



# WORKING HAND-IN-HAND WITH THE HOSPITALITY SECTOR



With more than a decade's experience in the Hospitality industry, **Agility Hospitality** doesn't merely understand your industry, **we're part of it**. Our hands-on client approach also means that we have access to a wealth of data that allows us to statistically understand your specific needs, and then develop tailored solutions that address the industry's unique challenges like:

**Identifying risks** ✓  
before they  
become a bottom-  
line concern

**Developing** ✓  
specific benefits  
for your  
environment

**Providing solutions** ✓  
for your entire  
workforce, across  
all income levels

**Decreasing** ✓  
absenteeism  
and boosting  
productivity

## ► AGILITY HOSPITALITY IN ACTION: A CASE STUDY

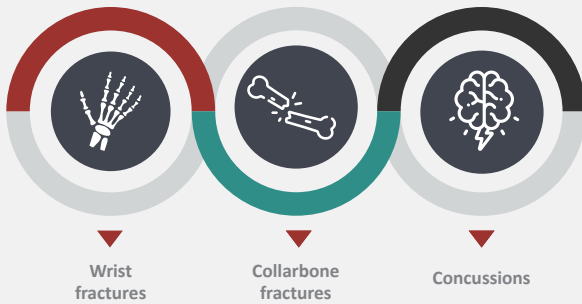
A long-standing **Agility Hospitality** client in the hotel sector was not only experiencing an alarming increase in absenteeism, but a marked decrease in productivity amongst their permanent employees. This snowballed into an ever-increasing need for temporary staff who required constant training, supervision and mentoring. The scenario was starting to have a very real impact on service levels, guest satisfaction and the overall hotel rating on various online and social media platforms.

With their workforce belonging to one of the **Agility Health** medical schemes, the unique **Zurreal Healthcard** solution, as well as **Agility Gap**, we were able to analyse their claims and risk behaviour as starting point.

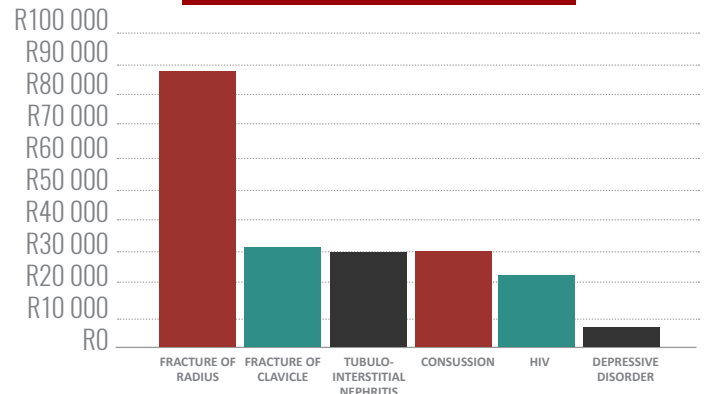
### Here's what we found:

#### ► Our client's workers were particularly prone to a range of physical mishaps

In fact, some of their top claims related to:



### CLAIMS PROPENSITY



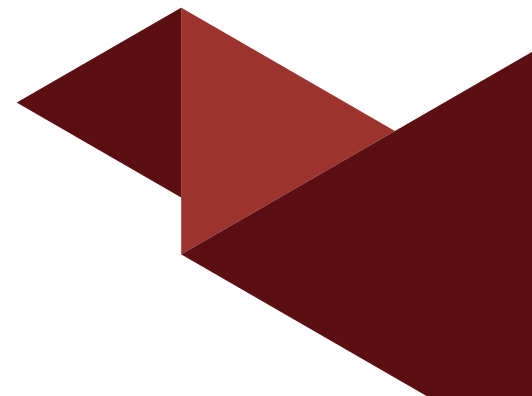
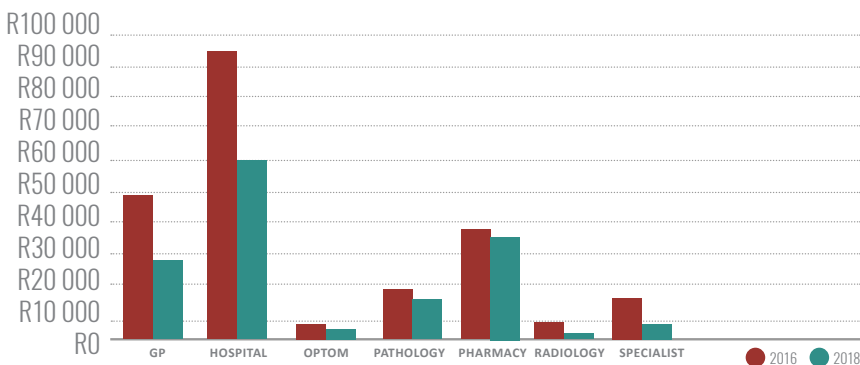
- Interestingly, the 3<sup>rd</sup> highest claims category was for a kidney condition most commonly caused by an allergic reaction to some medications
- Very much in line with our continent's HIV/AIDS epidemic, this disease was represented as the 5<sup>th</sup> highest claims category
- Depression featured as the 6<sup>th</sup> most claimed for condition, showing just how prevalent this disease has become in recent years

#### ► TOP CLAIMS BY DISCIPLINE

With claims behaviour largely relating to physical injuries, it's little wonder that the largest portion of healthcare expenditure was due to their workers being **hospitalised**. Interestingly, and encouragingly, this client's employees relied quite heavily on their **GP as primary healthcare provider** with specialists being used far less frequently.

This behaviour, combined with **high pharmacy (or medication) claims** indicate that these members took good care of their health in general. This also explains why common ailments such as flu or lifestyle diseases didn't feature on the claims propensity analyses.

At the same time however, the **high pharmacy utilisation raised a red flag** when compared to the previous claims propensity graph that identified Tubulointerstitial Nephritis – a kidney condition most commonly caused by an allergic reaction to some medications – as the 3<sup>rd</sup> most claimed for disease.



## ▶ THE BOTTOM LINE IMPACT

While most employers understand that a physical injury almost always leads to time off work, many often underestimate just how many hours are lost. With this employer's staff particularly prone to these types of injuries, and the snowball costs associated with temporary staff, recruitment and additional training requirements, the bottom line impact was severe. Combined with a prevalence for depression and a particular kidney condition, our client's employees were:



	Wrist & collarbone fractures	Kidney condition	HIV	Depression
<b>Absent more often</b>	- 21 Days	-14 to 21 Days	-7.8 Days	-18 Days
<b>Less productive</b>	-10 Days	Dependent on outcome of biopsy	-32 Days	-20 Days
<b>Even more absent when hospitalised</b>	- 5 Days	-21+ Days	-13 Days	-21 Days

## ▶ THE AGILITY HOSPITALITY SOLUTION TO THE PROBLEM

WE CAN	AND THEN	TO
Identify causes of injuries	Implement targeted and tailored safety education campaigns	Significantly reduce workplace injuries and associated absenteeism through a dedicated absenteeism management programme
Identify members with particular diseases	Implement medication education programme	Significantly reduce disease prevalence and associated absenteeism & presenteeism
Identify members with HIV / AIDS	Ensure disease and benefit education, as well as managed care programme	Keep employees as healthy and present as possible
Identify unhealthy and high risk workers	Help them to proactively manage their health	Drive down absenteeism and increase productivity
Identify employees suffering from, or at risk for, depression	Offer ongoing wellbeing assistance, disease education and benefit provision	Proactively manage, and significantly reduce, the disease impact on absenteeism & presenteeism rates
Educate workers about available benefits and how to use them	Monitor benefit utilisation	Make sure they get the care they need, when they need it
Identify additional wellbeing issues impacting your business	Proactively intervene	Further reduce impact on your bottom line
Identify gaps in your employee benefit provision	Design a tailored solution	Holistically manage your entire human capital risk

## ▶ THE BOTTOM LINE IMPACT

By taking a proactive approach to your employee's wellbeing, you're effectively driving down absenteeism rates, increasing productivity and improving your business' overall human capital risk profile.

## ▶ BUT WHAT DOES THAT MEAN FOR YOUR POCKET?

Let's take a look at a hospitality sector employer with 260 employees and a payroll of approximately R6 885 299.64 as an example:

AGILITY HOSPITALITY SOLUTION MAKEUP	COMBINED IMPACT	BOTTOM LINE IMPACT
<ul style="list-style-type: none"><li>• Medical scheme cover for all workers</li><li>• Additional healthcare savings product</li><li>• Comprehensive Employee wellbeing programme</li><li>• Absenteeism management programme</li><li>• Group Risk (life cover, disability benefit, funeral cover)</li></ul>	5% Reduction in absenteeism	R3 606 585.53
	2% increase in productivity	R1 652 471.91
	5% savings in groups risk premium	R70 167.00
<b>TOTAL SAVINGS</b>		<b>R5 329 224.44</b>

[www.agilitygroup.co.za/agility-hospitality](http://www.agilitygroup.co.za/agility-hospitality)

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