

QUALITY HEALTH AND SAFETY MANAGEMENT



Quality management is an integral part of our ethos. We employ an extensive set of controls to ensure that the healthcare services we deliver are of the highest quality.



We are the only health and wellness company in South Africa, who has achieved ISO 9001 and ISO 45001 across all four service lines: Occupational Health, Primary Healthcare, Wellness and Emergency Medical Services.



Certifications:

- ✓ ISO 9001
- ✓ ISO 45001
- ✓ Employee Assistance Professional Association
- ✓ We assist clients to implement South African Bureau of Standards SANS 16001:2020

Quality control is a paramount aspect of our business ethic, and the following actions ensure a consistent and committed approach is applied:

- Policies and procedures are designed to meet all applicable industry quality standards. Compliance is measured.
- Red flag (high risk) management — when cases present with a high degree of assessed risk, the counsellor is required to immediately review the case with both a case manager and appropriate senior consultants.
- Performance management of the clinical teams — call assessments are conducted based on the interactions of the individual counsellor employed at the care centre and used as a tool to manage the quality of care provided. All calls are recorded for quality assurance purposes.
- Credentialing of healthcare practitioners — the quality of the affiliate network is assured in several ways, including by stringently reviewing resumes, required statutory membership and contacting professional references while interviewing applicants and through verification of the availability of appropriate facilities etc. Performance management standards are also in place to measure, monitor and assess the professionalism of the affiliated counsellors. This reviewed on a regular basis, and when required, improvement measures implemented.
- Complaints procedure — to continue service excellence aligned to international best practices, a detailed complaints procedure is engaged in the event of a complaint. Formal written feedback is provided within 5 days of receiving the complaint. Rectifying actions are implemented following a formal complaint.
- Clinical quality is assured through clinical supervision and consultation; qualitative assessments; and employee/affiliate education and training.

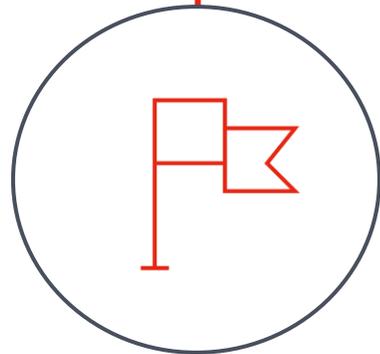
We utilise a quality, health, and safety compliance monitoring tool, which is one way we are ensuring a consistently high quality of service enabling us to have a view of compliance to legal and other requirements and is an early warning system that allows for proactive intervention.

The tool is a digitised, secured online platform and real-time application used for our quality, health and safety management requirements.

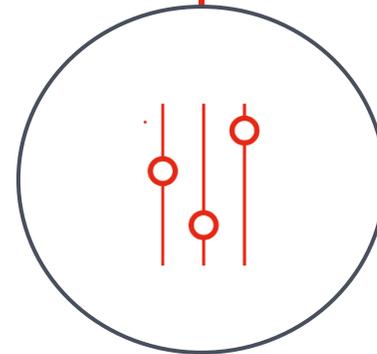
On average more than 2000 checklists are completed monthly.



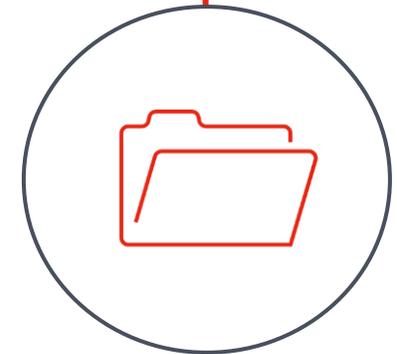
Continuous quality improvements



Alignment with key performance indicators



Real-time event monitoring for better risk management



Accurate, evidence-based reporting