ICAS’ vision is for businesses of all sizes to have an optimally functioning workforce that cares for a business that cares for them.

ICAS’ Employee Health and Wellness Programmes empower your employees to take control of their wellbeing, reducing problems at home and work and facilitating higher levels of productivity. Your business and your workforce are constantly changing and evolving, which is why everything we do for you is tailored to change and evolve along with your organisation.

We strive towards a better working world for our clients, creating a legacy of improved business performance. With an ICAS EHWP, your entire workforce and their immediate dependents will have access to services 24/7/365, provided in all of the 11 official South African languages.

“Employees thriving in wellbeing are more than twice as likely to say that they always adapt well to change.” *

*Source: 2015 Gallup
Overview of our Employee Health and Wellness Programme services

ICAS offers a number of bespoke services that will assist your company on employee, managerial, and business levels. No matter what scale and heritage of ICAS’ operations guarantee that our services are backed and provided by highly skilled and qualified professionals.

ICAS’ services integrate seamlessly, providing holistic interventions that approach and solve problems from every angle. We have a multi-disciplinary team that includes occupational therapists, physiotherapists, psychologists, nurses, doctors, and a medical review panel which is readily available.

Our holistic approach:

ICAS provides a national footprint of health professionals, counsellors, musculoskeletal occupational therapists, social workers and more.

We cater to our programme users all over our country and in every sector. We have been industry leaders and innovators since 1996 and we currently manage the wellness needs of over a million South African households. The scale and heritage of ICAS’ operations guarantee that our services are backed and provided by highly skilled and qualified professionals.

Our toll-free line

In South Africa, 70% of workplace employees experience stress that is severe enough to inhibit their ability to cope with their day-to-day work duties.

Source: 2012 The South African Federation of Mental Health

Stress can be created by a wide range of causes, including:

• Work worries
• Family concerns
• Debt management
• Substance abuse
• Trauma

ICAS’ professional counsellors are available 24/7, providing constant support to employees, always available to discuss problems and concerns.

After a discussion with a telephone counsellor, a decision to pursue a course of face-to-face counselling can be recommended. Employees can choose their preferred language and convenient times and locations for their counselling sessions. Calling ICAS is free from both landlines and cellphones.

In addition to our telephonic and face-to-face counselling services, our specially developed LifeManagement™ offering provides professional advice on a range of practical matters through the convenience of a telephone call. Accountants and debt advisors, lawyers, psychologists and social workers are available during office hours to provide expert advice on any of your employee’s legal, family, and financial issues.

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If not addressed, trauma can cause prolonged episodes of extreme emotional distress.

Musculoskeletal Support

Lower back pain is one of the top five reasons for workplace absenteeism.

Source: 2016 Alexander Forbes Health

Musculoskeletal (MSK) symptoms are the direct cause of workplace degeneration, draining company profits and impeding productivity.

Professional physiotherapists are available to assist employees with any musculoskeletal concerns they might have, while providing expertly developed exercises and follow up checks to ensure speedy recoveries and a return to optimal work productivity.

The ICAS MSK helpline is proven to reduce MSK symptoms by 90%.

Thus improving employees’ wellness and decreasing their return-to-work time, reducing the costs of absence and incapacity claims.
Managerial Consultancy

ICAS offers specialised services and support for the managers, team leaders, supervisors and HR functionaries within your organisation. Our managerial consultancy and managerial referral services support the unique needs of your organisation.

This service includes dealing with issues such as (but not limited to):
- Absenteeism
- Retrenchment or restructuring support
- Relationship/interpersonal conflicts
- The motivation of employees
- Discipline
- Providing performance feedback
- Managing diversity

The benefits of these tailor-made services include:
- Improving manager and employee relationships by developing people management skills, thereby developing a managerial toolkit.
- Assistance in dealing with concerns that may be outside your skill base, that may undermine your management boundaries, or could be absorbing too much of your time.
- Online material, accessed via the On-the-Go app, that provides material to upskill, support and inform managers anytime, anywhere.
- Advisors who provide objective assistance on appropriate interventions for the way forward, in a safe and confidential space.
- In many instances, employees’ personal issues that require professional counselling are the cause of deteriorations in their job performance. Managerial referrals can help your team function at its full capacity.

Management is a skill that can be learned and refined, like any other skill.

Onsite Counselling

Qualified social workers and psychologists with extensive experience in onsite counselling are available to assist you at your place of business. Our onsite teams also have the ability to provide HIV/AIDS advice and assistance, chronic illness support, as well as assisting in absenteeism and incapacity problems. ICAS staff also assist in promoting programme awareness so that all employees are aware of the services available to them.

Onsite Primary Healthcare Facilities

These clinics offer employees convenient access to primary healthcare services and support the implementation of ongoing interventions, lifestyle and disease management. It is imperative for employees to be aware of their health status as this shapes the platform for any future interventions.

A team of professional occupational health staff ensure that your medicals are conducted according to required legislation as well as your workplace requirements. Where employees are found unfit for work, they are classified as temporarily unfit, referred for remedial action, and then reassessed when they are fit for work.

Psychiatric Services

The South African Stress and Health study has found that 30.3% of our adult population will suffer from a mental disorder during the course of a lifetime. ICAS offers a psychiatric referral service which includes recommendations and referrals of employees presenting with possible psychiatric symptoms to a psychiatrist for a diagnosis and report. This service assists with optimal employee management and relevant workplace decisions.

Wellness Days

These employee centered events include comprehensive health screenings and wellness awareness drives, interactively inspiring your staff to live healthier lives. Wellness Days are customised to address your unique company problem areas, catering to your employees’ unique needs. Our specialised marketing services highlight the reasons why it’s beneficial for employees to attend Wellness Days, increasing attendance and building interest.

Our mobile medical services include:
- Medical surveillance (entrance medicals, pre-employment medicals, baseline medicals, periodical medicals, and exit medicals).
- Audiometry (hearing tests), spirometry (lung function tests), vision screening (eye tests), urine tests, and blood tests.
- Wellness screenings.
- Biological monitoring.
Your bottom line is a testament to your top talent - valuing your executives' wellbeing means valuing your bottom line.

### Exec|Care

ICAS’ Exec|Care facilities have been developed in conjunction with one of South Africa’s leading interior designers to offer a relaxing wellness experience. Exec|Care offers the following comprehensive assessments:

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<tr>
<th>Cardio respiratory tests</th>
<th>An appraisal of personal holistic health risks is based on:</th>
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<td>Graded fitness testing</td>
<td>• Family and personal medical history</td>
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<td>Ergonomic reviews</td>
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<td>Body composition/anthropometry</td>
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An appraisal of personal holistic health risks is based on:

- Family and personal medical history
- Physical activity profiles
- Psycho-emotional wellbeing
- Health and lifestyle status
- Nutrition profiles

**A unique solution with a measurable impact**

We’ve developed a customisable suite of services by monitoring trends on what affects human capital productivity; assisting both the employee and employer in the most tangible manner.

**Technology**

Our business intelligence plays a critical part in analysing your company’s unique trends and wellness profile. We capture data about your workforce and provide you with clear recommendations and pre-emptive actions to mitigate psychosocial risks.

**Experience**

Our national and international footprint ensures that our multidisciplinary network can fully support employees. We work with over 1.5 million calls a year and conduct over 100 000 face-to-face counselling sessions. Our scale and expertise are unmatched by any other organisation in South Africa.

**Quality**

All our clinical staff require an entry level master’s degree qualification, ensuring that your staff will always receive professional guidance. More than 300 clinical psychologists, 200 counselling psychologists, 250 social workers, and hundreds of other professionals are here to support your staff.

**Our promise to you**

We are the only South African provider to measure the impact of interventions to ensure that individual outcomes translate into greater organisational benefits.