We are dedicated to the improvement of human life and wellness and believe that healthy employees are core to the long term sustainability of any business.
1. Employee Wellness Programme (EWP)

This programme proactively focuses on awareness, education and promotion of health and wellness among employees. It provides confidential, professional consultation and referral services to address any personal or work concerns that may be affecting the wellbeing of employees and impacting their work performance.

The Universal EWP include services such as telephone and face-to-face counselling, management consulting, onsite critical incident stress debriefing, legal advice and financial consultancy, family care information and referral to resources. This is supported by a sophisticated data capturing and case management system, utilisation reporting and the capacity to integrate EWP reporting with reporting for other Universal wellness-related services. An added advantage is that our clients have access to the Universal Network Providers and online portals optimising interaction with our providers, thus enhancing the client experience.

2. Health and Wellness Days

Universal Healthcare offers holistic health and wellness days and thereby bring tailor-made health services and solutions to employer sites for quick and easy access for all employees. Through a number of on-site screenings, talks, vaccinations and consultations employees are encouraged to embrace a healthy lifestyle and through questionnaires and other activities information is gathered so that employers can obtain a holistic view of the general health of their employees.

3. Executive Medicals

Universal, with the help of our skilled professionals and efficient support staff, provide businesses with a core executive medical, supplemented with follow-up services and optional extras to better address the health and wellness challenges facing executive teams. Each executive completes a healthcare questionnaire and a number of health assessments to ensure a top-to-toe analysis. A General Practitioner/Specialist reviews all the results and advises the individual executive accordingly. Customised corporate solutions coupling medical examinations with coaching, power talks, follow-up interventions and support are also available.

4. Health and Wellness Challenges

Tailor-made health and wellness challenges can be designed to prompt employees to adopt a healthy way of living through a positive climate of fun and camaraderie. Challenges can be one-day or periodical events specially adapted to fit the company environment and culture to ensure the best results are achieved. There are a number of challenges to choose from which include anything from an amazing race, born to lose and a smoke free workplace, to name a few.

5. Health and Wellness Education

Education is the starting point for lasting change and our aim is to encourage employees to take responsibility for their own health. Lunch Box Talks or one-hour educational sessions are an ideal way to educate employees on various health and wellness topics in an interactive and relaxed way. Workshops, on the other hand, provide the opportunity to engage employees on a more profound level. Universal Healthcare offers an array of interesting and relevant health and wellbeing topics to choose from. Our sessions are conducted by professionals in a language of choice and useful handouts are also provided for reference after the talk/workshop.
1. Employee Wellness Programme (EWP)

The Universal Employee Wellness Programme (EWP) focuses on partnering with client organisations in order to achieve healthy and productive employees.

The EWP provides confidential, professional consultation and referral services to address any personal or work concerns that may be affecting the wellbeing of employees and impacting their work performance.

Why is an EWP needed?
Several factors can prevent employees from working at their full potential including personal and family relationship problems, conflicts among co-workers, difficulties with managers, depression and other psychological conditions, substance abuse, financial issues, legal problems and child and elder care needs. In severe cases personal and workplace issues can negatively impact an employer’s bottom-line. Fortunately, many in business now recognise the importance of addressing these kinds of issues in the workplace and see the enormous value that is gained from investing in an EWP.

Telephone counselling
A professional psychosocial counselling service provides 24/7/365 access to employees, their dependants and management. This service is brought to you by Universal’s highly skilled clinicians, allowing us to provide immediate support to those who require it.

Face-to-face counselling
• Through our network of skilled and professional psychologists, social workers and registered counsellors, the Universal EWP offers a confidential, face-to-face counselling service to address a wide range of personal and work-related stressors.
• Employees can consult with a counsellor in an area that is geographically closest to where they reside or work, at a time that is most convenient to them and with minimal disruption to their work schedules.

Management consulting
• The Universal EWP provides consultation to management and leadership on a wide range of workplace issues impacting employee, management and organisational health and performance.
• This service enables managers to access professional consultation and support to develop the skills to manage specific issues, as well as identify and informally or formally refer troubled employees under their supervision.

Onsite critical incident stress debriefing (CISD)
An unexpected, dramatic event at work can cause affected employees profound shock. The Universal EWP includes CISD for traumatic events such as accidents, death, natural disasters, crime, hijacking etc. Through our on-site response teams, the Universal EWP provides the necessary support, trauma counselling and education to help employers mitigate the effects of unaddressed trauma, as well as to help clients re-establish feelings of security, control and normalcy as quickly as possible.

Legal advice and financial consultancy
The Universal EWP provides telephonic services with the aim of giving employees quick and easy access to legal and financial information. These services provide employees with the knowledge they need to effectively resolve their concerns, thus reducing the emotional impact that legal and financial matters can have on your workers.

Family care advice and referral to resources
Through our vast database of resources and information on health and family care services, such as HIV/AIDS support and treatment facilities, elder care, childcare, rehabilitation and psychiatric care facilities, our Universal EWP consultants are equipped to offer information and advice to activate the necessary resources to enable employees to help themselves and their families.

Universal Provider Network
Integral to the services offered through the Universal EWP, is our national footprint of psychologists, social workers and registered counsellors. These mental health professionals have the necessary expertise and passion to assist employees through their difficulties. They provide your employees with easy access to psychosocial services and assistance within the areas where they reside or work.

The Employee Assistance Professionals Association of South Africa (EAPA-SA)
EAPA-SA is a member of EAPA – the world’s largest, oldest, and most respected professional membership organisation for professionals in the Employee Assistance Programme (EAP) field. The Universal EWP is a registered member of EAPA-SA.
2. Health and Wellness Days

One day can change your whole life

What good is clear goals to a company without the energy and health of its workforce to reach them? Busy lifestyles, stress, poor eating habits, physical inactivity and worry are all increasingly taking their toll. Universal Corporate Health assists employers and employees in improving their health and reducing costs.

Our success is as a result of our ability to:
• Tailor-make solutions to the needs of each individual client
• Deliver onsite high quality services at cost effective prices
• Undertake a needs analysis before implementing our interventions

Engage employees directly regarding their health and its improvement
Support a culture of healthy living in the workplace
Guide the continuum of care when needed

We are your partner every step of the way in improving the health and performance of your organisation and its employees.

We ultimately empower our client organisations through a comprehensive company report that includes recommendations on how to take the health and wellness of employees to the next level.

Key services and screenings to choose from (but not limited to):

<table>
<thead>
<tr>
<th>Health screenings</th>
<th>Blood pressure; cholesterol; glucose; body mass index (BMI); waist circumference; body fat percentage; VCT for HIV and AIDS; tuberculosis (TB); lung capacity; hearing tests; visual, dental and osteoporosis screening.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vaccination</td>
<td>Flu vaccinations.</td>
</tr>
<tr>
<td>Nutrition</td>
<td>Nutritional assessment and advice from a dietician; food portion displays; and health smoothies.</td>
</tr>
<tr>
<td>Fitness</td>
<td>Fitness assessment and advice from a biokineticist; flexibility tests; and office ergonomics.</td>
</tr>
<tr>
<td>Psychosocial health risk assessments</td>
<td>Assessments on topics such as job stress and burnout; financial wellbeing and work-life balance.</td>
</tr>
<tr>
<td>Gender health</td>
<td>Men’s health- Prostate Specific Antigen (PSA) test and sexually transmitted diseases (STDs) test. Women’s health - Mammoscan; pap smear; breast examination; sexually transmitted diseases (STDs) and Human Papilloma Virus (HPV) tests.</td>
</tr>
<tr>
<td>Questionnaires</td>
<td>Quick assessment tools on various health and wellness topics such as smoking habits, osteoporosis, tuberculosis, financial wellbeing etc.</td>
</tr>
<tr>
<td>Walk-thru Wellness</td>
<td>Convenient and quick wellness screenings aimed at the busy executive.</td>
</tr>
<tr>
<td>Employee Wellness Passport</td>
<td>Ensure longevity of your Wellness Day with the Employee Wellness Passport to provide employees with screening results and guidelines on improvement or maintenance of their health and wellness.</td>
</tr>
<tr>
<td>Rewards</td>
<td>Foot soak; massages; spa treatments; lucky draw; T-shirts and goodie bags.</td>
</tr>
</tbody>
</table>

More information and a complete list of services can be obtained by emailing wellnessday@universal.co.za.
3. Executive Medicals

If you are taking care of the world and its problems, shouldn’t someone be taking care of you?

Recent studies have shown an increase in office executives suffering from health conditions such as stress, backache and physical and mental fatigue to name but a few. These ailments can lead to the development of life-threatening illnesses, yet few people make it a priority to attend to their health.

Universal, with the help of our skilled professionals and efficient support staff, provide clients with a core executive medical that you can add on to with follow-up services and optional extras to better address the health and wellness challenges facing your executive team. Because we know that those who run the show can’t always find the time to look after their health, Universal is dedicated to providing first-class expert health services that assist executives to become aware of the risk factors they might face today, so that they can take preventative action for a healthier tomorrow.

Excellence, Exclusivity and Efficiency are our mantra at Universal

Universal Core Executive Medical
Universal offers on-site or off-site executive medicals. The medical examination is conducted by a medical doctor/specialist physician and takes around three hours to complete. It includes the following:

- Medical/lifestyle assessment
- Fasting pathology test
- Physical examination
- Cardiovascular assessment including resting and stress ECG
- Respiratory assessment including lung function test
- Radiology screening including chest X-ray
- Health report

The cost of the Core Executive Medical depends on age and gender of participants. Contact us today at exehealth@universal.co.za for a quotation.

Additional services and follow-up packages
Because follow-up is very important in healthcare, we have made the following select services available to help address the needs of your executive team.

- A host of value-added services available. Choose from the following options:
  - Clinical;
  - Nutritional;
  - Physical;
  - Psychosocial;
  - Pampering

- Educational sessions (30-60 minutes) on health and wellness topics. Choose from topics such as:
  - Eating healthy on the run;
  - Work-life balance;
  - Inspirational leadership;
  - Coping skills;
  - Physical activity

- Executive coaching
- Business coaching
- Health coaching

- Follow-up health screening after six months
- Two follow-up appointments per executive with professionals to track and encourage change

- Find and facilitate access to health and wellness lifestyle-enhancing partners
- Enrolment with nutritional provider
- Enrolment with fitness provider
- Referral to psychosocial specialist

Comprehensive report for each executive to assist in identifying risk factors

On-site Universal Executive Medical

OR

Off-site Universal Executive Medical
4. Health and Wellness Challenges

*Engaging people to assist them to make lasting lifestyle improvements that translate into lasting benefits for your business*

Health and wellness challenges are designed to prompt employees to adopt a healthy way of living through a positive climate of fun and camaraderie.

Challenges can be one-day or periodical events specially adapted to fit the company environment and culture to ensure the best results are achieved. The net result is an engaged and productive workforce who performs at a higher level.

Universal Corporate Health assists your company by planning and managing the challenge from start to finish. These challenges are tailor-make to suit the company needs and goals with the option to include health screenings as part of the package.

Some challenges to choose from:
- Pedometer 10,000 Steps a Day Challenge
- Choose to Lose Challenge
- Shape Up Your Plate Nutritional Challenge
- Born to Move Challenge
- Health and Wellness Amazing Race
- Fun run at the office park
- 30 Minutes Away from the Desk Challenge
- Five-a-Day Nutritional Challenge
- Tobacco Free Workplace Challenge
- Healthy Weight for Life Challenge

5. Health and Wellness Education

*We teach smart people practical ways to become extraordinary*

Education is the starting point for lasting change and our aim is to encourage employees to take responsibility for their own health. Lunch Box Talks or one-hour educational sessions are an ideal way to educate employees on various health and wellness topics in an interactive and relaxed way. Workshops, on the other hand, provide the opportunity to engage employees on a more profound level.

Universal Corporate Health offers an array of interesting and relevant health and wellbeing topics to choose from. Our sessions are conducted by professionals in a language of your choice. Useful handouts are also provided for reference after the talk/workshop.

Some sessions to choose from:

**Nutritional**
- Understanding sugar
- Unlocking the food label code
- Healthy eating at the workplace and while on the go
- Addressing fad diets
- Drinking your calories: Think twice before you choose your drinks
- Adopting a healthy lifestyle to prevent chronic diseases

**Fitness**
- Physical activity in the workplace (‘Deskercise’)
- Negative impacts of stress on health and the positive role of physical activity
- The importance of physical activity and how to set achievable personal goals

**Psychosocial**
- Effective stress management
- Achieving work-life balance
- How to deal with substance abuse
- Emotional eating
- Interpersonal skills development
Corporate Health and Wellness Services

Our Universal 360 degree approach helps you to unleash your workforce’s energy, health, creativity and vigour.

We therefore provide businesses with a one-stop, full spectrum corporate health and wellness service offering:

1. Employee Wellness Programme (EWP)
2. Health and Wellness Days
3. Executive Medicals
4. Health and Wellness Challenges
5. Health and Wellness Education