

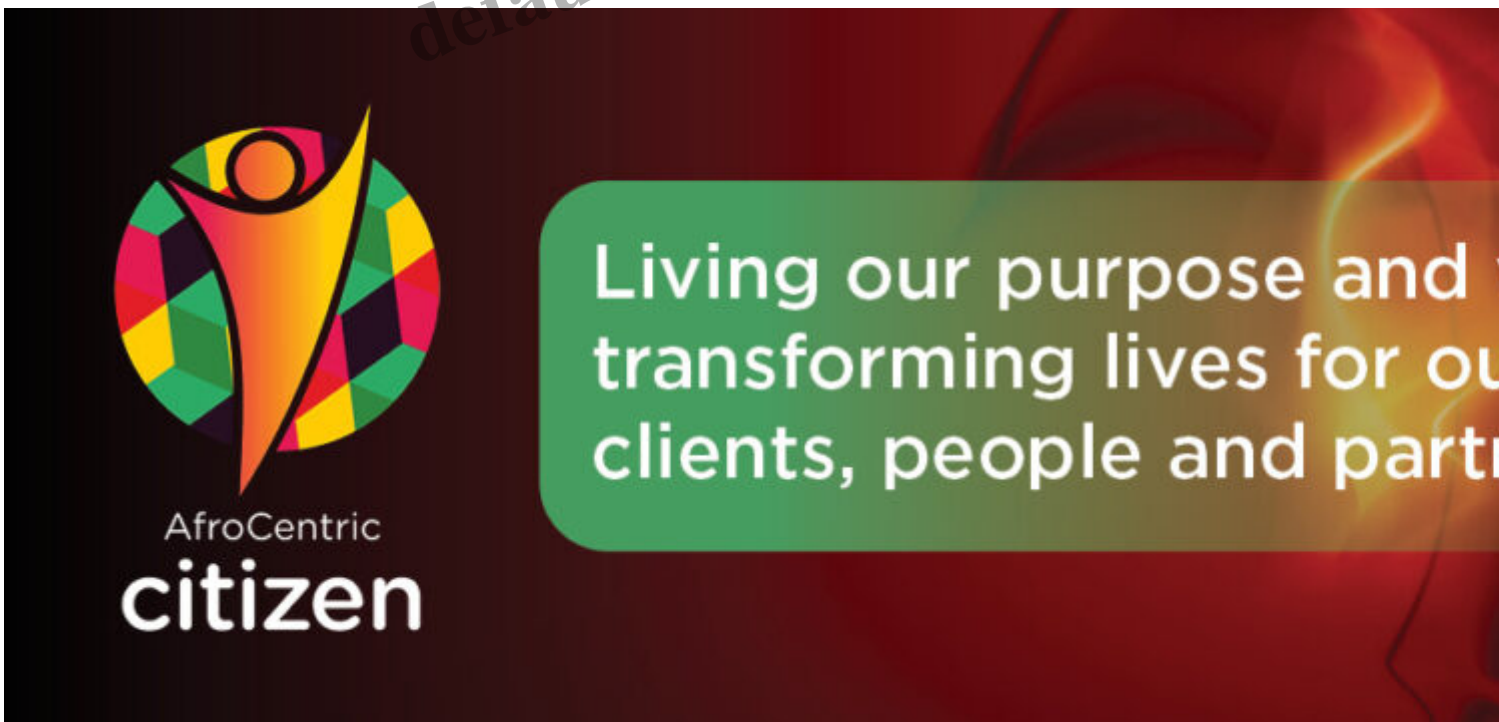


## Ignite Awards: meet the top 3 nominees

### Description

Late last year, we called on you to nominate your candidates for the Ignite Awards. Each nominee is someone who has made an invaluable contribution to our business.

Meet the **top three nominees** in each category of the Ignite Employee Recognition Programme, and learn more about who they are and why they inspire us with their passion.



Well done to our **AfroCentric Citizen** nominees, who encourage the right behaviour to deliver the best outcomes for our customers, people and partners. You strengthen and reinforce our culture, increase engagement and leadership to invest time in building the best environment for our people to succeed.

### **Dina Louw**

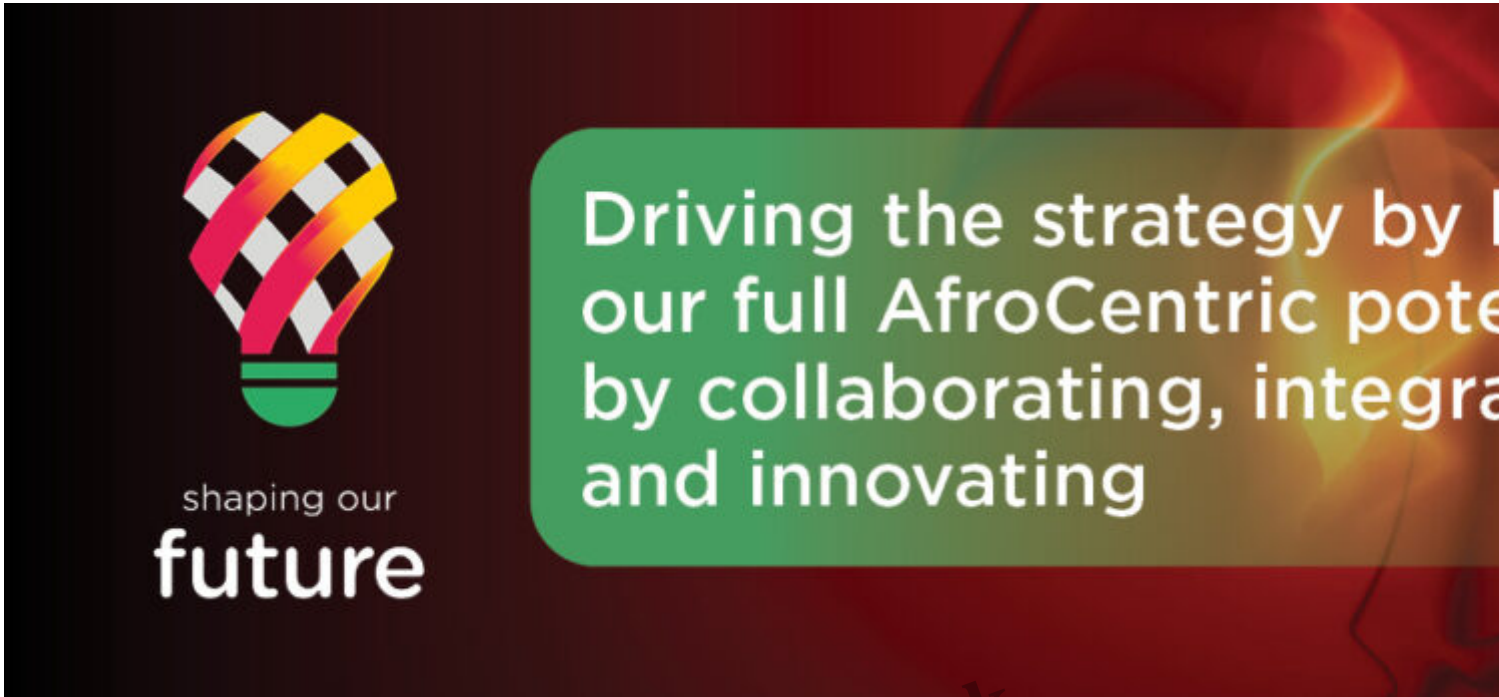
Dina was nominated for going above and beyond when training new employees, adding to our Employee Value Proposition goals: Integrity and trust, go the extra mile, cultivate uniqueness, thrive together, make a positive difference. Dina is always prepared to step in and facilitate when a colleague is unavailable. She always tries to meet deadlines in order not to inconvenience her classes, ensuring that all work is completed before a system refresh, which would cause delays. She also coached a learner after-hours who fell behind in training due to a traumatic experience.

### **Muzi Khumalo**

Muzi was nominated for his empathetic leadership (integrity and trust, go the extra mile, and make a positive difference). He is an excellent team leader and made a difference in the life of a staff member who had undergone eye surgery. He ensured that the staff member could work from home until the specialist certified her fit to come back to the office. Once back, he reasonably accommodated her needs when the air-conditioning irritated her eyes so that she could fulfil her duties and potential.

### **David Kotze**

David was nominated for his empathetic leadership style (go the extra mile, and make a positive difference). He played an instrumental role accommodating two Activo Health employees placed on disability in 2022. (Sadly, one of these colleagues passed away in June last year.) David ensured they could work from home and personally kept them abreast of company updates, and helped them obtain more suitable medical-aid options and treatments. He also kept their families abreast of the disability and death claims processes, and helped the recovered employee assimilate into a suitable team role. .



Thank you to our Shaping our Future nominees for identifying new opportunities to create value for the group, strengthening our position as a thought leader within our industry, supporting and encouraging a culture of innovation, and facilitating collaboration across the value chain.

#### **Team Bonitas**

Jackie Karshagen | Sonia Alexandre | Preya Naidoo | Tebogo Leboi | Lara-Jane Blackbeard | Liana Groenewald

The team presented two projects aimed at reducing non-take-up (NTUs) on new member applications and reducing the number of fields that need to be completed on NEXUS Business Hub.

#### **Team Branch Network**

Nadine Viljoen | Karin van Heerden | Lubaina Ismail

The team's project was aimed at increasing efficiencies in the walk-in centres by introducing Voice Of the Customer QR codes and self-help digital education. Monthly monitoring of focus areas was used to improve planning.

#### **Team Data Insights**

Vukosi Sambo | Ncumisa Hlapo | Itumeleng Ralekoala | Taryn Fivaz | Hansel Govender | Chanwyn Williams | Gerda Strydom | Bheki Zondo

Four projects were presented for approval: Single Service Measure (SSM); the New Leads (Value Added Products) solution; Health Forensics AI model; Medscheme All Queries (MAQ) Dashboard. The team made a tremendous contribution through collaboration and integration with various teams in

terms of Shaping the Future of Afrocentric, through their contribution to the SSM, New leads, Health Forensics and MAQ dashboard queries system.



Hats off to our Community Citizen nominees for driving our Environmental, Social and Governance (ESG) objectives, positively positioning AfroCentric's role in the health industry, strengthening our external brand, and increasing our people's engagement by reinforcing our greater sense of purpose.

#### **Team IT**

Keenan Sunker | Lerato Nsibande | David Makena | Tshepiso Lebogo | Bonelwa Sotyatho

A group of AfroCentric staff from AfroCentric Technologies visited the Wings of Inspiration Frail Care Centre in Helderkruin on 28 July 2023 to hand over food parcels and blankets.

#### **Team HC**

Gretchen Veldtman | Cheryl-Dawn Modern | Cikizwa Ngqoba

The Human Capital Business Partner team visited the Just in Time Baby Sanctuary in Roodepoort, Johannesburg, on 18 July 2023 and spent the day with the little ones, providing essentials and showering them with loads of love.

#### **Team Forensic**

Desiree Raggo | Raynard Nel | Gerrit Sandrock | Anita November | Lerato Mokgothu

The Forensics team built a canned food pyramid in support of "Our food needs in 2023", to the benefit of Kids Haven in Bryanston.

#### **Category**

## 1. OUR BUSINESS

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