HEALTH AND WELLNESS MAKES PERFECT ‘CENTS’
At Universal, we are dedicated to the improvement of the quality of health and wellness. It is our belief that healthy employees are at the core of the long-term success and sustainability of any business.

Universal Corporate Health provides the perfect, holistic solution to help unleash the optimal energy, health, creativity and vigour of your workforce. Our approach to health and wellness will enhance the quality of output, ultimately benefiting your bottom line. Our service offering is a one-stop, full spectrum corporate health and wellness solution, for businesses that understand only too well that Health and Wellness makes perfect ‘cents’.
1. **Employee Wellness Programme**
   The Universal EWP promotes health and wellness among employees, by improving awareness of health and wellness issues, as well as, through the provision of confidential, professional consultation and referral services to address any personal or work related concerns.

   Services offered through the Universal EWP include telephonic and face-to-face counselling, managerial consulting, onsite critical incident stress debriefing, legal advice and financial consultation, family care information and referral to other support resources, where this may be necessary.

2. **Health and Wellness Days**
   Universal offers easily accessible, tailor-made healthcare services and solutions to employees at their place of work. Services include, among others: On-site screenings, talks, vaccinations and consultations to encourage employees to embrace and maintain a healthy lifestyle. The information gathered during health and wellness days, enables Universal to provide employers with comprehensive reporting on the general health and wellbeing of employees.

3. **Executive Medicals**
   Universal provides businesses with executive medicals in order to identify and address the healthcare challenges faced by executives. Healthcare questionnaires, as well as, a number of health assessments and consultations, are conducted to provide a comprehensive health analysis. Customised corporate solutions including coaching, power talks, follow-up interventions and additional support services, are also available.

4. **Health and Wellness Challenges**
   Tailor-made health and wellness challenges encourage employees to adopt a healthy way of living through a positive climate of fun and camaraderie. Challenges can either be once-off or ongoing, regularly scheduled events and are customised to fit the work environment and culture of each individual company. A number of challenges are available to choose from. These include, among others, an amazing race, born to move challenge and fun run.

5. **Corporate Health and Wellness Talks and Workshops**
   Universal offers an array of interesting and relevant health and wellbeing topics to encourage employees to take responsibility for their own health. Talks and workshops are an ideal way to educate employees in an interactive and relaxed way. Our sessions are conducted by professionals, and handouts are also provided for ease of reference after the event.

6. **Physical Activity and Nutritional Programmes**
   The programmes are designed to establish a culture of health and wellness in the workplace and among employees, regardless of the type of work environment. The workplace is a practical and convenient environment in which to tackle the health issues impacting employees. As most of an employee’s time is spent at work, the health message can therefore be more easily and effectively conveyed.

7. **Health and Wellness Consulting**
   Universal will engage with employers to assist them with the development of health and wellness policies, annual wellness plans and creative health and wellness interventions. This will help raise awareness and will effectively address the health issues of employees. The aim of these consultations are to empower employers to make informed decisions, and to encourage and support employees to make the necessary lifestyle and behavioural changes required to lead a healthy and fulfilling life.

8. **Introducing the Universal Health Rewards**
   Get your staff members’ pulses racing and their productivity soaring with the brand new Universal Health Rewards programme.

   This beneficial new service brought to you by Universal Healthcare has been specially designed by lifestyle and healthcare experts with you, your staff and your business in mind.

   The goal of our corporate Health Rewards programme is to optimise the wellbeing, and ultimately the productivity, of your most valuable asset – your staff. The Universal Health Rewards programme is focused around healthy eating, improved physical activity, stress reduction and the enhancement of personal resilience. It also strives to encourage the development of healthy lifestyle habits and the prevention of illness.

   The Universal Health Rewards programme is designed to be both beneficial and rewarding for participants. Important milestones including healthy activities, fitness and improved healthcare results are recognised and rewarded on an ongoing basis to ensure that everyone remains motivated to achieve optimal health and wellness.

   Attractive discounts from our partners further sweeten the deal to ensure maximum uptake, active participation and enthusiasm among staff members.

   Watch this space for the corporate Health Rewards programme you’ve been waiting for. Coming soon to you from Universal Healthcare.
1. THE UNIVERSAL EMPLOYEE WELLNESS PROGRAMME

Realising the potential of your employees.

A number of factors can prevent your employees from realising their full potential including personal and family relationship problems, conflict with co-workers, difficulties with managers, depression, anxiety, substance abuse and other psychological stressors such as financial and legal problems, child and elder care challenges.

Such employee personal and workplace issues can negatively impact productivity and ultimately the bottom-line of your business.

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 effective Employee Wellness Programme (EWP).

The Universal EWP: tailored workplace wellness solutions

The Universal EWP has been developed especially to assist the employer to achieve a healthy and productive workforce, as we understand that this is critical to the achievement of any organisation’s goals.

The Universal EWP partners with client organisations in order to tailor make solutions which address any personal or work concerns that may be affecting the wellbeing of employees, and impacting their work performance.

Universal psychosocial provider network and system

Clients benefit from their access to Universal’s nationally represented network of psychosocial providers. Universal works closely with this large network of providers to ensure the efficiency of these services and an enhanced client experience.

These Universal services are 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.
<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
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<tr>
<td><strong>Telephonic Counselling</strong></td>
<td>A professional psychosocial telephonic counselling service provides 24/7/365 access for employees, their dependants and management. This service is rendered by Universal’s highly skilled team of clinicians and professionals, who enable us to provide immediate and highly effective support to those who require it.</td>
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</table>
| **Face-to-face Counselling**| - Through our network of highly 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 services. This will assist them to develop their skills in managing specific employee issues, as well as in identifying troubled employees under their supervision and referring them to the appropriate support services. |
| **On-site critical incident stress debriefing** | An unexpected traumatic event can cause affected employees profound shock and have a significant impact on psychological health. The Universal EWP offers critical incident stress debriefing (CISD) following traumatic events such as accidents, death, natural disasters, crime, hijacking, etc.  
Through our on-site rapid response teams, we are able to provide the necessary support, trauma counselling and education to help employers mitigate the effects of unaddressed trauma, as well as to help employees to re-establish feelings of security, control and normalcy, as quickly as possible following a traumatic incident. |
| **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 on a 24/7/365 basis. These services provide employees with the knowledge needed to effectively resolve their concerns, thus reducing the emotional impact that legal and financial matters can have on 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, child care, 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 to support their family members. |
| **The universal Provider network** | The Universal national footprint of psychologists, social workers and registered counsellors is integral to the services offered through Universal EWP. Using a solution-focused approach to address employee difficulties, these mental health professionals have the necessary expertise and skills to provide highly effective support to your workforce. |
| **Employee assistance professionals association of South Africa member** | The Universal EWP is a registered member of the Employee Assistance Professionals Association of South Africa (EAPA-SA). EAPA is the world’s largest, oldest, and most respected professional membership organisation for professionals in the Employee Assistance Programme (EAP) field. |
| **EWP potential returns On investment** | - Average return on investment (ROI) is approximately $3 US for every $1 spent – Wellness Councils of America (2004), cited in Cloete (2015).  
- R5 – R8 saved in terms of recovered lost productivity for every R1 spent on the EWP – Naicker and Fouche (2003).  
- 32% reduction in sick leave days (cost benefit analysis of 1:11) and a cost benefit analysis of 1:6 in terms of cost saving on productivity after EWP interventions were introduced – Cloete (2015). |
2. HEALTH AND WELLNESS DAYS

One day can change your whole life

Busy lifestyles, stress, poor eating habits and physical inactivity are increasingly taking their toll on the workforce. Universal Corporate Health assists employers and employees in improving their health while reducing the costs associated with ill and absent employees.

Universal offers:
- A comprehensive needs analysis, prior to the implementation of interventions
- Tailor-made solutions, meeting the needs of each individual client
- On-site, high quality services at cost effective prices
- Direct marketing and engagement with employees regarding their overall health and how best to improve it
- Ongoing support in creating a culture of healthy living in the workplace
- Guiding the continuum of care as needed
- Corporate empowerment through comprehensive company reporting, including health and wellness observations and recommendations

Solutions
Needs analysis and marketing
Awareness and screenings
Corporate empowerment
Employee empowerment
Health and wellness education

Universal 360° takes a holistic approach to your wellness and has a diverse range of partners that add value

Marketing tailor made to meet your needs: email, SMS, posters

Preventative Holistic approach
On-site and convenient

Our services are:
Tailor-made to meet your needs
Delivered on-site for your convenience
Comprehensive and holistic – your one stop provider!
Cost effective
Result driven

Company report
Passport Handouts Advice Counselling
Talks (1-2 hours)
Workshops (3 hours – full day)

More information and a complete list of services on offer can be obtained by emailing wellnessday@universal.co.za.
3. EXECUTIVE MEDICALS
If you are taking care of the world and its problems, should someone not be taking care of you?
We know only too well that those who run the show cannot always find the time to look after their health, therefore we are dedicated to providing first-class expert health services that assist executives to become aware of the risk factors they might face timeously. In this way, they can take the necessary preventative action to ensure a healthier tomorrow.

The Universal medical examination is conducted by a medical doctor/specialist physician and includes, but is not limited to the following services:
- 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
- Nutritional assessment
- Physical activity assessment
- Burnout assessment
- Health report
- Additional services and follow-up packages are also available

Contact us today at exechealth@universal.co.za for a quotation.

4. HEALTH AND WELLNESS CHALLENGES
Engaging people to make lifestyle improvements that translate into lasting benefits for your business
Health and wellness challenges can take the shape of once-off or regularly scheduled events that are designed to encourage employees to adopt a healthy way of living in a fun-filled, positive climate. The net result is an engaged and productive workforce who performs at their peak.

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

Some challenges to choose from:
- Health and Wellness Amazing Race
- Fun Run
- Survivor Challenge
- Pedometer 10 000 Steps a Day Challenge
- Choose to Lose Challenge
- Born to Move Challenge
- Deskercise

5. CORPORATE HEALTH AND WELLNESS TALKS AND WORKSHOPS
We teach smart people practical ways to become extraordinary
Universal Corporate Health offers an array of interesting and relevant health and wellbeing topics addressing nutritional, physical activity and psychosocial wellness. All sessions are conducted by relevant professionals. Useful handouts are also made available for ease of reference after the talk or workshop.

Some interesting topics to choose from:

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<tr>
<th>Topics focused on nutrition</th>
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<tbody>
<tr>
<td>Understanding sugar</td>
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<td>Unlocking the food label code</td>
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<tr>
<td>Healthy eating at the workplace and while on the go</td>
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<tr>
<td>Addressing fad diets</td>
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<tr>
<td>Drinking your calories: Think twice before you choose your drinks</td>
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<tr>
<td>Adopting a healthy lifestyle to prevent chronic diseases</td>
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<table>
<thead>
<tr>
<th>Topics focused on the importance of physical activity</th>
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<tr>
<td>Physical activity in the workplace ('Deskercise')</td>
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<tr>
<td>The negative impact of stress on health and the positive role of physical activity</td>
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<tr>
<td>The importance of physical activity and how to set achievable personal goals</td>
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<tr>
<td>The role of physical activity in the management of chronic diseases</td>
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<tr>
<td>Exercise for weight loss</td>
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<td>Exercise at home</td>
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<tr>
<th>Topics aimed at improving psychosocial wellbeing</th>
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<td>Effective stress management</td>
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<td>The impact of substance abuse in the workplace</td>
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<td>Effective communication skills</td>
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<td>Developing resilience</td>
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<td>Achieving work-life balance</td>
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6. PHYSICAL ACTIVITY AND NUTRITIONAL PROGRAMMES
The journey to optimal health and wellness starts with the very first step!
The revolutionary Universal Physical Activity and Nutritional programmes are designed to get your employees on the road towards improved health through a number of tried and tested interventions. These programmes aim to improve physical activity and eating habits, thereby reducing direct and indirect corporate healthcare expenditure.

<table>
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<tr>
<th>Physical activity programme consists of:</th>
<th>The nutritional programme consists of:</th>
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<tr>
<td>• A comprehensive fitness assessment by a biokineticist</td>
<td>• Ongoing nutritional assessments by a dietitian</td>
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<tr>
<td>• An individualised exercise prescription based on the assessment results</td>
<td>• An individualised meal plan</td>
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<tr>
<td>• Monthly follow-up assessment conducted by a biokineticist</td>
<td>• Ongoing group education</td>
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<tr>
<td>• Quarterly reports are provided to the employer</td>
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<tr>
<td>Optional case management</td>
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Please note that the Universal Physical Activity Programme is only available to employers who have a fitness facility that employees have easy access to.

7. HEALTH AND WELLNESS CONSULTING
Unleashing the energy, health and vigour of your workforce
There is no quick-fix when it comes to employee wellness. Engagement, motivation, support and strategy are the key ingredients in any successful wellness programme. The wellbeing of your employees has a direct impact on their quality of life and by extension their ability to add value to the company. Employees prefer to work in an environment where the employer demonstrates an interest in their health and wellbeing. Employers who place an emphasis on the health and wellbeing of their staff, directly stand to benefit from the improved retention of quality and dedicated staff members. A healthy workplace is a workplace where employees experience the following positive feelings on a daily basis:

- Optimism
- Mindfulness
- Sincerity
- A sense of belonging
- Meaning
- Vitality

Universal Corporate Health’s health and wellness consulting services will assess your needs and tailor-make wellness interventions to address and meet the wellness requirements of your employees.

Some of the wellness consultation services on offer include:

- **Policies**
  Establishing tailor-made policies to suit the needs and culture of each individual company. This serves as the backbone to the wellness interventions of the company. Examples include an alcohol and substance abuse policy, a smoking policy and health and safety policies.

- **Health Consultations**
  Industry specialists create value by delivering managed healthcare programmes and solutions on a strategic and proactive basis. These can include executive and employee wellness, absenteeism and disability management as well as HIV/AIDS workplace solutions.

- **Annual Wellness Plan**
  This service is linked to the national health calendar and the healthcare risks faced by your employees. It empowers companies to positively engage employees on a regular, proactive basis across the different wellness dimensions.

Contact us
www.universal.co.za / 086 155 LIVE (5483) / corporatehealth@universal.co.za

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