



Universal<sup>TM</sup>

C O R P O R A T E   W E L L N E S S



# UNIVERSAL

Corporate Wellness

[universal.co.za](http://universal.co.za)

INSPIRED / VICTORY / ACTIVE / DYNAMIC / EVOLVING / PROGRESSIVE / CHAMPIONS

## 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.

# UNIVERSAL CORPORATE WELLNESS

## 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:

Category	Services	Page
Employee Wellness Programme (EWP)	• Counselling and Case Management	3
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## Why Universal?

- Excess of 10 years corporate health and wellness company experience
- Over 280 years of wellness expertise
- 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

## What Makes Us Different?



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



**We're driven** to always 'follow through'. We provide a full-circle service that exceeds 'ticking the boxes'.



**We build** strong collaborative relationships with our clients, emphasising skills transfer.





## 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 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

### Why choose Universal counselling and case management?

- Highly confidential, professional services
- A counselling team with over 70 years of combined expertise
- Counselling services 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

### Pricing

**Minimum fee of R5 225**  
excl. VAT per month

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**Pricing from R6.80**  
excl. VAT per employee per month  
(Ts & Cs apply)

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**Counselling on Demand - R4 700**  
excl. VAT for 10 telephonic/virtual counselling sessions of up to 60 minutes each, which can be used either for one or for several employees.

## Absenteeism, Incapacity and Disability Management

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

**Need help with absenteeism, incapacity and disability management?**

### Services:

- Policy review
- Training of managers and HR team members
- Managerial consultation
- Sick note verification and trend identification (Absenteeism Management only)
- Inspection of the workplace for accommodation of physical impairment and recommendations (Incapacity and Disability Management only)
- Return to work interview guidance
- Referral to healthcare providers or rehabilitation facilities
- Counselling support including workplace reintegration counselling

**Pricing from**  
**R3 135** excl. VAT  
per month  
depending on the  
services

Can only be purchased as part of  
Counselling and Case Management  
and/or the Universal Workplace  
Health Plan

## Rehabilitation Services (Alcohol and Substance Abuse)

- A large percentage of adult South Africans are meeting the criteria for a substance use disorder, including alcohol, at some time in their life
- South Africa's average alcohol consumption has been found to significantly exceed the average consumption for the African region

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

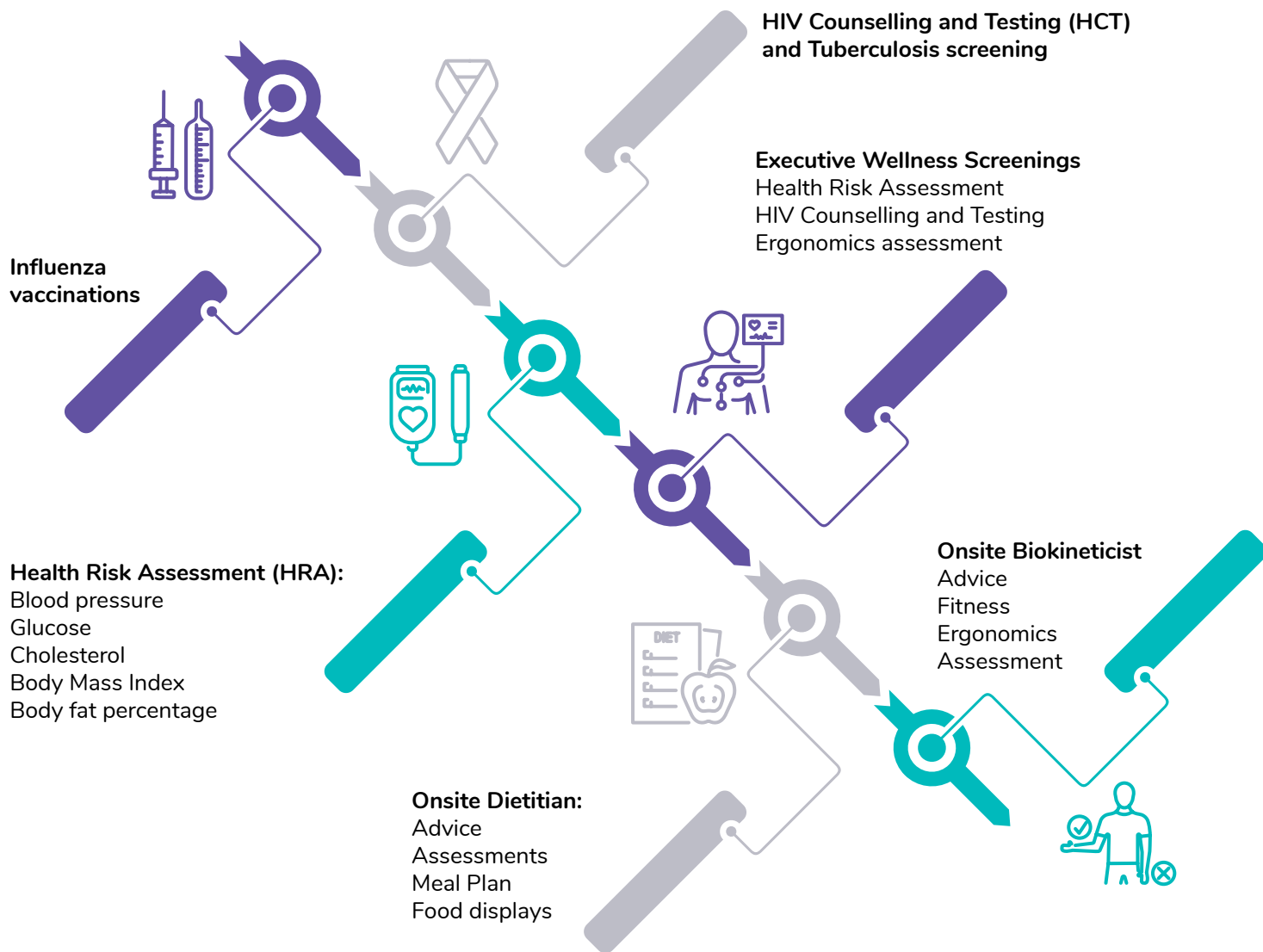
### Services:

- 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

**Pricing from**  
**R2 510** excl. VAT  
per referral

Can only be purchased as part of  
Counselling and Case Management  
and/or the Universal Workplace  
Health Plan

# Wellness Days



## Value Added Healthcare Services

Value Added Reward Services:	Healthcare Services:	Gender specific screenings:
Health and wellness loyalty partners Massages Smoothies Photo booth Popcorn machine, and many more...	Optometry Audiology Dental screenings	Mammogram Breast screening Pap smear PSA

## Why Universal?

- All company sizes welcome
- Standardised services nationally
- Comprehensive company reporting
- Only 80% minimum participation required
- We bring the vibe with music, give-aways and competitions!

## Pricing from:

**R320** excl.  
VAT per HRA  
and HCT  
combo test

**R260** excl.  
VAT per HRA

**R260** excl.  
VAT per HCT

# Executive Wellness



Duration	Popular	Memorable	Extraordinary
	1.5hrs	2.5hrs	4hrs
Individual health questionnaire	✓	✓	✓
GP consultation	✓	✓	✓
Fasting pathology tests	✓	✓	✓
Prostate specific antigen		✓	✓
Colon cancer screening			✓
Resting ECG		✓	✓
Stress ECG		✓	✓
Spirometry (pre)	✓	✓	✓
Chest X-ray		✓	✓
Breast ultrasound		✓	✓
Mammogram and ultrasound			✓
Pap smear (all ages)		✓	✓
Audiometry screening			✓
Vision assessment			✓
Biokinetic assessment			✓
Nutritional assessment			✓
Follow-up health screening			✓
Individual health report	✓	✓	✓
Consolidated group report	✓	✓	✓

**Pricing**  
from  
**R4 000** excl. VAT  
per medical

Packages can be  
customised based  
on needs.



## Why Universal?

- Facilities located nationally
- On-site blood tests
- Individual and group reporting
- Pathology test results and HRA results made available to doctor prior to consultation to ensure comprehensive feedback to the executive

# Health and Wellness Challenges



## Wellness Amazing Race

Fun and challenging team-based competition designed to motivate employees to work together as a team 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 team work, 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, as well as weighing and measuring by a dietitian. Promotes camaraderie and social interactions among employees.

Duration: 6 weeks to 12 months



## Universal Fun Run

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, strength exercises, performed as a team to combat a sedentary lifestyle.

Duration: 2 minutes every 2 hours



## 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, 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

## 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.
3. To inject more fun, challenges consist of participants, supporters, judges and cheerleaders, with novelty categories such as best dressed, mascots and war cries.
4. Facilitate the Health and Wellness Challenge, inclusive of all required equipment.
5. Feedback session with management.



## Physical Activity Programme

The Universal Physical Programme is managed by a registered Biokineticist.

### Services:

- 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 employer

This programme is only available to corporates or employers who have access to a fitness facility.



## Nutritional Programme

The Universal Nutritional Programme is managed by a registered dietitian.

### Services:

- 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 employer



# UNIVERSAL 360°

**GREAT  
DISCOUNTS**

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, depending on the partners that you have joined.

## 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:

Single  
Member  
R80.00

Family of 2  
R92.00

Family of 3 +  
R97.00

Single  
Member  
R100.00

Family of 2  
R115.00

Family of 3 +  
R124.00

## 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)



Get up to **20% discount** on monthly gym fees



Get up to **24% discount** on memberships fees



Get up to **36% discount** at Clicks clinics



Get up to **20% discount** on membership fees



Get up to **13% off** on membership fees



Get **20% discount** on enrollment fee



Get up to **36% discount** on newspapers



Get up to **29% discount** on resilience solutions



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 especially 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 facilitated access to occupational health and wellness services relating to their work and healthcare challenges that can prevent employees from working.



## The Universal Workplace Health Plan options

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

truVALUE	truHEALTH	truWELLNESS
<b>From R190 excl. VAT per employee per month</b>	<b>From R230 excl. VAT per employee per month</b>	<b>From R260 excl. VAT per employee per month</b>
<ul style="list-style-type: none"> <li>• <b>Identification and management of work-related health risks</b>, including:               <ul style="list-style-type: none"> <li>o Physical factors: Exposure to excessive noise levels and radiation, repetitive motion, lifting e.g. Raynaud's phenomenon</li> <li>o Chemical factors: Exposure to metal and related substances e.g. lead poisoning</li> <li>o Biological factors: Biological hazards (viral and bacterial infections)</li> <li>o Psychological factors: Continuous shift work and stress e.g. post-traumatic stress disorder</li> </ul> </li> <li>• Access to selected <b>medical practitioners</b></li> <li>• Specified list of common office procedures performed as part of the Universal Network GP's consult in room</li> <li>• <b>Acute and over-the-counter medication</b></li> <li>• <b>Pathology</b></li> <li>• <b>X-rays</b></li> <li>• <b>Referral</b> to state hospitals</li> <li>• <b>Annual flu vaccination</b></li> <li>• <b>Annual health risk assessment</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Identification and management of work-related health risks</b>, including:               <ul style="list-style-type: none"> <li>o Physical factors</li> <li>o Chemical factors</li> <li>o Biological factors</li> <li>o Psychological factors</li> </ul> </li> <li>• Access to selected <b>medical practitioners</b></li> <li>• Specified list of common office procedures performed as part of the Universal Network GP's consult in room</li> <li>• <b>Acute and over-the-counter medication</b></li> <li>• <b>Chronic medication</b></li> <li>• <b>Pathology</b></li> <li>• <b>X-rays</b></li> <li>• <b>Referral</b> to state hospitals</li> <li>• <b>Dental wellness</b> examination and <b>basic dentistry</b></li> <li>• Access to <b>optometry services</b></li> <li>• <b>Annual flu vaccination</b></li> <li>• <b>Annual health risk assessment</b></li> <li>• <b>Maternity service</b> – two scans per pregnancy at network practitioner</li> <li>• Unlimited <b>telephonic emotional counselling</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Identification and management of work-related health risks</b>, including:               <ul style="list-style-type: none"> <li>o Physical factors</li> <li>o Chemical factors</li> <li>o Biological factors</li> <li>o Psychological factors</li> </ul> </li> <li>• Access to selected <b>medical practitioners</b></li> <li>• Specified list of common office procedures performed as part of the Universal Network GP's consult in room</li> <li>• <b>Acute and over-the-counter medication</b></li> <li>• <b>Chronic medication</b></li> <li>• <b>Pathology</b></li> <li>• <b>X-rays</b></li> <li>• <b>Referral</b> to state hospitals</li> <li>• <b>Dental wellness</b> examination and <b>basic dentistry</b></li> <li>• Access to <b>optometry services</b></li> <li>• <b>Annual flu vaccination</b></li> <li>• <b>Annual health risk assessment</b></li> <li>• <b>Maternity service</b> – two scans per pregnancy at network practitioner</li> <li>• Unlimited <b>telephonic emotional counselling</b></li> <li>• Facilitated provision of <b>HIV/AIDS services</b>, including specified antiretroviral medication; and disease management support</li> </ul>



# Mobile and On-site Clinics

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 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
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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 test (optional)

## Comprehensive Occupational Health Services

Occupational health risk assessments	Medical surveillance	Medical examinations	Primary health care	Management of emergencies, including Injuries on Duty and COID administration	Management of chronic conditions
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Following the medicals, Certificate of Fitness (COF) and comprehensive company report is provided to the employer.

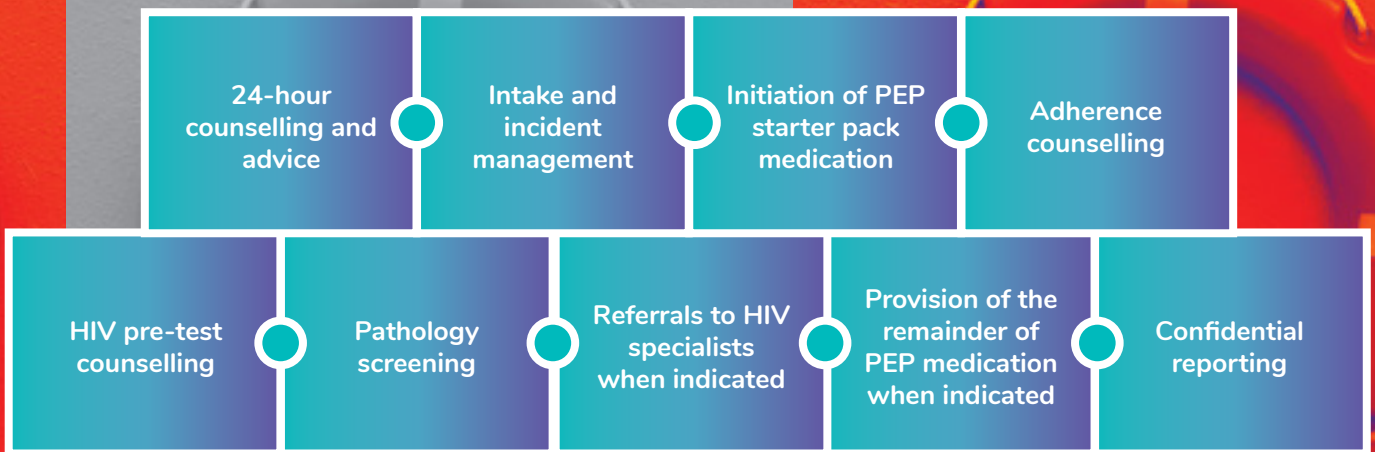


## Post Exposure Prophylaxis (PEP)

Universal Healthcare 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 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:






# Health and Wellness Talks and Workshops

From **R2 145**  
excl. VAT  
per talk (onsite)

From **R1 830**  
excl. VAT  
per talk (virtual)

**We empower smart people with easy ways to become extraordinary**

All sessions are conducted by relevant professionals and can be conducted either onsite or virtually. Useful handouts are also made available for ease of reference after the talk or workshop.

		
<b>Nutrition</b>  <b>Includes topics such as:</b> <ul style="list-style-type: none"> <li>• Understanding sugar</li> <li>• Unlocking the food label code</li> <li>• Boosting your immune system</li> <li>• Healthy eating at work and on the go</li> <li>• Addressing fad diets</li> <li>• Drinking your calories: Think twice before you choose your drinks</li> <li>• Adopting a healthy lifestyle to prevent chronic diseases</li> </ul>	<b>Physical Activity</b>  <b>Includes topics such as:</b> <ul style="list-style-type: none"> <li>• Physical activity in the workplace ('Deskercise')</li> <li>• Negative impacts of stress on health and the positive role of physical activity</li> <li>• The role of physical activity in the management of chronic diseases</li> <li>• Exercise at home</li> <li>• Exercise for weight loss</li> </ul>	<b>Emotional Wellness</b>  <b>Includes topics such as:</b> <ul style="list-style-type: none"> <li>• Stress shedding</li> <li>• Navigating through change</li> <li>• Psychosocial wellbeing during the COVID-19 pandemic (employee session or manager session)</li> <li>• Substance abuse</li> <li>• Building stronger relationships</li> <li>• Achieving work-life balance</li> <li>• Effective parenting</li> <li>• Understanding mental health</li> <li>• Gender-based violence</li> </ul>

Other topics such as Financial Wellness 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

**Web:** [www.universal.co.za](http://www.universal.co.za)

**Physical Address:** Universal House, 15 Tambach Road, Sunninghill Park, 2191

**Postal Address:** PO Box 1411, Rivonia, 2128

Category	Services	Tel	Email
EWP	Counselling and Case Management Absenteeism, Incapacity and Disability Management Rehabilitation Support Wellness Days Health & Wellness Challenges Physical Activity Programme Nutritional Programme	086 155 LIVE (5483)	corporatehealth@universal.co.za
	Executive Wellness	086 155 LIVE (5483)	exechealth@universal.co.za
Loyalty	Universal 360°	086 155 LIVE (5483)	360@universal.co.za
Occupational Health	Universal Workplace Health Plan	0861 989 887	workplacehealth@universal.co.za
	Mobile and On-site Clinics PEP		occhealth@universal.co.za
Learning Centre	Health and Wellness Talks and Workshops Online Wellness	086 155 LIVE (5483)	corporatehealth@universal.co.za





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**WELLNESS / INNOVATION / INTEGRITY / DETERMINED / PERFORMANCE / MOTIVATED**