



Purpose meets passion

Description

Spring is here – a season of renewal, growth and fresh energy. It is therefore the perfect time to share something close to my heart: our new company values.

These values are more than just words. They reflect our partnership with Sanlam and our shared commitment to building a caring, agile, and client-focused environment that supports our Vision 2030. They're a reflection of who we are, and who we aspire to be.

But defining our values is just the beginning. Values only come alive when we live them – in the way we show up for each other, for our clients and for our communities. That's why your voice and your ideas matter so much. Many of you have begun sharing your ideas and helping shape how we bring these values to life together. The journey is now well underway, and it's been inspiring to see the creativity already flowing.

Your voice matters

We do our best at work when we feel heard, supported and inspired. Therefore, the company consistently seeking feedback from employees is a critical component of shaping and enhancing the employee experience.

Our next Pulse Survey is coming up in October and once again, we're inviting you to share your thoughts on our workplace, brand and culture. Your honest input helps us understand what's working and where we can do better, to improve your experience at AfroCentric.

Look out for the survey link from Pure Survey in your inbox. And remember, all feedback is completely anonymous.

Durban walkabout

Staying connected with teams across the country is also something we deeply value. Following a vibrant and energising session in Cape Town in the second quarter, EXCO continued its regional visits with a stop in Durban this August.

The visit was more than just a Quarterly Business Review – it was another chance to listen, engage and learn. We were inspired by the ideas, energy and openness of our Durban colleagues. Thank you for welcoming us so warmly and for sharing your insights so generously.

Our commitment to you

The company's promise to stand by you remains strong, unwavering and rooted in everything we do – because you matter, and we're in this together. At the Leadership Townhall in July, we introduced the AfroCentric Employee Value Proposition (EVP) – a meaningful step in our journey to create a more supportive and rewarding work environment.

We've since shared an initial categorisation of our current offering and while it's a strong foundation, we know that a truly impactful EVP must be shaped by you. That's why we're launching a dedicated project to refine and enhance our EVP, guided by global best practices and your lived experiences.

Through structured engagement and feedback, we'll ensure our final EVP reflects your aspirations, without overpromising – just a genuine commitment to making AfroCentric a place where you can thrive.

A ministerial visit to Pharmacy Direct

Our dedication to our external partners also remains strong. In August, we had the honour of hosting Deputy Minister of Health, Dr Joe Phaahla, at Pharmacy Direct for a strategic site visit. He was joined by senior officials from the National Department of Health, including Prof Nicholas Crisp and Ms Maggie Munsamy.

The visit was a proud moment for us. It showcased our pharmaceutical capabilities and the progress we've made in strengthening public-private partnerships. Since launching the CCMD program in 2014, we've helped ensure that millions of patients across South Africa receive their medication on time, every time.

Led by Dr Nkateko Munisi, Billy Mokale, and the Group and PD leadership teams, the site tour was a powerful reminder of what's possible when purpose, innovation, and collaboration come together to serve the public good.

Section 59 final report

Earlier this quarter, the Council for Medical Schemes released the final report from the Section 59 Panel Investigation, which has sparked public discussion.

Medscheme made several detailed submissions to the panel, clearly stating that our systems and

processes do not use racial indicators when assessing or auditing healthcare claims. We remain firmly committed to fairness, integrity and transparency – a stance we'll continue to uphold.

Additionally, our approach aligns with the broader industry response, as shared by the Board of Healthcare Funders (BHF).

Looking ahead

As we enter the final stretch of the year, I want to thank each of you for your continued commitment and passion. One of the key developments this quarter has been the ongoing Bonitas RFP process. I recognise that this has brought some uncertainty for many – across staff and management alike. Despite this, the team delivered a powerful RFP and worked tirelessly around the clock to deliver a compelling proposition for Bonitas.

I want to acknowledge the dedication and resilience of everyone involved. The energy and care you brought to this process make a real difference to our business. The process is still ongoing, with the recent Admin RFP presentations now concluded, and we await further feedback from Bonitas.

As we navigate this important phase, it's essential for each of us to make a difference in our own "square radars" – servicing the heck out of our members and clients, and striving for excellence in every interaction. Let's keep showing up with purpose, living our values, and working together to become the leading healthcare partner in Southern Africa by 2030.

Until next time,

Gerald

Category

1. CEO's Note