

FREQUENTLY ASKED QUESTIONS

Question: What is the contact information for the benefits provider - Canada Life

Answer:

- You may contact Canada Life Toll Free at 1-800-957-9777
- Website address: www.canadalife.com

Question: How do I contact the Employee and Family Assistance Program (EFAP)

Answer:

- HumanaCare is the provider of the Employee and Family Assistance Program (EAP)
- You can access HumanaCare 24 hours a day
- Contact number – 1-800-661-8193
- Website: <https://humanacare.com/evraz>

Question: I cannot login to my Workday Account. How do I reset my password?

Answer:

- if you forgot your password, you may contact the EVRAZ Helpdesk at 1-855-780-4294 and indicate you that you require a "Workday Password Reset"
- The EVRAZ Helpdesk will ask for your employee ID.
- The Workday username = firstname.lastname

Question: What is the Workday website address:

Answer:

- <https://wd5.myworkday.com/wday/authgwy/evrazna/login.html>

Question: How do I change my address?

Answer:

- You may login to your Workday Account and update your contact information

Question: I need to change my benefits coverage (Add or remove dependents). Who do I contact?

Answer:

- You may email HRAlberta@evrazna.com for a guide on how to change your benefits in Workday.
- Please login to your Workday Account to change your benefits

Question: Where do I find Short term Disability forms?

Answer:

- Please email HRAlberta@evrazna.com for the short term disability paperwork. A printed or electronic copy will be provided based on your requirements.
- Completed forms can be dropped in the Human Resources/job posting box or emailed directly to Canada Life at Regina.DMSO@canadalife.com and the benefits department at benefits.pension@evrazna.com

Question: I am not receiving coveralls or need a size change. Who do I contact?

Answer:

- Inform your Supervisor or email HRAlberta@evrazna.com
- Unifirst will be informed and you will receive an email advising of changes

Question: My boots are worn and need to be replaced. How do I get them replaced?

Answer:

- Contact your Supervisor
- Your Supervisor will verify your boots need to be replaced and email HRAlberta@evrazna.com
- You will receive an email, once Work Authority confirms your card has been reloaded

Question: I require prescription Safety glasses? Who do I contact?

Answer:

- As per article 14.03 of the collective agreement: The Company will pay for the grinding of prescription safety lenses to a maximum of one (1) pair per year. To qualify for this payment, personnel employees must obtain a requisition from
- Email HRAlberta@evrazna.com to request a requisition form

Question: My Access Card does not work on the glove vending machine. Who do I contact?

Answer:

- Please email Bernadette at Bernadette.barron@evrazna.com with your five (5) digit ID Card number
- Bernadette will ensure the card number is updated for the glove vending machine

Question: I lost or need my ID Access card replaced. What do I do?

Answer:

- Inform your Supervisor
- Supervisor will request a new card from Security
- New Access card can be picked up from Security

Question: How do I get a letter of employment issued?

Answer:

- You may email HRAlberta@evrazna.com to request a letter of employment.

Question: I want to cancel my application for a job bid. What do I do?

Answer:

- Job Cancellation forms (yellow color) are available along the wall near the personal lockers in the Administration building
- Completed forms can be dropped in the Human Resources/job posting box (along the wall near the personal lockers in the Administration Building)