

24 March 2020

Dear Valued Client,

The impact of Covid-19 on the wellness business operations and service delivery to clients – national lockdown

In light of the recent developments with the COVID-19 virus and the subsequent proclamation by the State President of a national lockdown, several State and private entities have responded to a call for the country to take responsible action in limiting the spread of the virus.

As your service provider of employee and workplace wellness services regarded and or classified as “Healthcare workers”, Momentum Metropolitan hereby communicates the business contingency plans (BCP) and measures to ensure protection of our staff, our clients and communities we operate within. These measures will be reviewed on an on-going basis in line with the directives provided by the National Department of Health (NDOH) and National Government.

In implementing preventative measures and observing lockdown conditions, Momentum Metropolitan undertook to implement the following course of action whilst ensuring that core services are delivered.

1. EAP services

a) Face-to-face Sessions

All face-to-face counselling referrals and sessions will be suspended. Any existing referrals for counselling will be finalised either via telephonic, skype, zoom and mobile devices video platforms (subject to the availability of digital platforms for the counsellor and client). This decision will be communicated to clients and affiliates.



b) On-site counselling clinics

All on-site counselling clinic services will be suspended and employees requiring services will be encouraged to call the toll free number. Onsite clinicians will therefore be withdrawn from client sites.

c) 24 hour support line

The 24 hour support EAP and wellness call centre will still be available, and business continuity Programme (BCP) strategies are implemented to ensure that employees are enabled to work from home so as to continue servicing of our clients reducing exposure.

d) CISD events

On-site critical incidents stress debriefing (CISD) sessions will be suspended and critical incident containment will be provided telephonically. Group sessions will be delivered via digital platforms such as zoom or skype. In cases where a video platform is not available, affected employees will be recorded and case managed through individual telephonic support.

e) Training, wellness days and awareness events

To maintain social distancing and self-isolation principles we have taken a careful decision to postpone all group method interventions such as training, wellness days and awareness events. Programme awareness, on-boarding and training will be delivered using our digital platforms.

f) Referral to occupational therapists for functional capacity evaluations

No new cases will be referred to occupational therapists and no OT's will be sent to client sites to conduct worksite visits. All queries related to these services will be managed by our resident occupational therapist and disability specialist, Ms Rethabile Matolweni on rmatolweni@mhg.co.za.

g) Executive medicals

As an additional precaution, we have decided to suspend all Executive medicals until further notice. Executives will still have access to telephonic consultations for wellness coaching services. Pre-scheduled appointments will be deferred to a later date.



h) Client meetings

Our client relationship managers (CRM's) will continue to be available during this time, however due to restrictions on travel , social distancing and the announced lockdown, our CRM's will maintain scheduled and regular contact with you telephonically, via zoom or e-mail as CRM's are not allowed to travel during this time.

2. Occupational Hygiene services

i) Occupational Hygiene services such as Health Risk Assessments (HRA) and Occupational Hygiene Surveys services will be delivered on demand digitally as and when required by our clients. Safety protocols have been developed to ensure the safety of our employees and those of our clients.

j) In addition, Momentum Metropolitan makes available to our clients Microbiological Swab Sampling (MSS) to validate the efficiency of cleaning practices within the workplace to aid in curbing the spread of the Coronavirus (COVID-19) pandemic.

3. Primary and Occupational Healthcare services

a) Walk-in clinics and client on-site clinics

Precautionary measures have been implemented for the protection of our nursing and administrative staff to ensure that medical services continue to be offered. Our clinics will provide basic hygiene consumables (when available) to clients visiting our centres in line with good practice.

b) On-site clinics

Due to the confirmed shutdown, onsite medical screenings will be rescheduled for later dates so that the contracted quantities are delivered as per agreements and SLA.



c) Mobile services at client sites

All new bookings for mobile delivery of medical screening services at client sites will be suspended until further notice. All existing bookings will be discussed with clients to determine whether the medical screening services are critical, or whether the services can be postponed.

During the lockdown period we remain committed to maintaining continued services whilst protecting both our employees and your staff, and we further believe that you will have an appreciation of the business decisions we have taken in the best interest of all stakeholders involved.

Should you have any questions or queries regarding the above, please do not hesitate to contact your client relationship managers.

Please continue to keep safe, maintain good hygiene and protect yourselves and your loved ones.

Yours sincerely,

Kelly Manzini

Executive Head: Wellness

Momentum Metropolitan Limited