

**MAKING A MEANINGFUL,
MEASURABLE DIFFERENCE
THROUGH INTEGRATED
HEALTH RISK MANAGEMENT**



Making life better

Life Health Solutions is part of Life Healthcare – a global people-centred, diversified healthcare organisation listed on the Johannesburg Stock Exchange.

Life Healthcare has over three decades of experience in the South African private healthcare sector, offering acute hospital care, physical rehabilitation, mental healthcare, oncology, and renal dialysis services through 66 healthcare facilities in southern Africa.

Life Healthcare also provides employee health risk management solutions to corporate South Africa (as Life Health Solutions). For over five decades, it has delivered healthcare and related services to the public sector.

The Group owns Alliance Medical Group, the leading independent provider of diagnostic and molecular imaging services (MRI, CT, and PET scans) within Europe, operating across ten countries. Alliance Medical also uses a network of radio pharmacies across Europe and owns Life Molecular Imaging, a fully integrated research and development pharmaceutical company dedicated to developing and commercialising innovative molecular imaging agents for PET-CT diagnostics.



IN HEALTHCARE, RISK MANAGEMENT CAN MEAN THE DIFFERENCE BETWEEN LIFE AND DEATH

Whether you want to take better care of your employees, suppliers, customers, or other stakeholders, as your partners in integrated health risk management, we help you empower them to thrive.

With a team of **3000** passionate people, our healthcare network, consisting of over **958** dedicated healthcare practitioners, helps us provide integrated healthcare solutions through:



363 on-site clinics



25 mobile clinics



23 emergency medical service sites



For more than **606,000** individuals and their families



In **13** languages



At over **500** organisations across multiple industries



Proudly serving communities in Africa and beyond.

WE'RE PASSIONATE ABOUT PEOPLE AND PUTTING THEM FIRST

We exist to make a meaningful, measurable difference to each individual, business and community we serve. We know that systems do not create businesses – people do.

We are the only health risk managers in South Africa to hold international certification* across our entire business.

We are also proud to be a Broad-based Black Economic Empowerment (B-BBEE) Level 1 contributor.

This shows our commitment to being a diversified, innovative and integrated healthcare provider and enables us to help businesses manage their operational risk and make a difference to the local communities in which we work.

*ISO 9001:2015 and ISO 45001:2018 certification

Your partner in well-being and health risk management

In healthcare, risks can include a range of hazards, such as faulty equipment and environmental exposure to toxic materials. Uncovering and managing these potential health risks are essential for keeping your people safe and your business operational.

As market-leading specialists in health risk management, this is how we make a meaningful measurable difference.

For over three decades, we have provided outcomes-based health and well-being services to organisations across various industries. From assessing your environment to prevention and treatment, we monitor your organisation's progress, ensure compliance, and streamline your operations to achieve efficiency, profitability and sustainability through four seamlessly integrated healthcare solutions.



Occupational health and safety



Employee wellness



Primary healthcare



Emergency medical services

HERE'S

WHY YOU SHOULD WORK WITH US

Effective risk management in healthcare can mean the difference between life and death.

Supporting your stakeholders and workforce is our highest priority, and so we constantly evaluate and adapt our healthcare solutions to ensure they are suitable for your organisation.

Our established national footprint, proven quality management systems and comprehensive healthcare offerings – combined with the value of real integration – set us apart from our competitors.

Given that there is no room for complacency in our business, our ability to pivot and respond with agility to the changing needs of our clients is unsurpassed.



We are the only health and wellness company in South Africa to hold ISO 9001:2015 and 45001:2018 certifications across our entire business.



We are a Broad-based Black Economic Empowerment (B-BBEE) Level 1 contributor.



Our holistic services are seamlessly integrated, allowing us to take care of every aspect of your business's well-being needs.



Our digital health tools, data, trends and insights equip us to understand industry-specific risks and deliver multichannel solutions without losing the human touch.



We plan for potential well-being related risks by proactively identifying, analysing and mitigating risk factors.



We improve the safety of your stakeholders' work environment by delivering scalable and sustainable healthcare solutions.



We offer credible, high-quality healthcare solutions and clinical excellence to your workforce whenever and wherever they need them.



Our cost-effective, scalable and flexible health solutions quickly adapt to your operational demands, and not the other way round.



Always responding proactively, we rapidly adapt to our clients' changing needs, freeing up your time to focus on growing your company, while caring for your employees and stakeholders.



Backed by over three decades of experience, we have accumulated data that gives you access to critical trends, insights, and recommendations to keep your business on track.



MANAGING YOUR WELL-BEING RISKS

Work-related stress has been described by the International Labour Organization (ILO) as a global epidemic. The cost burden within the South African context has been documented at an estimated R3 billion every year.

Employee burnout is on the rise: 52% of all workers are feeling burnt out, up 9% from a pre-COVID-19 survey.* Burnt-out employees are 63% more likely to take a sick day and 2.6 times more likely to look for a different job.**

The reality is that employees of all ages and types are experiencing the impact of stress, fatigue, and mental health challenges.

People live in much more stressful times, and with burnout recognised as a chronic condition by the World Health Organization (WHO), it comes as no surprise that stress-related illnesses have increased substantially over the last few years.

Not only is this profoundly concerning for us all on a personal level, but it could lead to significant challenges within your organisation that directly impact your bottom line.

A holistic and employee-centric approach to employee well-being

Introducing a results-driven, data-based and research-backed strategy that targets employees' health at work can increase productivity and reduce your company's healthcare costs. Prioritising health shows your workforce, customers and other stakeholders that you care about them.

Through standardised systems, world-class occupational health and safety services, risk-based health interventions and education, as well as clinical protocols, our fully integrated healthcare solutions incorporate all aspects of your employees' occupational health and safety – mitigating the impact of health risk on your bottom line.

What does this mean for you and your business?

Whether you are a small business owner, multinational company, or an educational institution, the fact that we are backed by a trusted, global healthcare group in conjunction with our extensive network of healthcare practitioners enables us to provide a tailored healthcare approach that adapts to your organisation's needs.

We ensure that your employees and stakeholders are cared for so that you can focus on running your business by providing:



People-centred
cost efficiencies



Improved clinical
outcome management



Enhanced data analytics and
forecasting capability



Efficient and results-driven
health risk management



OCCUPATIONAL HEALTH AND SAFETY

All employers in South Africa have a legal obligation to provide and maintain a working environment free of risk for the health and safety of employees.

Our occupational health and safety services make compliance easy.

With over three decades of experience, we are experts at identifying and mitigating health risks in the workplace.

Workplace-related injuries and diseases affect company profit through the cost of lost productivity caused by sick leave, lost skills, retraining, recruitment, medical insurance, and medical treatment.

The costs of poor employee health and safety go far beyond increased insurance premiums, as they ultimately impact employee engagement, productivity and performance. Fortunately, employers have recognised that they play an influential role in helping their workforce reduce unsafe practices and unhealthy behaviours that can lead to costly consequences.

A preventative, integrated approach to health risk management

Identifying health risks pre-emptively and implementing an integrated system of healthcare solutions, which range from clinical health assessments to safeguarding work environments, will help you take care of your employees holistically and protect your company against possible legal liability suits.

And we will be there to guide you every step of the way.

We take occupational health and safety seriously, and so should you

Our occupational health and safety solutions provide medical surveillance and medical examinations.

We follow a health risk management approach, comprising a thorough consultative process in designing a solution that best fits your business and manages your identified risk factors.

Medical surveillance



We help you adhere to the Occupational Health and Safety Act and its regulations and ensure that your company remains legally compliant. We manage early signs of disease and potential health risks by pre-emptively gathering and interpreting employee health information and continuously monitoring our data and trends to improve employees' working conditions and health and safety management systems.



On-site and off-site occupational medical examinations

We conduct annual medical examinations to assess employees' medical fitness and detect any changes in their health.

WELL-BEING AT WORK

Healthy employees are essential for an organisation to survive and, more importantly, thrive. Ultimately, an individual's mental and physical health impacts the culture of a workplace, its resources, and its productivity.

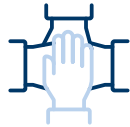
Consequently, we offer three core programmes that help your employees slow down and show them how to invest in their own development.



Employee Wellness



Executive Wellness



Organisational Resilience
and Coaching

By integrating these programmes as part of a strategic company-wide approach to health risk management in the workplace, both potential and realised risk factors are contained and managed efficiently and sustainably.

Employee Wellness Programme

Throughout the COVID-19 pandemic, various organisations prioritised giving employees support in addressing their well-being. Nearly half of their employees (49%) turned to their corporate wellness programme for help during this challenging period.*

Research shows that giving employees access to a comprehensive wellness programme increases their discretionary effort by 21%.*

*Survey conducted by Gartner in 2021.



Our Employee Wellness Programme (EWP) provides professional, confidential services that help employees deal with complex personal or work-related issues. These pre-emptive measures help improve (or maintain) employee well-being and supply round-the-clock support.

With this programme, your workforce and their family have access to a comprehensive range of solutions, such as psychosocial counselling, financial well-being assistance and telephonic legal services.

Executive Wellness Programme

Did you know female executives are more at risk for heart disease and stroke than their male counterparts?

Our clients rank among the top 3% of Africa's executive suite. We offer pre-emptive medical care and a comprehensive medical experience for these individuals in senior leadership positions, including access to world-class facilities and on-site pathology services.

We follow a risk-based approach that focuses on identifying potential problems. This allows us to monitor the early signs of disease and address potential health risks before they escalate by pre-emptively gathering and interpreting employee health information and tracking their progress.



World-class facilities

Our clinic provides a private, calming, non-intrusive space for executives to access whenever they need to break away. No two executives are booked in the same timeslot, and medical sessions are coordinated to optimise time efficiently.



On-site pathology services

We are the only medical suite in South Africa that features an on-site pathology laboratory that delivers results within 45 minutes.

Organisational Resilience and Coaching Programme

Grounded in a neuro-scientific approach, we facilitate a series of customised coaching sessions that provide a safe place to work with middle, senior and executive-level managers to either mould them into high-functioning, effective teams or unlock their leadership potential.

By using psychosocial and physical interventions, we empower executives to make lasting changes that enhance their well-being and ultimately help them become a better version of themselves.

Over 40% of
Fortune 500
companies use
business or executive
coaching services.

PRIMARY HEALTHCARE

We provide a holistic suite of services to help you transition to quality healthcare across your entire organisation, enabling you to maintain your organisation's productivity.

Our primary healthcare services are tailored based on your business and stakeholders' needs. To make the experience as accessible as possible, your employees can access our services via on-site clinics, virtually, or by visiting our walk-in health centres across South Africa.

Our mobile clinic service extends our reach further. It ensures that dedicated medical care is always available to your employees or stakeholders.

Virtual consultations are also available to ensure equal access to healthcare, regardless of where your employees are working.

Our blended approach to providing healthcare ensures that all your employees receive efficient and quality healthcare, with no exceptions.

We provide virtual and in-person primary healthcare for a hybrid workforce.



Accessing quality healthcare has never been this easy

- Our virtual service can be accessed from anywhere and on any smart device.
- Consultation notes are emailed to patients once the consultation has taken place.
- Medication is dispensed if needed.
- Health profiles are easily uploaded for future reference.
- Claiming from your medical aid is also possible.

Our hybrid solution offers the best of both worlds



Patients can choose an in-person nurse or virtual GP services.



Consulting via video call offers employees a stress-free option.



Patients can engage comfortably in an environment of their choice.

EMERGENCY MEDICAL SERVICES

A dedicated emergency contact centre supports our 24/7 emergency medical services.

Enjoy peace of mind as we care for your employees from the injury site and throughout the treatment journey. We manage employees' cases by facilitating efficient coordination and communication between your employee, your HR department and the treating facilities and practitioners.

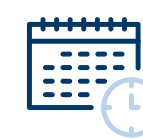
Our team will assess your employees' emergency risk exposure, develop a customised healthcare solution, and implement management plans.

As part of our coordinated medical response services, we initiate, monitor and manage the transfer of patients between referring and receiving hospitals.

Our emergency medical services are comprehensive and detailed.

The first 60 minutes, called the 'Golden Hour', are the most critical to life or death following a serious incident.

On average, it takes 16 phone calls to move one patient.



Our case management services are available 24/7/365.



We conduct emergency response risk assessments and develop the necessary management plans.



We have on-site emergency services at client sites across eight provinces in South Africa.



We source and secure hospital beds, facilitate inter-facility transfers, liaise with all stakeholders, and provide support, regardless of geographical location.

About Life Health Solutions

We are a market-leading provider of health risk management solutions and have been providing tailor-made well-being services to organisations across various industries for over three decades.

Talk to us to find out about our integrated services, and how Life Health Solutions can help your business.

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