The Universal Occupational Health team offers a range of highly flexible modular products and services designed to meet your specific workplace health and wellness requirements, whatever they may be.

We assist in the development and implementation of occupational health solutions and strategies with the aim of ensuring legal compliance while looking after the health of your most important asset - your workforce.

**Universal Occupational Health products and services**

- Primary healthcare and travel medicine
- Emergency assistance and first-aiders management
- Toolbox and health talks
- Management of chronic diseases (HIV, TB, Diabetes, Hypertension, etc.)
- Management of medical personnel
- Health risk assessment and medical surveillance programmes
- Post-exposure prophylaxis services
- On-site clinics
- Mobile clinics
- Universal WorkerPlan Mobile clinics
COMPREHENSIVE OCCUPATIONAL HEALTH AND WELLNESS SERVICES

The Universal Occupational Health team assists employers to comply with the legislative requirements of the Occupational Health and Safety Act 85 of 1993 and the Mine Health and Safety Act no 29 of 1996, as well as, other relevant occupational health and wellness regulations.

Occupational health risk assessments and medical surveillance programmes are conducted in such a way as to ensure minimal employee work downtime and achieve maximum cost savings for the business.

<table>
<thead>
<tr>
<th>Starting Level</th>
<th>Basic Service</th>
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</thead>
</table>
| • Occupational health risk assessment within the client’s area of work  
• Assessment of occupational health needs of the business  
• Advice on occupational health requirements | Mobile or on-site clinic with a programme that includes:  
• Primary healthcare  
• Medical surveillance  
• Emergency and injury on duty management services |

<table>
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<tr>
<th>Standard Service</th>
<th>Comprehensive Service</th>
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</table>
| Mobile or on-site clinic with occupational health programme including:  
• An occupational safety and environmental programme  
• Risk based medical surveillance programme  
• Treatment of occupational injuries and diseases | An integrated service including all the aspects of an occupational health programme:  
• Primary healthcare  
• Occupational health  
• Chronic monitoring of employees e.g. tuberculosis and diabetes  
• Travel medicine  
• Health education and wellness services |

ADVICE ON LEGAL REQUIREMENTS AND COMPLIANCE

The Universal Occupational Health team provides ongoing advice to our clients regarding health and safety issues, and keeps them informed of the status of the overall health and safety legislation compliance of the business.

POST EXPOSURE PROPHYLAXIS (PEP)

Universal Healthcare offers employers highly effective post exposure prophylaxis (PEP) services for employees who have been exposed to hazardous biological agents (HBAs) in the workplace.

Exposure may occur in the form of a needle stick injury (NSI) or through a splash or spill (for example an eye splash). Universal Healthcare offers a range of services and interventions to ensure a timeous and appropriate response to any possible exposure to an HBA. We also offer employees support services such as confidential counselling.

**Post exposure prophylaxis services include:**

- 24-hour professional telephonic counselling and advice
- Intake and record management of all PEP incidents
- Initiating PEP starter pack medication
- Adherence counselling for PEP treatment
- HIV pre-test counselling and consent
- Pathology screening for exposed employees
- Risk assessment following pathology results
- Referrals to HIV specialists for exposed employees with pathology abnormalities
- Provision of the remainder of PEP treatment packs after clinical risk assessment
- Confidential reporting
The competitive edge. If you think there is no escape from the low rates of productivity caused by employee health issues in your business, think again. Get the competitive edge with Universal WorkerPlan – a uniquely tailored, comprehensive modular occupational health and wellness product and service offering.

WorkerPlan is a special customised off-site occupational health and worker wellness solution provided by the Occupational Health division of Universal.

Real solutions for worker wellness
Specifically created to meet the needs of the South African labour market, Universal WorkerPlan provides cost-effective, flexible occupational health and worker wellness solutions to employers across the board including the security, commercial, retail, industrial and mining sectors, among others. No matter whether your business is large or small WorkerPlan can add value to your business.

Employer benefits at a glance
- Compliance with occupational health legislation
- Reduced worker absenteeism
- Improved workforce productivity
- Better cost management
- Improved staff retention resulting in lower recruitment and staff training costs
- Improved employee morale, and workplace health and wellness
- Creating goodwill with formalised labour and trade unions

Say goodbye to your compliance woes
No employer should be without WorkerPlan – an effective tool for managing full compliance with occupational health as well as other important legislative requirements including:

- The Occupational Health and Safety Act No. 85 of 1993 (OHSA)
- The Compensation for Occupational Injuries and Disease Act No. 130 of 1993 (COIDA)
- The Mine Health and Safety Act No. 29 of 1996
- The Occupational Disease in Mines and Works Act No. 78 of 1973

WorkerPlan is designed to assist employers to meet corporate governance obligations while enhancing workplace productivity through reduced absenteeism.
Unpacking the benefits of WorkerPlan for employers

Universal WorkerPlan offers a range of financial, business practice and workplace healthcare benefits for employers.

- **Financial affordability and tax effectiveness**
  Financial benefits include an affordable occupational healthcare solution that is fully tax deductible, enabling the employer to claim it as an operating expense. Value Added Tax (VAT) can also be claimed back for every expense incurred.

  All unused surplus funds are returned to the employer’s account at the end of the contract period, resulting in reduced business costs and a positive return on investment.

- **Business practice**
  In terms of business practice, risk is mitigated for the employer. The programme increases your value as a socially responsible business while enhancing the image of your brand and positioning you as an employer of choice.

- **Positive workplace perceptions**
  The employee has positive perceptions and experiences within the workplace, which results in improved commitment, productivity and morale, thereby building a healthier and more competent workforce.

WorkerPlan take-on and implementation

Universal prides itself in seamless electronic take-on. Implementation includes communication, on-site education and the provision of welcome packs to employees.

WorkerPlan reports

Employers receive reports that provide their demographic information as well as the utilisation profile of the various services.

Employee services

Universal WorkerPlan offers access to the large and growing Universal Healthcare Provider Network, which includes medical and occupational health practitioners, and medicines, radiology, pathology, dentistry, optometry and HIV services. Through facilitated access to these service providers, the risk of developing disabling or life threatening diseases, and dealing with the associated costs thereof, is greatly reduced, thereby improving the quality of life of employees.

WorkerPlan is an occupational health service paid for by the employer and there is therefore no fringe benefit tax payable by employees.
Universal WorkerPlan options

WorkerPlan offers three affordable pre-packaged occupational health and worker wellness plans to meet the health and wellness needs of employees.

<table>
<thead>
<tr>
<th>WorkerPlan truVALUE</th>
<th>WorkerPlan truHEALTH</th>
<th>WorkerPlan truWELLNESS</th>
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<tbody>
<tr>
<td><strong>A basic option providing:</strong></td>
<td><strong>An enhanced option providing:</strong></td>
<td><strong>A further extended option providing:</strong></td>
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<tr>
<td>• Facilitated occupational health assessments by qualified medical practitioners</td>
<td>• All the services of the truVALUE Plan, as well as, facilitated access to additional occupational healthcare services, includes:</td>
<td>• All the services of the truHEALTH Plan, as well as, facilitated access to comprehensive HIV/AIDS benefits</td>
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<tr>
<td>• Facilitated access to specified diagnostic procedures such as X-rays and blood tests</td>
<td>• An annual dental wellness assessment and basic dental treatment comprising of fillings, extractions and dentures</td>
<td>• Disease management support, including antiretroviral medicines</td>
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<tr>
<td>• Access to medicines for acute illnesses if required, including over-the-counter medicines</td>
<td>• An optometric wellness assessment with single vision or bifocal spectacles every second year</td>
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<tr>
<td>• Wellness education for optimal employee occupational health and wellness</td>
<td>• Medicine for the treatment of specified chronic conditions; and</td>
<td>• Telephonic counselling to ensure emotional wellbeing</td>
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WorkerPlan services per plan

Employees will have immediate access to the following occupational health and worker wellness services:

<table>
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<tr>
<th>SERVICE</th>
<th>truVALUE</th>
<th>truHEALTH</th>
<th>truWELLNESS</th>
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<tbody>
<tr>
<td>Identification and management of work-related health risks, including physical, chemical, biological and psychological factors</td>
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<tr>
<td>• <strong>Physical factors</strong></td>
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<tr>
<td>Exposure to excessive noise levels and radiation, repetitive motion, lifting e.g. Raynaud’s phenomenon</td>
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<tr>
<td>• <strong>Chemical factors</strong></td>
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<tr>
<td>Exposure to metal and related substances e.g. lead poisoning</td>
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<tr>
<td>• <strong>Biological factors</strong></td>
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<tr>
<td>Biological hazards (viral and bacterial infections)</td>
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<tr>
<td>• <strong>Psychological factors</strong></td>
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<tr>
<td>Continuous shift work and stress e.g. post-traumatic stress disorder</td>
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<tr>
<td>Access to selected <strong>medical practitioners</strong> on the Universal Provider Network, whenever employees are ill</td>
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<tr>
<td>Medicines to treat illness, injury and exposure to occupational hazards</td>
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<tr>
<td>• Acute medication upon diagnosis by the selected Universal Network provider</td>
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<tr>
<td>• Over-the-counter medication</td>
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<td></td>
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<tr>
<td>• Chronic medication to treat specified conditions</td>
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<tr>
<td>Pathology (subject to a list of tests) to identify illness, injury and exposure to occupational hazards</td>
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<tr>
<td>X-rays to identify illness, injury and exposure to occupational hazards</td>
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</table>
Maternity service. Two scans per pregnancy at a Universal Network medical practitioner. Additional ultrasound for complicated pregnancy to be motivated by Medical practitioner’s referral to state hospitals.

Access to Universal Provider Network of dentists and dental therapists, for an annual dental wellness examination and preventative care (incl. scaling and polishing), fillings and extractions.

Access to Universal Provider Network of optometrists for eye examinations and spectacles (single vision and bifocal lenses), every 24 months.

Unlimited telephonic counselling from Universal Employee Wellness Programme (EWP) Care Centre to ensure emotional wellbeing. Access through a toll free number.

Facilitated provision of comprehensive HIV/AIDS services, including voluntary counselling and testing; monitoring; specified antiretroviral medication; and disease management support.

Annual flu vaccination at designated service providers, in line with protocols.

Annual health risk assessment at designated service provider including blood pressure, cholesterol, glucose screening tests as well as body mass index and waist circumference.

Universal Network healthcare service providers

National footprint
Universal has one of the largest individually contracted healthcare provider networks in urban and rural areas throughout South Africa. These medical practitioners, pharmacies, dentists and optometrists are contracted to Universal to provide the employees of our clients with specified occupational health and medical services at negotiated fees.

Provider search functionality
Search for your nearest provider using the Universal Provider Network geo-mapping tool. Employees can also phone the Universal Call Centre on 0861 989 887, to find a conveniently situated provider.

Out-of-network visits
Employees must always visit their selected Universal Network medical practitioner. The employee is entitled to visit a medical practitioner outside of the nominated and identified network, in exceptional circumstances, up to twice a year. This includes instances when they are out of town and cannot reach their selected medical practitioner. The rationale for marshalling employees to specific providers in this manner is to ensure that effective surveillance is achieved over employee health and wellness, including the management of absenteeism.

Three affordable pre-packaged plans to meet the health and wellness needs of employees.

Innovative and efficient network management
Network management is based on international best practice and scientific protocols and formularies.