UNIVERSAL CORPORATE WELLNESS

Our Purpose:
To help those who are ill to get better, to encourage those who are well to live healthier lives, and to support healthcare professionals in providing evidence-based medicine with a caring approach.

About Us
Since 2009, Universal Corporate Wellness has been a proud provider of expert health and wellness services to employers and medical schemes to holistically address employee and member health and wellness. In collaboration with employers and schemes, our unique offering provides the following preventative wellness solutions:

<table>
<thead>
<tr>
<th>Category</th>
<th>Services</th>
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</thead>
</table>
| Employee Wellness Programme (EWP) | • Counselling and Case Management  
• Absenteeism, Incapacity and Disability Management  
• Rehabilitation Support  
• Wellness Days  
• Executive Wellness  
• Health and Wellness Challenges  
• Physical Activity Programme  
• Nutritional Programme |
| Loyalty                         | • Universal 360°                                                      |
| Occupational Health             | • Universal Workplace Health Plan  
• Mobile Clinics  
• Post Exposure Prophylaxis (PEP) |
| Learning Centre                 | • Corporate Health and Wellness Talks and Training sessions  
• Online Wellness |
What Makes Us Different?

Why Universal Corporate Wellness?

- Excess of 10 years of corporate health and wellness company experience
- Focused on employee development to achieve growth and retention
- B-BBEE Level 1 QSE
- Established one of the largest national, individually contracted provider networks (affiliates)
- Registered with the Employee Assistance Professionals Association of South Africa (EAPA-SA)
- Audited and certified business continuity processes
- Counselling services delivered in 11 languages
- Business intelligence and analytics enabling integrated and in-depth reporting
- Client relationship management
- Protection of Personal Information Act 4 of 2013 (POPIA) compliancy

PROACTIVITY:
We go beyond just identifying risks and offering innovative solutions. We close any loops through our referrals and integrated reporting processes.

PERSISTENCE:
We’re driven to always ‘follow through’. We provide a full-circle service that goes beyond ticking the boxes.

PARTNERSHIPS:
We build strong collaborative relationships with our clients, emphasising skills transfer.
Why Choose Universal Counselling and Case Management?

- Comprehensive marketing ensures high visibility among employees
- Highly confidential, professional services
- A counselling team with over 100 years of combined expertise
- Counselling services are provided in all 11 official languages
- Over 900 registered counselling professionals in our individually contracted national provider network
- In-depth reporting that enables highly informed decision-making

Our Counselling and Case Management Services:

- Unlimited 24/7/365 telephonic emotional counselling
- Face-to-face counselling referrals made close to work or home
- Virtual counselling
- Full range of managerial support services
- On-site or virtual group trauma debriefing
- Resource information to help you care for your family’s health and wellness
- Legal advice
- Financial consultation to support the responsible management of your money
- Personal health advice by qualified nurses 24/7/365
- On-site counselling
Absenteeism, Incapacity and Disability Management

- Many South African companies have an overall absenteeism rate significantly above the expected rate
- Unplanned and extended employee absence requires careful investigation, evaluation, and management to reduce its considerable cost to the business

Need help with absenteeism, incapacity and disability management?

Services:

- Policy review
- Consolidated reporting
- Training of managers and HR team members
- Managerial consultation
- Sick note verification and trend identification (Absenteeism Management only)
- Return to work interview guidance
- Incapacity case history evaluation and referral to healthcare providers for independent assessment
- Individual case feedback report (Incapacity Management only)
- Counselling support, including workplace reintegration counselling

Rehabilitation Support (Alcohol and Substance Abuse)

- Many South African adults meet the criteria for a substance use disorder, including alcohol, at some time in their life
- South Africa’s average alcohol consumption has exceeded the average consumption for the African region significantly

Need support in addressing substance misuse, abuse, or dependence?

Services:

- Identify the need for inpatient rehabilitation
- GEO mapping to best-suited facility
- Guidance on pre-authorisation and payment confirmation
- Facilitate admission and discharge
- Support with aftercare and reintegration into work and personal life
- Progress and final reports
Wellness Days

- Influenza vaccinations
- Health Risk Assessment (HRA)
  - Blood pressure
  - Glucose
  - Cholesterol
  - Body Mass Index
  - Body fat percentage
- HIV Counselling and Testing (HCT) and Tuberculosis screening
- Onsite Dietitian
  - Advice
  - Assessments
  - Meal plan
  - Food displays
- Onsite Biokineticist
  - Advice
  - Fitness demonstrations
  - Ergonomics assessment
- Executive wellness screenings
  - Health risk assessment
  - HIV counselling and testing
  - Ergonomics assessment

Value Added Healthcare Services

- Optometry
- Audiology
- Dental screenings
- Mammogram
- Breast screening
- Pap smear
- PSA

Value Added Reward Services:
- Health and wellness loyalty partners
- Massages
- Smoothies
- Photo booth
- Popcorn machine, and many more.

Healthcare Services:

Why Universal Wellness Days?

- All company sizes are welcome
- Standardised services nationally
- Comprehensive company reporting
- We bring the vibe with music, giveaways, and competitions
Executive Wellness

Flexible packages include executive medicals ranging from one-and-a-half to four hours.

- **Pathology**: a range of blood tests conducted beforehand with results to be discussed during the executive medical, including kidney function, liver function, glucose levels and a lipogram.
- **Vital risk assessment and general medical**: height, weight, blood pressure, family and personal medical history.
- **Gender and age-specific testing**: PSA screening, Pap smear and breast ultrasounds or mammograms.
- **Radiology**: a double-view chest x-ray to assess lung health and screen for abnormalities.
- **Cardiac risk assessment**: in both rested and stressed state.
- **Lung function**
- **InBody analysis**: determining body composition including bone, water, muscle and fat distribution to recommend correct nutritional, weight and exercise management.
- **Age Meter**: determining functional age and providing insight into overall health.
- **Omegawave**: focusing on brain function and the autonomic nervous system to indicate correct action for maintaining optimal performance.
- **Mind muscle screen**: a correctly activated body can reduce tension and pain and improve overall performance. This assessment provides advice on simple changes to address incorrectly functioning muscles, which can lead to a shift towards resilience, strength and speed.
- **Neurozone**: an assessment to improve learning, resilience, leadership and innovation competencies.
- **Vision assessment**
- **Audiometry**
- **Fitness and nutrition consultation and programme prescription**: to support executives through their lifestyle modification process.
Born to Move

Born to Move is packed with laughter and music, focusing on fun exercise routines by learning a series of movements from dance, martial arts, and yoga. These classes train body awareness and improve balance, agility, endurance, coordination and control. This event can also be structured as a competitive team-based activity.

Duration: 30 minutes to 2:00 hours

Wellness Amazing Race

This is a fun and challenging team-based competition designed to motivate employees to work together to overcome challenges in all 7 dimensions of wellness in the shortest time possible.

Duration: 2:00 to 2:30 hours

Survivor Challenge

Team-based problem-solving challenges where teams compete for maximum points to progress to the next round. These challenges require and promote work teamwork, communication, respect, and trust among team members.

Duration: 2 hours

Choose To Lose

Weight loss challenge to encourage employees to adopt a healthier lifestyle at work by providing focus, regular nutritional education, weighing and measuring by a dietitian. This challenge promotes camaraderie and social interactions among employees.

Duration: 6 weeks to 12 months

Universal Fun Run

The Universal fun run is a team-based relay competition designed to highlight the importance of regular physical activity in a fun and inclusive way.

Duration: 1 hour

Desk-ercise

Structured desk-based stretching and strength exercises, performed as a team to combat a sedentary lifestyle.

Duration: 2 minutes every 2 hours

Choose To Lose

Weight loss challenge to encourage employees to adopt a healthier lifestyle at work by providing focus, regular nutritional education, weighing and measuring by a dietitian. This challenge promotes camaraderie and social interactions among employees.

Duration: 6 weeks to 12 months
Our Health and Wellness Challenge Process:

1. Work with human capital to identify organisational needs/problems.
2. Customise a challenge-based solution to address the needs identified.
3. Challenges consist of participants, supporters, judges, and cheerleaders, with novelty categories such as best dressed, mascots, and war cries to inject more fun.
4. Facilitate the Health and Wellness Challenge, inclusive of all required equipment.
5. Feedback session with management.

Physical Activity Programme
A registered Biokineticist manages the Universal Physical Activity Programme. This programme consists of the following:
- Comprehensive fitness assessment of participants
- An individualised exercise prescription based on the assessment results
- Monthly follow-up assessments
- Case management (optional)
- Quarterly group progress report to the employer

Nutritional Programme
A registered dietitian manages the Universal Nutritional Programme. This programme consists of the following:
- Comprehensive nutritional assessment of participants
- An individualised eating plan per participant
- Monthly follow-up assessments and group education
- Case management (optional)
- Quarterly group progress report to the employer
Universal 360° members enjoy access to a wide variety of partner offerings. Members also qualify for great discounts on health and lifestyle products and services.

**Universal 360° Loyalty Programme**

**ALPHA**
Membership on our comprehensive option is available to everyone

- Fees are applicable for all principal members of medical schemes administered by Universal Healthcare and corporate clients of Universal Healthcare.
- Fees for individuals who are not on a medical aid scheme administered by Universal Healthcare Administrators or not one of the corporate clients of Universal Healthcare.

**Universal 360° Partners**

Universal 360° has a wide range of partners offering great discounts based on your membership status. Discounts can be accessed at [www.universal360.co.za](http://www.universal360.co.za).

<table>
<thead>
<tr>
<th>Discount</th>
<th>Description</th>
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<tbody>
<tr>
<td>20%</td>
<td>Gym fees</td>
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<td>15%</td>
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<td>24%</td>
<td>Memberships fees</td>
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<td>30%</td>
<td>Clicks clinics</td>
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<td>25%</td>
<td>Enrolment fee</td>
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<td>24%</td>
<td>Resilience solutions</td>
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<td>57%</td>
<td>Livall Helmets</td>
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<td>25%</td>
<td>Smokenders programme</td>
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*Please note that partners, benefits, and pricing may change without prior notice. Terms and conditions apply.*
UNIVERSAL Workplace Health Plan

The Workplace Health Plan has been specially designed for the South African labour market to help employers keep their workforces healthy and productive by reducing absenteeism. It offers employees a healthcare support structure by facilitating access to occupational health and wellness services relating to their work and healthcare challenges that can prevent employees from working.

Employer Benefits at a Glance:

Compliance with Occupational Health Legislation + Financial Affordability and Tax Effectiveness + Reduced Employee Absenteeism + Improved Workforce Productivity + Improved Employee Morale and Workplace Health and Wellness

The Universal Workplace Health Plan Options

The Workplace Health Plan offers three affordable, pre-packaged occupational health and employee wellness plans to meet your employees’ health and wellness needs.

truVALUE

- Identification and management of work-related health risks, including:
  - Physical factors: Exposure to excessive noise levels and radiation, repetitive motion, lifting e.g. Raynaud’s phenomenon.
  - Chemical factors: Exposure to metal and related substances e.g. lead poisoning.
  - Biological factors: Biological hazards (viral and bacterial infections).
  - Psychological factors: Continuous shift work and stress e.g. post-traumatic stress disorder.
- Access to selected medical practitioners.
- Specified list of common office procedures performed as part of the Universal Network GP’s consult in room.
- Acute and over-the-counter medication.
- Pathology.
- Referral to state hospitals.
- Annual flu vaccination.
- Annual health risk assessment.

truHEALTH

- Identification and management of work-related health risks, including:
  - Physical factors.
  - Chemical factors.
  - Biological factors.
  - Psychological factors.
- Access to selected medical practitioners.
- Specified list of common office procedures performed as part of the Universal Network GP’s consult in room.
- Acute and over-the-counter medication.
- Chronic medication.
- Pathology.
- X-rays.
- Referral to state hospitals.
- Dental wellness examination and basic dentistry.
- Access to optometry services.
- Annual flu vaccination.
- Annual health risk assessment.
- Maternity service – two scans per pregnancy at network practitioner.
- Unlimited telephonic emotional counselling.

truWELLNESS

- Identification and management of work-related health risks, including:
  - Physical factors.
  - Chemical factors.
  - Biological factors.
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- Access to selected medical practitioners.
- Specified list of common office procedures performed as part of the Universal Network GP’s consult in room.
- Acute and over-the-counter medication.
- Chronic medication.
- Pathology.
- X-rays.
- Referral to state hospitals.
- Dental wellness examination and basic dentistry.
- Access to optometry services.
- Annual flu vaccination.
- Annual health risk assessment.
- Maternity service – two scans per pregnancy at network practitioner.
- Unlimited telephonic emotional counselling.
- Facilitated provision of HIV/AIDS services, including specified antiretroviral medication; and disease management support.
The Universal Occupation health team help employers to comply with legislative requirements of the Occupational Health and Safety Act 85 of 1993 and the Mine Health and Safety Act 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. Occupational health medicals are coordinated together with the client to ensure seamless execution.

Types Of Medicals

- Entry Medicals
- Periodic And Transfer Medicals
- Exit Medicals

Depending on the Job Category, the Scope of the Medical can Include the Following:

- Physical examinations.
- Medical questionnaires, as well as functional capacity where applicable.
- Lung function (spirometry test).
- Hearing test (audiometry screening).
- Eye screening (Snellen’s chart, Titmus or keystone).
- Electrocardiogram (ECG).
- Drug test.
- Biological monitoring.
- Case management of employees with identified fitness restrictions following medical tests (optional).

Following the medicals, a Certificate of Fitness (COF) and comprehensive company report is provided to the employer.
Universal Corporate Wellness (UCW) offers employers outstanding post-exposure prophylaxis (PEP) services for employees who have been exposed to hazardous biological agents (HBAs) in the workplace.

Exposure may occur as a needle stick injury (NSI) or through a splash or spill (for example, an eye splash). UCW 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 counselling and advice
- Intake and incident management
- Initiation of PEP starter pack medication
- Adherence counselling
- HIV pre-test counselling
- Pathology screening
- Referrals to HIV specialists when indicated
- Provision of the remainder of PEP medication when indicated
- Confidential reporting
Corporate Health and Wellness
Talks and Training Sessions

We Empower Smart People with Easy Ways to Become Extraordinary.

All sessions are conducted on-site or virtually by relevant professionals. Useful handouts are also made available for ease of reference after the session. Sessions are in a one-hour format making a workshop easy to compile.

From R4 200 excl. VAT per talk/training session (on-site/virtual).

<table>
<thead>
<tr>
<th>Nutrition</th>
<th>Physical Activity</th>
<th>Emotional Wellness</th>
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<tbody>
<tr>
<td>Includes topics such as:</td>
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<tr>
<td>Addressing bad diets</td>
<td>Bouncing back to fitness</td>
<td>Achieving work-life balance</td>
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<tr>
<td>Adopting a healthy lifestyle to prevent chronic diseases</td>
<td>Exercise at home</td>
<td>Building stronger relationships</td>
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<tr>
<td>Boosting your immune system</td>
<td>Exercise for weight loss</td>
<td>Dealing with the impact of COVID-19 on our lives</td>
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<td>Drinking your calories: Think twice before you choose your drinks</td>
<td>Negative impacts of stress on health and the positive role of physical activity</td>
<td>Effective Parenting</td>
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<tr>
<td>Healthy eating at work and on the go</td>
<td>Physical activity in the workplace (‘Deskercise’)</td>
<td>Gender-based violence</td>
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<tr>
<td>Understanding sugar</td>
<td>Staying fit during COVID-19</td>
<td>Loss of a loved one to COVID-19</td>
</tr>
<tr>
<td>Unlocking the food label code</td>
<td>The role of physical activity in the management of chronic diseases</td>
<td>Navigating through change</td>
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</tbody>
</table>

Other topics, such as Financial Wellness, HIV education, Tuberculosis and many more, are also available.
Online Wellness
Wellness related education and awareness material available at the click of a button.

Our online wellness content has been carefully compiled by subject matter experts to ensure that it addresses the most current and relevant health and wellness concerns. Categories for online wellness content include:

- Exercise and fitness.
- Nutrition and weight management.
- Emotional wellness.
- Occupational health.
- Smoking, alcohol and drugs.
- Financial wellness.
- Health and wellness.

Contact Us

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<th>Category</th>
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<td>EWP</td>
<td>Counselling and Case Management, Absenteeism, Incapacity and Disability</td>
<td>086 155 LIVE (5483)</td>
<td><a href="mailto:corporatehealth@universal.co.za">corporatehealth@universal.co.za</a></td>
</tr>
<tr>
<td></td>
<td>Management, Rehabilitation Support, Wellness Days, Health &amp; Wellness</td>
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<td>Challenges, Physical Activity Programme, Nutritional Programme</td>
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<tr>
<td>Loyalty</td>
<td>Executive Wellness</td>
<td>086 155 LIVE (5483)</td>
<td><a href="mailto:exechealth@universal.co.za">exechealth@universal.co.za</a></td>
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<tr>
<td>Occupational</td>
<td>Universal 360*</td>
<td>086 155 LIVE (5483)</td>
<td><a href="mailto:360@universal.co.za">360@universal.co.za</a></td>
</tr>
<tr>
<td>Health</td>
<td>Universal Workplace Health Plan, Mobile Clinics, PEP</td>
<td>0861 989 887</td>
<td><a href="mailto:workplacehealth@universal.co.za">workplacehealth@universal.co.za</a></td>
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<tr>
<td>Learning Centre</td>
<td>Health and Wellness Talks and Training, Online Wellness</td>
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<td><a href="mailto:corporatehealth@universal.co.za">corporatehealth@universal.co.za</a></td>
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