

EMPLOYER NEWSLETTER

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DEAR EMPLOYER

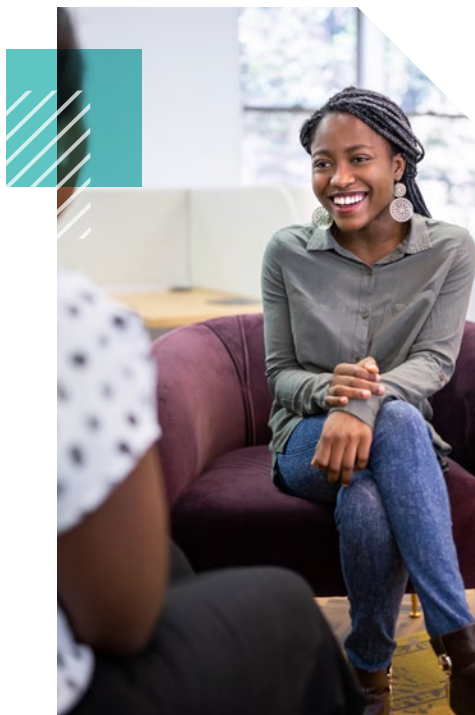
The first few months of 2021's headlines have been dominated by the vaccination and its rollout to the country. As a country, we need to achieve herd or population immunity as soon as possible and this is only possible if there are more vaccinated persons compared to unvaccinated persons. As a valued stakeholder to Moto Health Care, the Scheme is pleased to advise that it will cover the cost of the vaccine from its risk benefit and in line with the government's rollout plan.

This essentially means that individuals, who qualify for the vaccine as per government's rollout phases, will have their vaccines paid in full by the Scheme. Once the person registers on the EVDS website, they will be placed in the automated queuing system and receive a notification as to the date and time they will be attended to, at the venue that they chose on the registration site.

Moto Health Care encourages its members to get vaccinated as, aside from prevention, being vaccinated

does protect you from becoming severely ill and incapacitated by Covid-19. Various sectors of industry continue to make slight recoveries to pre-Covid-19 business activity levels but this becomes increasingly difficult as more stages of lockdown are introduced. The sooner our population is vaccinated, the sooner we can attempt to return to normality.

In this issue, we will look at tips to be more engaged with your employees (whether they are physically in the office or working from home), as well as highlight some of the additional entry channels to the Scheme for queries and information. We hope you will enjoy the topics covered and, should you wish to see specific topics covered in future editions, please email your suggestions to: Eugene.eakduth@momentum.co.za



IMPROVING EMPLOYEE ENGAGEMENT

Employee engagement in the workplace is something that many employers battle with and many established businesses have tried to make sense out of their employees' engagement levels, for many years. Employee engagement deals with an employee's emotional commitment to an organisation and its goals, which in turn motivates that employee to give off their best efforts in assisting the organisation to achieve this.

However, the fact is that employee engagement levels were in decline, simply because employees had too much on their plates with having to juggle personal, family, social and work commitments. Employees who may have previously coped with these stresses through work support structures, may have found themselves facing these challenges alone post Covid-19 because of remote working conditions. For many employers, remote working conditions may have been the final nail in the coffin for employee engagement, but there is some light at the end of the tunnel with these helpful hints which can restore employee engagement levels.



5 HELPFUL EMPLOYEE ENGAGEMENT TECHNIQUES

Leading with direction and compassion

1.

Employees who are away from the office for an extended period may lose sight of the company's vision and feel isolated. Successful firms communicate more frequently with employees to ensure they understand existing or newly adapted strategies.

The medium that these strategic updates are communicated through is just as important as the message itself. Creative companies may opt for a video message from the CEO that forms part of a competition which draws in a wider audience, instead of just circulating a bulk email to the entire company. Messages of strategy can also include showing empathy and an understanding of their employees' fears and insecurities – to assure staff of measures the organisation is taking to deal with these challenges.

Getting your teams involved

2.

Working remotely may have had some advantages in the beginning but it has also led to many distractions during the course of the workday. Staff are involved in more meetings and are working longer hours than before. Companies must therefore strive to make their employees feel like humans and not resources. The lack of team building and other fun in-office celebrations like Casual Day or Spring Day, which traditionally got the entire office involved, has left a huge gap in team engagement.

Companies must therefore pursue alternative ways of team building, such as hosting virtual sessions with care packages delivered to staff, or starting meetings with a culture moment or a fun activity that breaks the ice. This will get employees into a more relaxed frame of mind and consequently more involved in discussions. Another way to ensure that your staff is always alert and engaged in activities and meetings, is to give them turns in chairing internal meetings or being responsible for the fun/culture moment of the meeting. Research has shown that employees who are involved in a project or activity are more engaged, which improves the outcomes of these tasks.



Acknowledging and sharing successes

Employees who have their above average efforts recognised by the organisation, will strive to perform better as they feel recognised by the work put in. This is according to research conducted by Ragan's Workplace Wellness Insider which reveals that 40% of employees, who feel that they are not being recognised by the organisation, will not be prepared to go above and beyond the call of duty. This is a significant statistic as it equates to almost half a company's workforce being unmotivated to deliver superior customer service.

3.

If companies consider the effect of the pandemic on their business, then it is of utmost importance for staff to be recognised appropriately, so that they are able to retain clients for the long haul. Many companies partner with rewards companies who may have specific programmes, processes to assist with staff nominations, and delivery of rewards – although this is largely dependent on the size of the organisation, and quantum of the rewards being offered. However, companies don't have to use elaborate reward programmes to recognise good work and may use their own internal mechanisms to identify and share staff successes (notices on the intranet, personalised video messages, HR electronic bulletin board and a care package delivered to the employee's home). These gestures will motivate staff to go further in their daily tasks.

Setting health challenges

Prior to Covid-19, many successful organisations used employee physical wellness as a great motivation tool to reduce stress as well as to increase fun levels at the workplace. It was not uncommon to see weight loss, cardio activity and endurance challenges taking place between different departments or branches. These wonderful initiatives have all but vanished since the lockdown which has seen an increase in weight gain and lower cardio activity due to a more sedentary lifestyle, associated with working from home.

4.

Being in lockdown or on a remote working setup doesn't have to stop the company from continuing with such initiatives. The company can arrange for strength or endurance challenges, where staff who have exercise bikes or other motion training equipment can show off their skills via a webcam feed that could be uploaded to the company's intranet, or provide an online yoga session for interested persons. Other challenges could consist of incorporating designated days for abstinence from junk foods, or 'show your lunchbox' challenges which allows colleagues to compete for having the healthiest lunchbox.

Health challenges, in addition to boosting physical wellness, are also beneficial for improving employee morale which can decline over time without interaction with their colleagues.



Integrating technology within the organisation

Let's face it, with the new way of work, there are so many platforms to host meetings, catch-up sessions, performance appraisals and the like – and for many employees, it can become too overbearing. The added challenge of in-office staff having to interact with remote-based staff and vice versa across the many mediums, is a recipe for disaster – especially when there are external challenges in the form of loadshedding coming into the mix.

5.

Recent research has shown that a company is able to integrate all of these technology mediums into a central focus point where staff can use virtual technology, social networking sites as well as online portals to craft a single company engagement platform which is able to store and save engagements on one platform. As a result, a company that uses various engagement channels is able to build up a record of what has happened and provide a status report of where a particular project or task's progress is. This can be viewed by either the whole organisation or restricted to those who are part of that particular project only. This is another way in which an organisation is able to keep staff updated and engaged.



THE LAST WORD

Moto Health Care uses a variety of channels for members, employers and service providers to contact the Scheme. More individuals are choosing to use our WhatsApp facility to seek information on their claims, membership status and billing schedules. The Schemes WhatsApp number is the same as the contact centre number – **0861 000 300**.

In addition to WhatsApp, the Scheme also hosts a web chat facility which is accessible from the our website (www.mhcmf.co.za) where prompts will direct members or employers to access the facility.

It is also important to bear in mind that flu season is in full swing and, with the hustle and bustle of people trying to access the Covid-19 vaccine, it is still important for high risk individuals to have their regular flu shot to help their immunity. Moto Health Care is still your smartest choice for total employee healthcare coverage and we will continue to serve our valued stakeholders in achieving quality health outcomes. We hope that you and your loved ones will continue to stay safe and we look forward to hearing from you soon.