



We're halfway there!

Description

As we reach the midway point of our financial year, I would like to acknowledge your contributions so far. Your hard work and dedication remain the backbone of our success.

Together, we've achieved a lot, and while challenges may still lie ahead, I encourage each of you to give your all as we push toward our goals for the remainder of the year. Let's soldier on with positivity and determination!

Transforming healthcare

In May, industry leaders converged for the 24th Annual Board of Healthcare Funders (BHF) Conference, themed *Uniting Parallels: Collaborating for Value, Partnerships and Transforming the Future of Healthcare*. AfroCentric was proud to once again sponsor this event, bringing together the continent's best healthcare minds to reengineer the future of our industry, both here in South Africa and on the African continent.

A theme that repeatedly emerged from the conference was the power of collaboration between the public and private sectors to deliver impactful and sustainable healthcare reform to benefit everyone. Also taking centre-stage was the AI revolution that is transforming healthcare and the importance of sustainable reform based on data-driven actions.

Listening, learning and growing together

I want to thank everyone who participated in the Group's Pulse Survey. We had an impressive 81% participation rate, with an 84% score on performance and accountability. Unfortunately, the survey revealed a steady, albeit slight, decrease in positive responses across all consistent statements compared to the previous survey cycle, with noticeable dips in employee motivation, perceived value and purpose, job satisfaction and organisational pride. This is something we've taken note of, and the company will be taking steps to readdress these concerns.

We recognise that we're not yet where we want to be with our people agenda. This journey is ongoing, and the latest Pulse Survey has highlighted areas requiring attention and improvement. Nonetheless, we are steadfastly committed to fostering a high-performance culture that is empathetic to our staff's needs. This dedication is vital for unlocking the full potential within our organization. It's important to remember that this expectation is a shared responsibility between management and staff, ensuring AfroCentric becomes a great and safe place to work. See more details on the Pulse Survey results in the article [On the pulse](#).

As part of the company's efforts to stay connected with employees across different regions, Exco is rotating visits to various regions. We kicked off this initiative when we popped by the Boulevard office and had great interaction with our colleague. These walkabouts provide us with valuable opportunities for face-to-face interactions with teams, sharing ideas and feedback, and building stronger relationships as we foster collaboration and teamwork. Our next stop might be at your desk!

Values Refresh

Something else that I'm also looking forward to, is our Values refresh. AfroCentric is embarking on a bold and transformative journey to realign our Values and organisational culture with our strategic vision. This initiative is more than a cultural tune-up – it's a powerful movement to cultivate a compassionate, agile and client-centric environment where every employee feels empowered to innovate, lead and collaborate. By embedding our refreshed Values into the heart of everything we do, we are setting the stage for a future where leadership is inspiring, communication is seamless, and teamwork drives exceptional health solutions.

Through a unified executive journey, a robust listening strategy, and integrated communication, we are building a workplace where purpose meets passion. This Values refresh is not just about change – it's about evolution. Together, we are creating a culture that not only supports building a winning health offering, sustainable growth but also redefines health experience for our clients. Be on the lookout for more communication on the new Values rollout.

Sanlam Leaders Breakfast

On 21 May 2025, I was part of a powerful panel discussion on the Age of Confidence at the Sanlam Corporate Leaders' Breakfast, where stakeholders tackled one of the most pressing findings from the recent Sanlam study: while 65 remains the official retirement age, most South Africans cannot afford to retire then. Using a healthcare lens in the discussion, we spoke to the dual implications of this shift, the growing burden of chronic illness in ageing workforces and the opportunity to reengineer workplace

health strategies that enable longer, healthier and more productive working lives.

Heartbeat of our mission

Nurses are the backbone of the healthcare industry, often bridging the gap between urban centres and rural communities. In honour of International Nurses Day (12 May), we celebrated these unsung heroes for their commitment, care and dedication. Be sure to read more about our nurses in our articles **Strengthening care coordination** and **Coming together in care**.

Do the right thing

Back on the home front, I want to encourage all of us to always do the right thing, even when no-one is watching. This means following our company policies and reporting unethical behaviour. Meet the Internal Investigations team, who exemplify our commitment to a respectful and compliant workplace, in our article, **On the right path**. Finally, as winter settles in, I'd like to encourage you to take care of yourselves – both in and out of the workplace. Stay warm, maintain a healthy work-life balance, and prioritise your health by taking vitamins, getting your flu vaccines, and keeping the sniffles and sneezes at bay. A healthy team is a happy team, and your well-being is essential to our shared success!

Until next time,

Gerald

Category

1. Our CEO

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