

Lyra Southern Africa Company Profile



Lyra Southern Africa's vision is for businesses of all sizes to have an optimally functioning workforce that cares for a business that cares for them.

Lyra SA Services

Introduction

Lyra SA 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 a Lyra SA 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 well-being 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

Lyra SA offers a number of bespoke services that will assist your company on employee, managerial, and business levels. No matter what bouquet of services you use, it will always be tailored to your specific needs. The following list provides details of all of our available services and describes how they will benefit your employees and your organisation.



Our holistic approach

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

We cater to our programme users all over the 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 Lyra SA's operations guarantee that our services are backed and provided by highly skilled and qualified professionals.

Lyra SA's 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.

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:

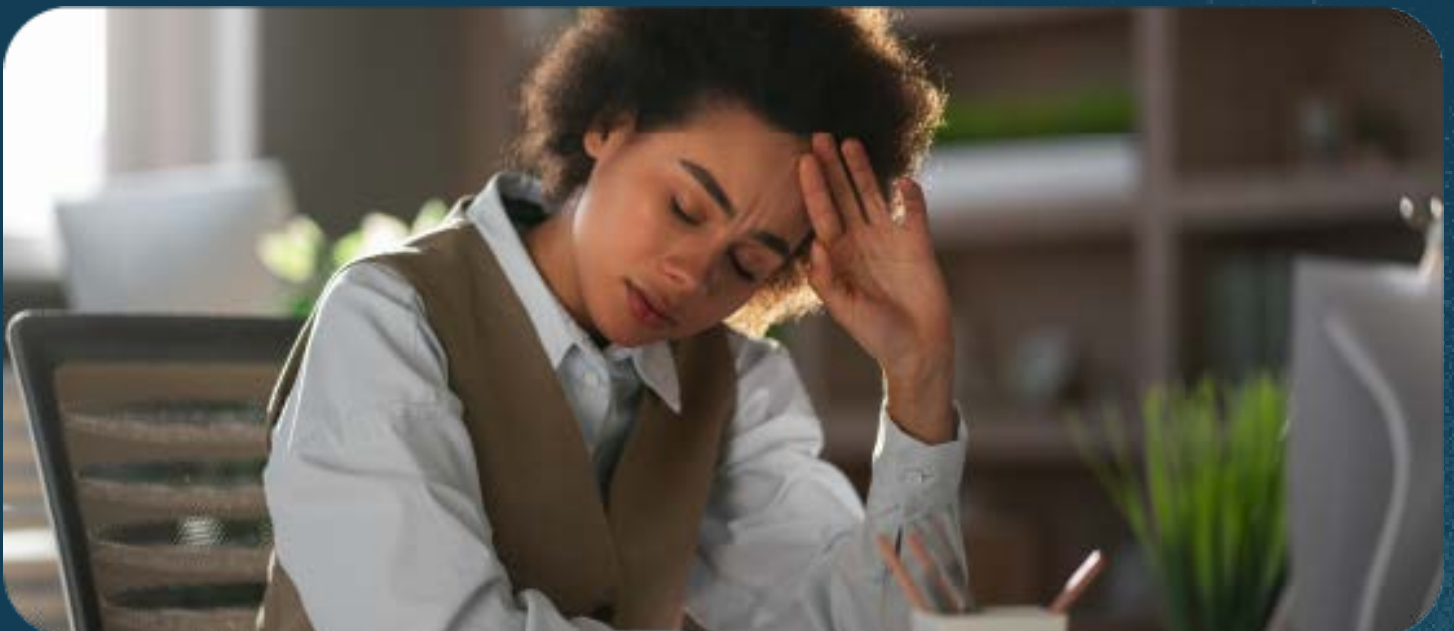
- Work worries
- Family concerns
- Debt management
- Substance abuse
- Trauma

Lyra SA's professional counsellors are available **24/7/365**, 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 Lyra SA is free from both landlines and cell phones. 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.

60% of South African employees are negatively affected at work by debt problems.

Source: 2015 National Credit Regulator (NCR)





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. Lyra SA staff also assist in promoting programme awareness so that all employees are aware of the services available to them.



Trauma Counselling

Trauma counselling is made available to employees and their dependants who have experienced a traumatic life event within and/or outside the workplace. The primary goal of this intervention is to facilitate the immediate recovery process of those who are primary, secondary or tertiary victims of the event. This ensures that they return to being fit for work as soon as possible, whilst vastly decreasing the danger of recurring traumatic stress later in their lives.

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

Musculoskeletal Support

Overall, musculoskeletal health (MSK) serves as the foundation of performance by providing the structural integrity, strength, flexibility, and resilience necessary for optimal physical function and achievement of all individuals. It is integral to the wellbeing, productivity, and safety of the workforce. Employers who prioritise musculoskeletal health can reap benefits such as reduced absenteeism, improved productivity, cost savings, and enhanced employee satisfaction. Our professional MSK Consultants can assist in prevention of MSD's (Musculoskeletal work-related disorders) with timeous prevention education by hosting webinars, case management and injuries on duty. Corporate Athletes are high functioning individuals who do not always have the time to attend to discomfort or pain. The MSK team can assist with individualised programmes and advice on how to mitigate and manage our bodies' stressors.

Learning & Development

In today's climate of instability and uncertainty, workplace wellbeing is still an important concern for organisations. Organisations need to look at incorporating wellbeing into business-as-usual work-streams. Lyra SA's Learning & Development interventions have a key role to play. The Lyra SA Learning & Development team can positively impact employee wellbeing in your organisation by fostering psychological safety in the workplace, developing a sense of connection and belonging and fueling a sense of achievement. Our flexible learning solutions provide autonomy and balance through facilitated and self-directed learning or learning through sharing and discussion, allowing for these learning interventions to form a key part of your organisation wide developmental programmes.



Organisational Development

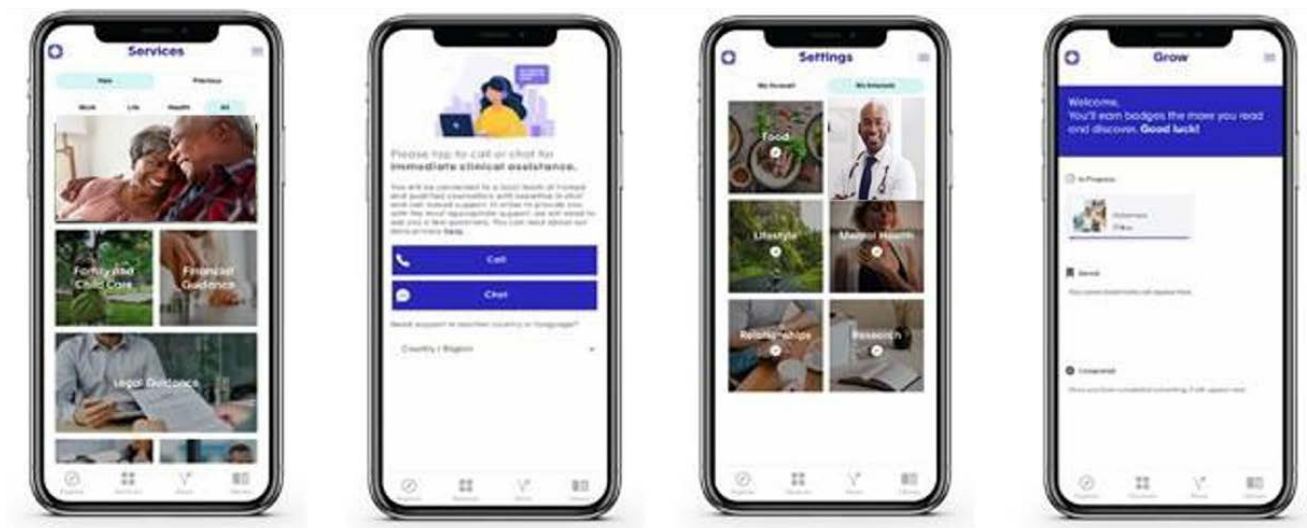
Lyra SA's OD team promotes employee wellbeing through the development of a positive and supportive work culture. A culture that promotes open communication, teamwork, and mutual respect is more likely to create a positive and engaging work environment. This can lead to improved employee morale, reduced turnover, and greater employee engagement. We bring our experience across a range of industries and businesses and tailor the very best solution to take your organisation to the next level.

Our OD offering includes the following services: wellbeing audits, psychometry, team alignment/mediation, coaching and leadership development. The team can also assist with organisational for change and disruption.



Lyra SA Hub : Wellness just became mobile

The Lyra SA Hub is a new fresh version of the current Lyra SA On-the-Go app, replacing the app with a one stop shop for access to Lyra SA services and hosts a dynamic library of wellbeing content available on both employees' mobile or desktop. Users get information on a wide range of psychosocial issues and receive support and simple access to treatment via live chat and a click to call directly into our National Operations Centre based in Johannesburg.



Lyra SA Online Services

The app also has an FAQ section about all the Lyra SA services available to the employee and family members. Users can access a library of expert-led articles, videos and questionnaires that help them proactively manage and improve their wellbeing. The app is international; it operates in 34 global languages and automatically connects users to their local Lyra SA number for support.

Languages currently available in South Africa are English, Afrikaans, isiXhosa, Kiswahili, isiZulu.

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

Managerial Consultancy

Lyra SA 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 Lyra Hub 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.

Corporate Athlete Support Programme (CASP)

According to Oracle (2021), 53% of C-Suite execs have struggled with mental health issues in the work-place, this compared to 45% of the employee population.

Senior executives are not immune from depression, stress, anxiety, and even burnout. The high-stress careers, poor work-life balance, and limited self-care typical of executives are a recipe for poor mental health. This is why Lyra SA offers a unique programme specifically catering towards the needs and challenges of senior leadership. The Corporate Athlete Support Programme offered by Lyra SA is focused on assisting leaders to create a culture of psychological safety, and lead organisations with purpose geared to address the well-being concerns of all employees. Individual wellbeing assessments are conducted and a dedicated wellbeing consultant sets up personalised plan focusing on physical, emotional, financial and mental health. The future world of work is dependent on leadership's ability to shape a culture of care, mental health, creativity and innovation. Your dedicated wellbeing consultant is ready to support you on your wellbeing journey.

Executive Wellbeing Centre

The Lyra Executive Wellbeing Centre is a state-of-the-art facility which provides unparalleled services tailored to the unique needs of the executive. We have curated a space where innovation meets relaxation, providing executives with the tools and support they need to thrive in both their professional and personal lives. Our facility is equipped with the latest cutting-edge technology and staffed with experienced healthcare practitioners who specialise in executive health. From advanced screening to personalised treatment plans, the Lyra Executive Wellbeing Centre is committed to providing executives with the highest level of service and care. Our comprehensive wellbeing screening assessments are designed to address the specific health and wellbeing concerns of executives, identify health risks and optimise physical and psychological performance. Booking assessments is simple and efficient with our online scheduling platform. The Lyra Executive Wellbeing Programme enables leaders to prioritise their wellbeing, setting a powerful example for employees at all levels thereby promoting a healthier and more engaged workforce.

Occupational Performance and Advisory Solutions

Our Occupational Performance and Advisory Solutions (OP Solutions) team is a multidisciplinary team of experienced Occupational Therapists and other clinicians with extensive expertise in the fields of absenteeism, incapacity, ergonomic and disability management. We offer bespoke, best practice, evidence-based interventions which mitigate the costs driven by employees affected by illness, injury and other health-related issues. Our comprehensive and integrated suite of interventions includes strategy development, policy review, in-depth absence reporting, early identification and intervention of “high-risk” employees, training, assessments and case management, representation on medical panels in a risk advisory role and advisory and support services. The primary goal is to reduce productivity losses, enhance employee morale, drive behavioural change and improve overall workplace productivity and performance.

Our ability to develop partnerships with key organisational stakeholders enables us to integrate occupational performance strategies with other services to ensure a holistic approach to managing workplace challenges.



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.

Lyra SA 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.



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 it shapes the platform for any future interventions.

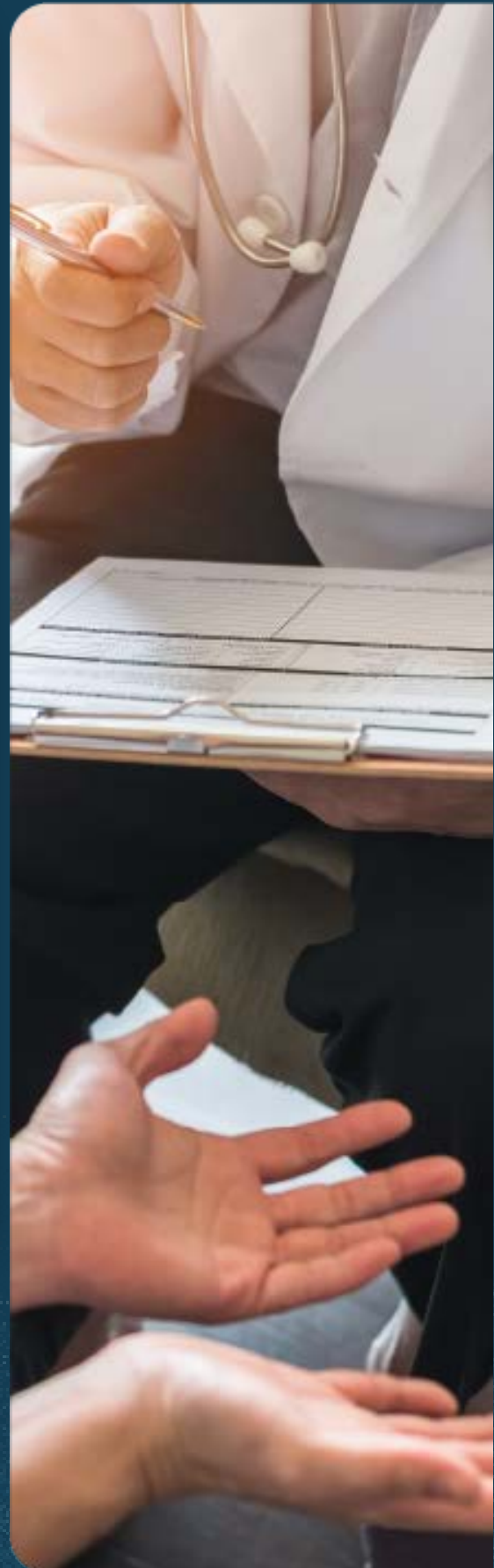
A team of professional occupational health staff ensure that your medicals are conducted according to required legislation as well as your workplace requirements. Where employees are found unfit for work, they are classified as temporarily unfit, referred for remedial action, and then reassessed when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

Our mobile medical services include:

- Medical surveillance (entrance medicals, pre-employment medicals, baseline medicals, periodic medicals, and exit medicals).
- Audiometry (hearing tests), spirometry (lung function tests), vision screening (eye tests), urine tests, and blood tests.
- Wellness screenings.
- Biological monitoring.

Wellness Days

These employee-centred 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.





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