



MASSMART

GROUP UPDATE

Massmart encourages early detection of priority illnesses and aims to provide employees with **greater access to private health benefits**



If there is one goal that is common to all of us, governments, businesses and the people, it is sustainability. For Massmart, this concept is the ethical centre of all our current operations and strategic plans for the future.

In order to ensure our ongoing commercial success as a low cost route to market for suppliers and a socially responsible business, there is one paramount requirement: a healthy, productive workforce. Our people, individually and as a whole, must be healthy enough to

live good lives and do good work. This one basic idea is the axiom around which our sustainable success must be achieved.

Our common main health enemies in South Africa are inadequate nutrition and the global HIV/AIDS pandemic. We recognise that there are other challenges, but these have the greatest negative effect on progress in both our economic and moral responsibilities. Our goal is to establish programmes to sustain and even enhance our employees' wellness.

Such programmes have for some time now included:

1. Ensuring a safe and healthy workplace that encourages talent and career development;
2. Free anti-retroviral treatment for our HIV-positive permanent staff members and their spouses;
3. Other ongoing initiatives to make affordable primary health care available to help bridge the gap for employees who need health care support, but find little

within their price range available on the market;

4. OCSA, an occupational health product that provides employees (who have historically relied mainly on public health services) with access to a network of private CareCross doctors for basic dentistry, optical care and chronic medication at affordable rates paid in part by Massmart;

5. Our Impilo wellness programme, one of the most comprehensive corporate HIV/AIDS prevention and treatment programmes in the country.

HIV/AIDS

As in all health and medical procedures, the first step is diagnosis. All HIV tests and treatment programme procedures are managed confidentially and Massmart outsources this to a third party. Massmart does not have access to the details of HIV positive employees, but the current reporting period data does include the following:

Data on HIV testing

Number of tests conducted since inception	27 327
Number of HIV positive employees, including spouses	1 040
Number of HIV positive people on treatment	760 (280 not on any treatment)
Reasons why some are choosing not to take treatment	<ul style="list-style-type: none"> • denial • fear of disclosure • fear of taking anti-retroviral drugs • belief in traditional healers versus conventional medicine
Infection rate by division	<ul style="list-style-type: none"> • Makro: 2.8% • Massdiscounters: 0% (no testing in last financial year) • Masscash: 11.3% • Massbuild: 3.5%

OTHER PRIORITY ILLNESSES

Massmart's focus on health is wider than just HIV/AIDS. Impilo Weness Programme also includes free annual check-ups for early diagnosis of high cholesterol, high blood pressure, unsafe blood sugar levels, obesity and, at larger sites, eye screening provided through travelling clinics run on location and staffed by external health care professionals. Employees are encouraged to access Impilo's 24-hour telephone helpline for professional medical advice anytime.

Information on the detection of priority illnesses as of 31 May 2010 includes the following:

Data on other priority illnesses

Number of employees tested	5 417	
Acceptable ranges by division		Normal
	Body Mass Index	
	Builders Trade Depot	37.91%
	Massmart	39.91%
	Builders Warehouse & Builders Express	41.01%
	Masscash	39.45%
	Masswarehouse	39.30%
	Cholesterol	
	Builders Trade Depot	91.32%
	Massmart	89.66%
	Builders Warehouse & Builders Express	88.94%
	Masscash	90.37%
	Masswarehouse	91.78%
	Glucose	
	Builders Trade Depot	94.78%
	Massmart	96.10%
	Builders Warehouse & Builders Express	96.32%
	Masscash	92.41%
	Masswarehouse	95.18%
	Blood Pressure	
	Builders Trade Depot	62.98%
	Massmart	Massmart
	Builders Warehouse & Builders Express	71.92%
	Masscash	67.58%
	Masswarehouse	60.76%
	Normal Values	
	BMI	< 25
Cholesterol	< 5.5 mmol/l	
Glucose	< 7.8 mmol/l	
Blood Pressure	< 140/90 mmHg	

MEDICAL AID

Massmart is working to offer more employee access to affordable quality healthcare. Data on the number of employees with health-care follows:

Data on Medical Aid

Number of permanent employees on medical aid	18 683
Types of medical aid offered	<ul style="list-style-type: none">• Discovery Categories A & B• Discovery Other• Liberty• Massmart Health Plan• MM Progressive Resolution• Momentum• Ocsa Care• Oxygen• Saccawu Resolution• Siswe

Finally, proper nutrition is essential to any sustainable, holistic wellness effort. That's why Massmart encourages awareness about the importance of proper nutrition through regular health features in its group-wide employee magazine, Personal Best. Massmart also focuses on nutrition in its corporate social investment work.*

Massmart's commitment to sustainability in our markets starts with sustainable health and productivity of all employees in the most comprehensive scope of remediation possible. It makes good business sense and is a real, human contribution to South Africa's future. ■

* Please see Massmart's approach to CSI is evolving for more on our feeding and literacy programmes for schoolchildren.