



**DISCOVERY'S COVID-19  
VACCINATION PROGRAMME**



**PROGRESSION OF THE  
COVID-19 PANDEMIC**

**SOUTH AFRICA'S NATIONAL  
VACCINATION PROGRAMME**

**DISCOVERY'S SUPPORT FOR THE  
NATIONAL VACCINE PROGRAMME**

**DISCOVERY'S VACCINATION SITES  
AND PARTNER NETWORKS**

**DISCOVERY VACCINE EXPERIENCE**

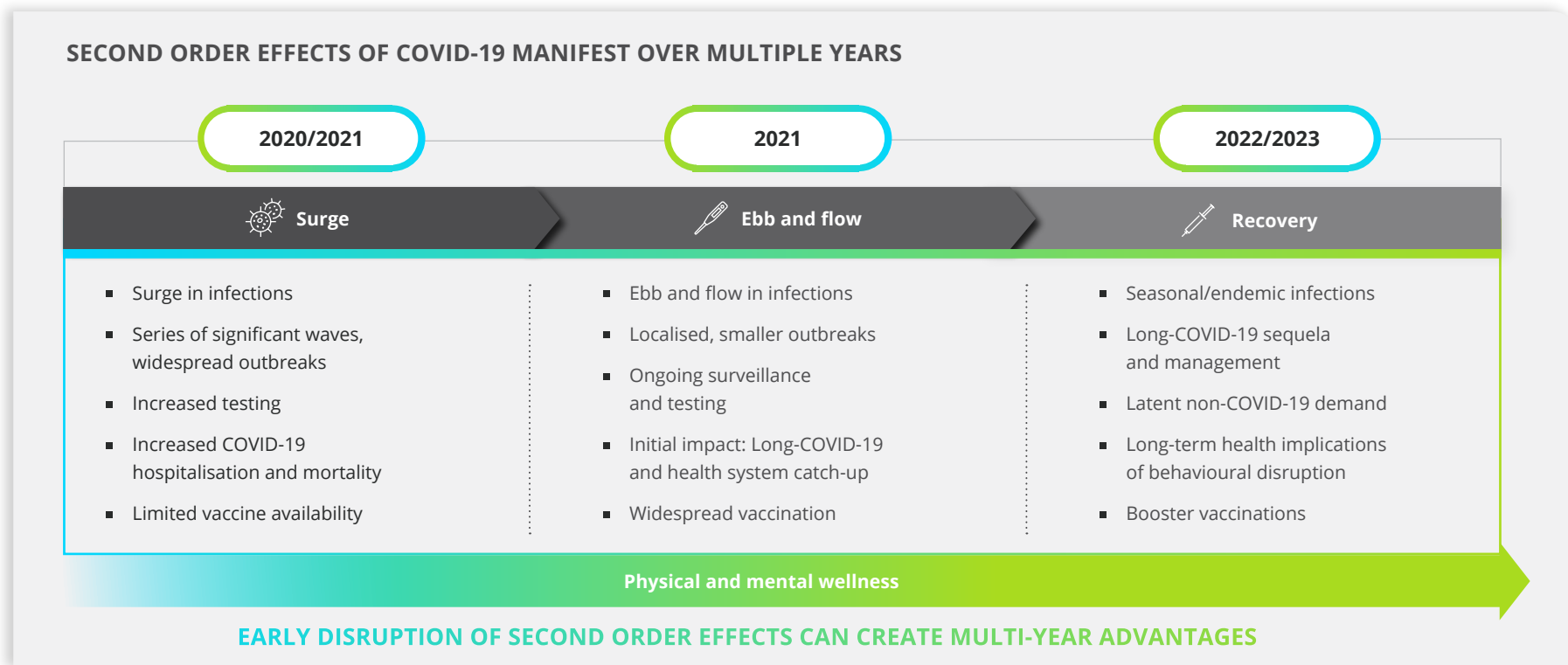
**NEXT STEPS**



# PROGRESSION OF THE COVID-19 PANDEMIC

Since the onset of the COVID-19 pandemic, most global healthcare resources have been re-purposed to focus healthcare systems on navigating the various waves of COVID-19. While a necessary shift, this resource re-allocation has inadvertently resulted in disruption across the continuum of care for non-COVID-19 healthcare services. Additionally, the impact of COVID-19, whether in relation to ongoing testing and surveillance, booster vaccinations and treatment of long-COVID-19 and mental illness is proving to be significant. The impact of COVID-19 therefore extends well beyond the direct morbidity, mortality and healthcare requirements of the virus itself. The healthcare implications of COVID-19 can be described across a multi-year journey from 2020 and beyond:

- 1 | Healthcare systems will continue to manage COVID-19 infections for the foreseeable future, including the testing, monitoring and treatment costs associated with seasonal and endemic infections.
- 2 | The disruption to health-seeking behaviour and the impact of interrupted care of chronic conditions has negatively affected the early identification, access to treatment, and ongoing management of non-COVID-19 conditions. The implications of which will manifest in increased healthcare demand in future years.
- 3 | Engagement in healthy living is more relevant than ever before with increased engagement in these activities directly reducing the prevalence of COVID-19 severe infection and the long-term prevalence of chronic conditions. Large behavioural disruptions over the course of 2020 have reduced levels of physical activity and mental wellbeing, and is associated with longer-term increases in healthcare demand.



# SOUTH AFRICA'S NATIONAL VACCINATION PROGRAMME

*In his 11 January National Address, President Cyril Ramaphosa made it clear that South Africa, like countries the world over, was embarking on a massive COVID-19 vaccination programme. Since then, our Government has procured sufficient vaccines for the national vaccination programme and aims to vaccinate 41 million adults by the end of 2021. Vaccines will be administered in phases according to a national prioritisation framework. This phased approach ensures that those most vulnerable and at-risk in the South African population are vaccinated first.*

**PHASE 1** currently underway, vaccination efforts are focused on healthcare workers.

**PHASE 2** vaccination efforts will primarily be focused on the elderly and other vulnerable sections of the population and will likely start in the third or fourth week of May 2021.

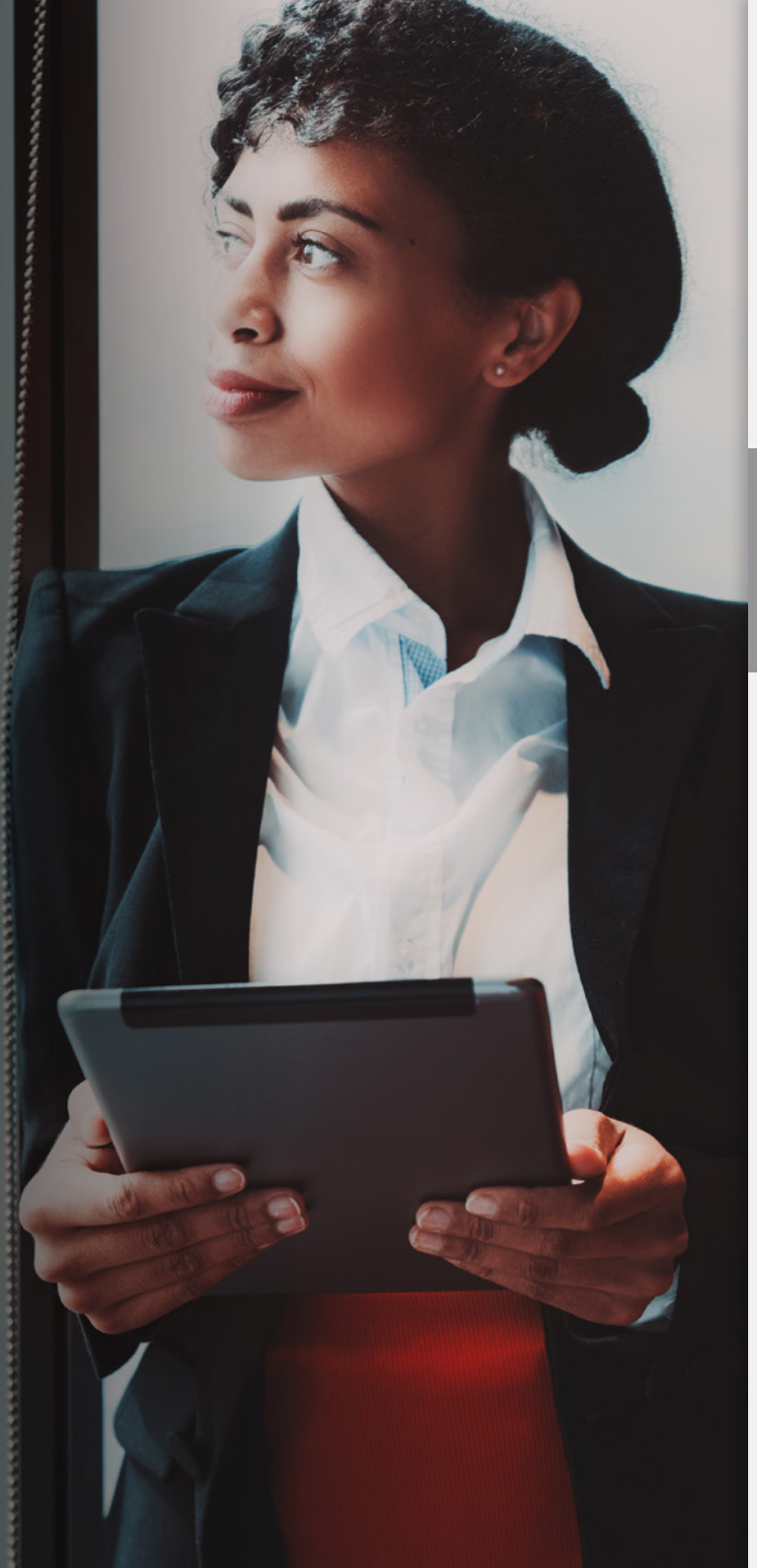
**PHASE 3** vaccination efforts will focus on the rest of the population and will likely start in October 2021.

The South African Government has undertaken a considerable amount of actuarial and epidemiological modelling, and the implications are clear: in an ideal scenario, we should aim to vaccinate all high-risk groups by mid-winter, including people over the age of 60 years and vulnerable populations. The Cabinet plan aims to achieve this, including essential workers, by latest October 2021. This would mean reaching the targeted population herd immunity threshold of approximately 30 million adults vaccinated in South Africa before the end of the year. This would help realise meaningful health and economic outcomes and avoid many preventable COVID 19-related deaths.

South Africa has secured 61 million doses of vaccine, consisting of 31 million J&J doses and 30 million Pfizer-BioNTech doses. And, in the near future we will also receive 1.2 million vaccines from COVID-19 Vaccines Global Access, Covax.

In order to achieve the desired outcomes, South Africa must vaccinate 250 000 to 300 000 people per day from May 2021, and targeting completion of the roll-out by February 2022. The private sector will assist Government to optimise vaccine rollout efficiency and speed, and vaccines will be administered at both public and private vaccination centres throughout the country. Achieving this national vaccination target will require the combined efforts of both the public and private sector to fast-track vaccine administration in order to cover the high-risk population as soon as possible, and thereafter the entire willing and eligible South African population.

SOUTH AFRICA'S  
NATIONAL  
VACCINATION  
PROGRAMME



# DISCOVERY'S SUPPORT FOR SOUTH AFRICA'S NATIONAL VACCINE ROLLOUT PROGRAMME

At Discovery, we are making an unprecedented financial and human capital investment in our own Mass Vaccination Programme to support Government's objectives. We have been working with Business for South Africa and the National Department of Health to ensure that capacity is in place, and have developed a comprehensive strategy to support the national rollout plan.

Over the course of 2021, the aim is to vaccinate three million adult Discovery clients quickly and efficiently, with the capacity to vaccinate up to 40 000 people per day. We have segmented and stratified members by age, identifying those at highest risk, and vaccines will be administered in phases according to a national prioritisation framework, as guided by the Ministerial Advisory Committee.




# DISCOVERY'S MASS VACCINATION PROGRAMME

Following detailed research of best-practice mass vaccination models around the world, Discovery has made a significant investment in our own Mass Vaccination Programme. We are deploying in excess of 1 500 people and spending significant capital to achieve this, with the aim of establishing more than 20 large-scale vaccination centres nationwide over the coming months.

Vaccines will be administered in accredited vaccination sites across the country, including pharmacies, GP practices, hospitals, and large-scale vaccination sites. These large sites together with the partner provider network have been designed to deliver up to 40 000 vaccinations per day when running at full capacity.

These sites are not exclusive to Discovery clients; all Discovery vaccination sites are accessible to any South African for vaccination purposes. The cost of the vaccination at an accredited vaccination site will be covered in full for members of a medical scheme. For individuals who are not members of a medical scheme, the cost of the vaccination will be covered by the South African Government, where these individuals have been allocated to these sites by the National Department of Health.

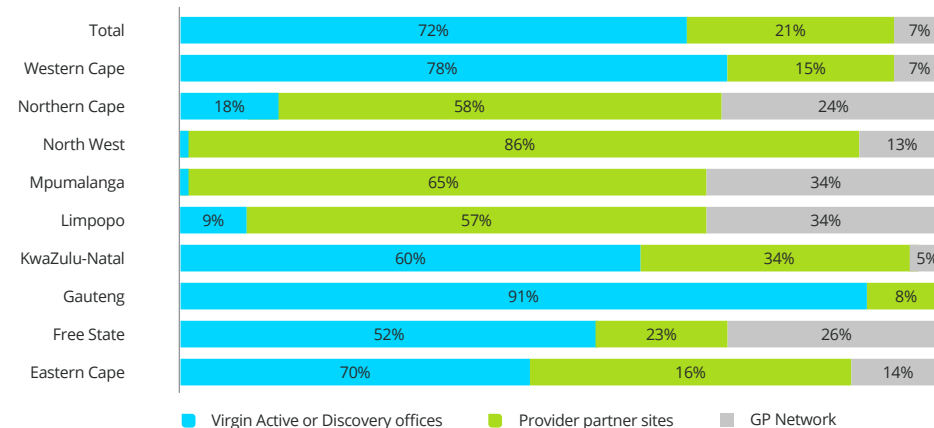
The first of the Discovery and partner sites will open in the latter part of May 2021, and we foresee these large-scale sites being open until the end of the year.

	DISCOVERY VACCINATION SITE NETWORK				PARTNER PROVIDER NETWORK		
	Mass vaccination sites	Virgin Actives	1 Discovery Place	Discovery Cape Town office			
Discovery vaccinations per day per site	~5 000	~750	~3 000	~1 000			
Number of sites	1	21	1	1			
	Up to 25 000 doses				Up to 15 000 doses		
<b>40 000 VACCINATIONS PER DAY AT FULL CAPACITY TO REACH THE TARGET NUMBER OF DOSES BY 31 DECEMBER 2021</b>							

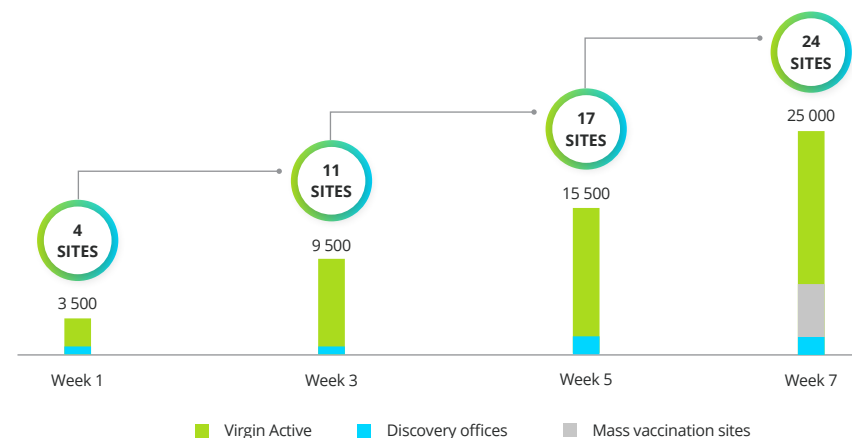
# VACCINATION SITES HAVE BEEN SELECTED BASED ON THEIR **PROXIMITY TO DISCOVERY CLIENTS**

To ensure Discovery clients have sufficient access to vaccination sites across South Africa, a rigorous geo-mapping exercise was followed, taking into account both the Discovery client base and broader South African population. This approach has ensured that the selected vaccination sites are located within reasonable access for the targeted population of clients and the general public. Based on the geo-locations of the Discovery offices and the Virgin Active sites, 72% of clients will be within a 20km radius, which increases to 93% when including pharmacy and hospital partner sites. All gaps in coverage will be closed by targeted provider contracting within these areas.

**Proportion of Discovery clients having a site within 20km**



**Daily vaccinations and Discovery site ramp-up**



Discovery is contributing with the development of approximately 24 mass vaccination sites to the national site network. Depending on population demand and supply of vaccines, the number of fully operational sites will ramp up from four sites in the latter part of May, to 24 sites by the end of July. At full capacity, these sites will contribute 25 000 vaccinations a day to the national vaccination target.

# DIFFERENTIATED DISCOVERY EXPERIENCE

Discovery has built a differentiated experience consisting of multiple touchpoints to support clients throughout the vaccination process.

## DISCOVERY COVID-19 VACCINE INFORMATION HUB

Benefits | FAQs | Myth busters | Speak to the experts | Vaccine rollout tracker

## SEAMLESS DIGITAL EXPERIENCE

Registration portal | Digital COVID-19 vaccination certificate | Follow-up reminders

## VACCINATION SITES

### Provider partners



### Large vaccination sites



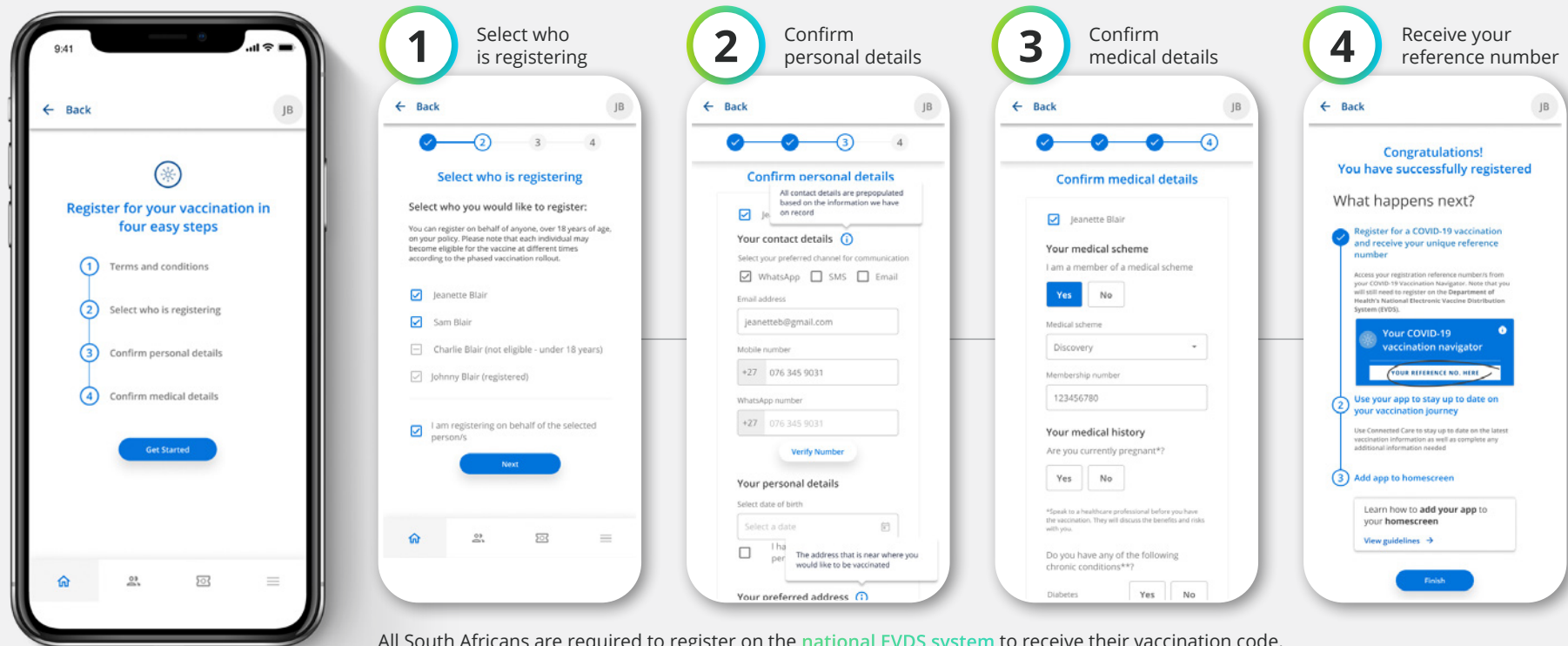
## SUPPORT SERVICE TEAMS

## SOPHISTICATED DATA AND REPORTING

# DIGITAL REGISTRATION PORTAL THROUGH CONNECTED CARE

Discovery has developed a dedicated digital portal to assist with the vaccination programme end-to-end, ensuring a seamless member experience. It will work alongside and in support of the Department of Health's National Electronic Vaccine Distribution System (EVDS) and allows for identification on arrival, tracking and reminders for second doses, and follow-up. We will track any adverse effects, which are likely to be few and far between, and support clients through the process.

## SIMPLE 4-STEP REGISTRATION PROCESS



All South Africans are required to register on the [national EVDS system](#) to receive their vaccination code.

# DISCOVERY ON-SITE EXPERIENCE



# NEXT STEPS

## 1 PERSONALISED INVITATIONS

We have sent personal invitations to all members over the age of 60 years and are currently sending invitations to members with registered underlying medical conditions. All members between the ages of 40 – 60 years will be next, with the remainder of the population to follow shortly after.

Your employees should await their personalised invitation to register on the Discovery Vaccination Portal over the next few weeks based on the phased approach described above. As employers, we would appreciate your support in encouraging your employees to register on the Discovery Registration Portal when they receive their invites.

As we aim to prioritise the elderly and high-risk clients. Please ensure your employees' family and friends assist those that are not digitally enabled to complete their registration on the EVDS and Discovery Vaccination Portal when they receive their invitation.

## 2 REGISTER ON EVDS

Registration on the EVDS is a requirement of the National Department of Health for all South Africans. Registration on the EVDS provides your employees with a vaccination code that will need to be presented on the day of the scheduled vaccination. This process is managed by the National Department of Health and can be accessed [here](#).

## 3 REGISTER ON THE DISCOVERY VACCINE PORTAL

All Discovery clients will receive a personalised invitation to register on the [Discovery COVID-19 Vaccination Portal](#). This registration will give clients access to a tailored journey to guide them through their COVID-19 vaccination, including:

- Where they are in the queue to get vaccinated
- What to expect and how to prepare for their COVID-19 vaccination
- Notification of when they need to go for their second dose (if they receive a two-dose vaccine)
- A digital COVID-19 vaccination certificate

Discovery Ltd is the licensed controlling company of the designated Discovery Insurance Group. Registration number: 1999/007789/06. Companies in the Group are licensed insurers and authorised financial services providers.