (EAP-WL)

Chevron EAP-WL is a free internal consulting service available to you and your dependents that can help you resolve a broad range of concerns or problems, from everyday issues to more complicated personal, family or work-related concerns.

We all experience everyday issues that we can usually work out on our own, but sometimes we need help. Even if you're not sure what the problem may be, an advisor can guide you through discussion to identify the issue and then develop a plan to resolve it. Among the topics that advisors are trained to help with include:

- Family and relationship problems
- Personal and emotional issues
- Major changes in your life
- Difficulties at work
- Concerns about alcohol or drug use
- Managing stress and anxiety
- Help after a traumatic event

There is no charge for you or your dependents to use EAP-WL services. If you need ongoing assistance, an EAP advisor can help identify and refer you to resources in your community. If applicable, you're responsible for any costs related to services provided through community-based or other referral sources. *Services, resources or advice received through EAP-WL is not medical advice or a substitute for seeking treatment and guidance from a health care provider.*

## ombuds

The Global Office of Ombuds provides an independent, safe, confidential, neutral and informal resource to assist employees in resolving any workplace concern, foster an open feedback culture and remove barriers to diversity and inclusion at work. You can contact Ombuds to:

- Generate and evaluate different ways to resolve a work-related problem
- Determine how to bring a concern forward
- Prepare for a difficult conversation or feedback
- Find the most appropriate channel to help with a problem
- Discuss options to address issues where previous attempts have been unproductive

The information in this newsletter applies to Pasadena Refinery represented employees who are eligible for Chevron U.S. benefits. This communication provides only certain highlights about changes of benefit provisions. It is not intended to be a complete explanation. If there are any discrepancies between this communication and the legal plan documents, the legal plan documents will prevail to the extent permitted by law. Oral statements about plan benefits are not binding on Chevron or the applicable plan. There are no vested rights with respect to Chevron health and welfare plans or any company contributions toward the cost of such health and welfare plans. Rather, Chevron Corporation reserves all rights, for any reason and at any time, to amend, change or terminate these plans or to change or eliminate the company contribution toward the cost of such plans. Such amendments, changes, terminations or eliminations may be applicable without regard to whether someone previously terminated employment with Chevron or previously was subject to a grandfathering provision. Some benefit plans and policies described in this document may be subject to collective bargaining.