



EMOTIONAL AND MENTAL WELLNESS



PHYSICAL WELLNESS



OCCUPATIONAL HEALTH AND WELLNESS



INTELLECTUAL WELLNESS



FINANCIAL WELLNESS



COMMUNITY AND ENVIRONMENTAL WELLNESS



GROUP EMPLOYEE WELLBEING FRAMEWORK

Contents

1. INTRODUCTION.....	3
2. SCOPE	5
3. PURPOSE.....	5
4. OBJECTIVES	5
5. LEGISLATIVE, REGULATORY AND POLICY FRAMEWORK	5
6. RESPONSIBILITIES AND RIGHTS.....	6
6.1. The Employer	6
6.2. The Employees	6
6.3. The Line Manager.....	6
6.4. Human Resources	6
6.5. Other Stakeholders.....	7
7. GROUP WELLBEING CENTRE OF EXPERTISE.....	7
8. MEDICLINIC WELLBEING PILLARS	8
8.1 Occupational Health and Wellness	8
8.2 Physical Wellness.....	8
8.3 Community & Environmental Wellness	8
8.5 Emotional & Mental Wellness.....	9
8.6 Financial Wellness.....	9
9. CONFIDENTIALITY	10
10. CONCLUSION.....	10

1. INTRODUCTION

Mediclinic's commitment to the wellbeing, health and safety of our employees is central to our business culture and our organisational purpose to enhance the quality of life. Workplace wellbeing, health and safety is integral to our business and form part of and support all Mediclinic activities.

Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. (World Health Organization: definition of Health)

With the World Health Organizations definition of Health in mind, we are convinced that only with optimal development and support (physical, psychological, mental, emotional and intellectual), in a safe, trusting and respectful environment can our employees contribute in a performance-oriented and patient-focused manner.

Within the context of the framework, Mediclinic currently applies the definitions below in order to distinguish between wellbeing and wellness. The framework will focus on the holistic wellbeing component of a person, whereas our pillars will focus on actively achieving wellness within the broader context of wellbeing:

- Wellbeing: is considered “general health and happiness, a state of emotional / physical / psychological wellbeing
- Wellness: is the state of being healthy, especially when you actively try to achieve this

Our strategy focus to deliver a “Continuum of Care” to our stakeholders, clients and the communities around us, enables us to embrace a Mediclinic Culture of Health.

Embracing a Culture of Health for our employees' wellbeing can in turn increase the health of our consumers, our communities, and the environment. (Source Harvard TH. Chan, Improving your Business through a Culture of Health.)

We, therefore, commit to eliminating or controlling risks to persons in the workplace, where possible, by:

- complying with all applicable legislation and regulations while aspiring to higher standards;
- establishing measurable objectives and targets aimed at reducing and, where possible, eliminating work-related injury and illness;
- developing our employees and providing resources to facilitate the fulfilment of our health and safety responsibilities;
- creating a work environment where employees experience psychological safety and can flourish; and
- fostering a culture that empowers and encourages everyone to act in accordance with this framework.

In fulfilling the commitments of this framework, employee wellbeing representatives will consult and communicate with employees and all relevant stakeholders regularly to:

- ensure that this framework is implemented and operates effectively;
- build relationships based on our organisational values of trust and respect, and team orientation;
and
- share the responsibility for meeting the commitments of this framework.

The Mediclinic International Board recognises its corporate responsibility under associated legislation. This framework will be reviewed regularly in line with legislation and organisational change, or as a minimum, every three years.

2. SCOPE

This framework applies to all Mediclinic International employees, including its subsidiaries.

3. PURPOSE

To ensure outstanding client experience and increased performance, our employees' wellbeing needs need to be understood and considered.

The purpose of this framework is to support the quality of life of our employees, to enable a safe and healthy work environment and to be an employer of choice. We aim to create a sustainable work environment where our employees experience physical and psychological safety, with an explicit focus on the strengthening of mental health.

Mediclinic is committed to supporting its people through an integrated and holistic approach to living a healthy and balanced life, at home and at work.

Priorities identified and related implementation activities will be based on divisional needs and relevant requirements at that point in time.

4. OBJECTIVES

Our main objectives are to ensure:

- Provision of offerings to support our employees' wellbeing (including, but not limited to, access to wellbeing services and support, access to information, empower employees with helpful tools and advice).
- The holistic wellbeing of all our employees (which could include access to healthy food / catering options, free water, etc)
- Support the sustainability outcomes of the company
- Ensure a continuous focus on managing the engagement of our workforce
- Support employee performance optimization within the company
- Implement initiatives that supports inclusivity. Divisional offerings can be different based on specific culture / regulatory contexts.
- That the pillars of our framework support the mental health of our employees

5. LEGISLATIVE, REGULATORY AND POLICY FRAMEWORK

Mediclinic International will ensure to comply with all applicable legislation, as required within each of the operating divisions.

6. RESPONSIBILITIES AND RIGHTS

6.1. The Employer

With respect to Employee Wellbeing, the employer has the following responsibilities:

- Create and maintain a healthy and safe environment that is conducive to productive employees and quality service delivery.
- Accessibility of wellbeing services to all employees and ensuring it is conducted in an ethical manner.
- A consistent approach to Employee Wellbeing.
- Employees right to confidentiality, autonomy, sensitivity, equality and openness are protected.
- Employees are informed of the conditions in the workplace that may be harmful to their health and wellbeing.

6.2. The Employees

Employees have the responsibility to:

- Conduct their work in a manner that promotes sustainable, high-level service delivery and protects their health and wellbeing.
- Report any conditions in the workplace that may be harmful to their own health and wellbeing or that of other employees.
- Assume responsibility to manage their own health and seek professional intervention if required.
- Assume responsibility for their own continuous learning and development.

6.3. The Line Manager

The line manager remains the direct link to employees in his or her department and will be responsible to:

- Ensure that staff are sufficiently trained in order to be able to perform their duties.
- Create meaningful developmental opportunities for employees.
- Encourage employee participation in Wellbeing programmes.
- Provide the necessary support to all Wellbeing initiatives.

6.4. Human Resources

The Human Resources department at each locality remains the custodian of the Mediclinic Employee Wellbeing framework and has the following responsibilities:

- Management and promotion of Employee Wellbeing.
- Monitor the effectiveness of Employee Wellbeing interventions.
- Facilitate continuous support to managers and employees in all aspects related to Employee Wellbeing.

6.5. Other Stakeholders

The wellbeing framework initiatives and activities are also supported by other stakeholders, within each of the different divisions. These stakeholders could include, but is not limited to, the Clinical department, the Technical department, external doctors, etc.

7. GROUP WELLBEING CENTRE OF EXPERTISE

Mediclinic established an Employee Wellbeing centre of expertise (CoE) at group level that will support and oversee the implementation of the global framework as well as annual wellbeing initiatives at divisional level. This committee will be supported by divisional forums / workgroups / topic owners enabling the implementation of the group framework.

The Employee Wellbeing CoE will ensure that wellbeing programmes provide educational guidelines that address relevant legislation, company values and corporate health and wellbeing concerns in a professional cost effective approach, integrated with current Human Resource practices and policies as well as Centre's of Expertise related initiatives.

The CoE's priority areas for this year will be on the implementation of the global framework which will be supported by a group communication strategy, as well as the development of divisional implementation plans.

8. MEDICLINIC WELLBEING PILLARS

Mediclinic International's framework is built on 6 overarching pillars.

The focus area of each of the six pillars are described below. Each division will develop an implementation plan based on their specific focus areas within each of the wellbeing pillars. We will collaborate with the other CoE topics to ensure an integrated approach to all our initiatives.

Each of the pillars in the wellbeing strategy underpins the principles of strengthening the mental wellness of our employees.

8.1 Occupational Health and Wellness

We aim to provide an environment where we limit the exposure to occupational diseases and possible injury. We strive to adhere to the minimum standards, as prescribed by legislation. The responsibility for Occupational Health and Wellness in each of the divisions will depend on local regulatory requirements and will be the responsibility of the assigned individuals.

8.2 Physical Wellness

Physical wellness refers to having the strength, flexibility and energy needed for daily activities at home and work without getting tired or worn out. It promotes taking care of your body for optimal health and functioning. It further includes engaging in healthy behaviours (such as being active every day, getting sufficient sleep, and eating a healthy balanced diet) and avoiding or limiting unhealthy behaviours (such as smoking and using alcohol).

8.3 Community & Environmental Wellness

Places emphasis on developing a sense of connection, belonging, and a well-developed support system. **Community & Environmental wellness** is the ability to develop and maintain positive, respectful and meaningful relationships with others. It further places emphasis on giving and receiving support. Community & Environmental Wellness includes taking action to make neighborhoods and communities safe and comfortable places to live. It's important to recognise that wellness goes beyond how we think, feel and act as individuals. Our wellness is also influenced – in both positive and negative ways – by the options and opportunities which are available in the places we live, learn, work and play.

Community & Environmental wellness supports wellbeing within the bigger context of an employee's life and who they are outside of work. This could include addressing work-life balance issues. The impact also extends to the communities within which we live and work.

8.4 Intellectual Wellness

Recognising creative abilities and finding ways to expand knowledge and skills. **Intellectual wellness** is about being curious and committed to life-long learning. It's about actively seeking out new ideas and experiences, and gaining new skills and knowledge and utilising of human resources and learning resources to expand and improve knowledge and skills.

8.5 Emotional & Mental Wellness

Emotional and mental wellness is about feeling good about oneself, being able to recognise, accept, understand and constructively share feelings (including joy, hope, sadness, fear, and anger) and having the skills to cope with the challenges that life brings. Coping effectively with life and creating satisfying relationships.

Emotional and mental wellness inspires self-care, relaxation, stress reduction and the development of inner strength. It is important to be attentive to both positive and negative feelings and be able to understand how to handle these emotions. We aim to provide a supportive environment that enables employees to be proactive when and if possible to protect and enhance their own health and wellbeing.

8.6 Financial Wellness

Financial Wellness is the ability to maintain a fully developed and well balanced plan for managing one's financial life that is integrated with personal values and goals. Studies have shown that when employees are stressed out about money, they cannot focus on their jobs, which negatively impacts their productivity. Prolonged high stress levels can lead to a variety of health issues, which can also be costly. Health issues can also further negatively impact productivity.

An important component to any financial program is to tailor it to specific workforce segments needs e.g. millennials.

9. CONFIDENTIALITY

Confidentiality shall be maintained at all times, according to legislative requirements within each division.

10. CONCLUSION

The Group Employee Wellbeing committee understands and supports the importance of communicating the framework as well as specific divisional initiatives offered to employees. Our divisions are implementing a number of initiatives, taking into account their contextual environments, but the information is not elevated sufficiently to create a bigger awareness of Mediclinic's approach.

We aim to create more awareness of all the activities that we focus on from a wellbeing perspective and to continuously monitor market trends and employee feedback to ensure that we address concerns areas pro-actively and implement best practices, where applicable.