

# 125 years of taking care of lives

It makes us proud to declare that we have surpassed another record as South Africa's leading administrator in occupational injuries and diseases for the mining and metals industry.

Reaching our 125th year milestone, in June 2019, makes us proud of the successes that we have achieved as a group. Through our diversification strategy we have successfully created the foundation for longer-term sustainability so that RMA may continue to deliver on its promise of 'Caring, Compassionate Compensation' well into the future.

## TAKING CARE OF LIVES

Our clients work in one of the most important industries driving the country's economy, while ensuring that many families who depend on it can eat and afford basic needs. We are also aware of how much they love and care for their work; and how they go out of their way to perform with the highest standards of safety to avoid injuries. However, despite adhering to all precautions, accidents still occur. So, what happens should a worker get injuries that are detrimental to their ability to do their job and earn further income? What happens to their families?

This is where RMA comes in. For the past 125 years, we have made sure that any worker who gets injured while at work can receive payments to cover medical costs, disabilities, pensions and ongoing income in case of death. This is in terms of the Compensation for Occupational Injuries and Diseases Act (COIDA) 1993, (Act No. 130 of 1993, as amended under license from the Minister of Employment and Labour).

Disability as a result of an injury at work, whatever the degree of severity, affects the worker's life in many ways and the personal journey in dealing with the consequences of physical injury is unique to each individual. The emotional and practical challenges that sudden disability presents are equally complex. We understand these challenges and have adopted a culture of caring, compassionate compensation when assisting injured workers. Mobility and transport, as well as access to the necessary specialist healthcare, may pose difficulties. We have taken responsibility to lessen such burdens and developed a range of services to provide meaningful assistance to the worker. As part of our

commitment we have established a network of local preferred healthcare providers near our beneficiaries that offer healthcare support to the injured worker. If a disabled worker needs to travel long distances to access healthcare, we help with their transport, both to and from the health facilities, to help make the

process more convenient for them. To add more to our services, we have partnered with prosthetics and orthotics specialists to provide prosthetic devices, as well as their sustained annual maintenance and replacement, when necessary. Also, we have a mobile prosthetic clinic which travels each year to bring these services to our beneficiaries, visiting rural areas to bring its special brand of care to claimants.

Our state-of-the-art Care Facility in Welkom, in the Free State province, provides full-time care for claimants who reside there during their rehabilitation after an injury. The facility offers a range of services, including rehabilitation and proactive health interventions.

Embracing a diverse approach to care, with the help of our partners, employees and clients, lends a more intuitive level of support and commitment in our mission of assisting people living with life-changing injuries. This would not have been achieved without the assistance of each employee who has played a significant role in the improvement of our organisation. We are also thankful to our clients who entrust us to look after their employees' lives. Their ever-changing needs and feedback have afforded us an opportunity to strive continuously to increase value in our products and services offering. Not only have they made us a part of their lives, but they also helped us make a difference in our claimants' lives.

We shall continue with our promise of taking care of lives and providing caring, compassionate compensation for many more years to come!

*Let RMA protect your employees' needs. E-mail us at [sales@randmutual.co.za](mailto:sales@randmutual.co.za)*



Photograph: Gareth Jacobs

Rand Mutual Admin Services (Pty) Ltd is an authorised Financial Services Provider (FSP No. 46113) licensed with the Financial Sector Conduct Authority and forms part of the Rand Mutual Group of Companies.