



Allianz Client Academy

The Ultimate Thought Leadership and Best Practice Experience
FIRST EDITION





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Our Academy

Clients



Our Academy

Host



THUSANG MAHLANGU

Chief Executive Officer
AGCS Africa

"Since the launch of the academy in 2014, risk professionals from top companies in Africa have found value in their professional and personal development.

As we continue to grow across the continent, we are adding select clients to it to increase the positive impact we are making in risk management and insurance in the region."



HISTORY IN THE MAKING

The ultimate thought leadership and best practice experience



Reputation expert Janine Hills training clients on how to manage their reputation on social media.

In this publication we've captured only some of the wonderful experiences and memories made over the past three years, with many more to come in the future.

The Client Academy at Irene Country Lodge

The Allianz Client Academy started in April 2014 at Irene Country Lodge, outside Johannesburg, South Africa. The platform has evolved into an international network of Risk Managers who continue to challenge and transform the conventional way of conducting business and managing risks.

Since its inception, Risk Managers and Risk Directors from various organizations have joined the Client Academy for its bi-annual meetings. They have not only seen value in their professional contributions to their

companies, but also growth in their personal development.

The popularity of the Academy has grown the diversity of its member base, which now includes Airports Company South Africa, EcoBank, Eskom, MTN, PetroSA, Rand Water, Sasol, South African Airways, Telkom, Tsogo Sun and Vodacom. With more than 5 000 expert employees at AGCS, from risk consultants to claims specialists, the Academy ensures speakers of the highest quality insights and networking.

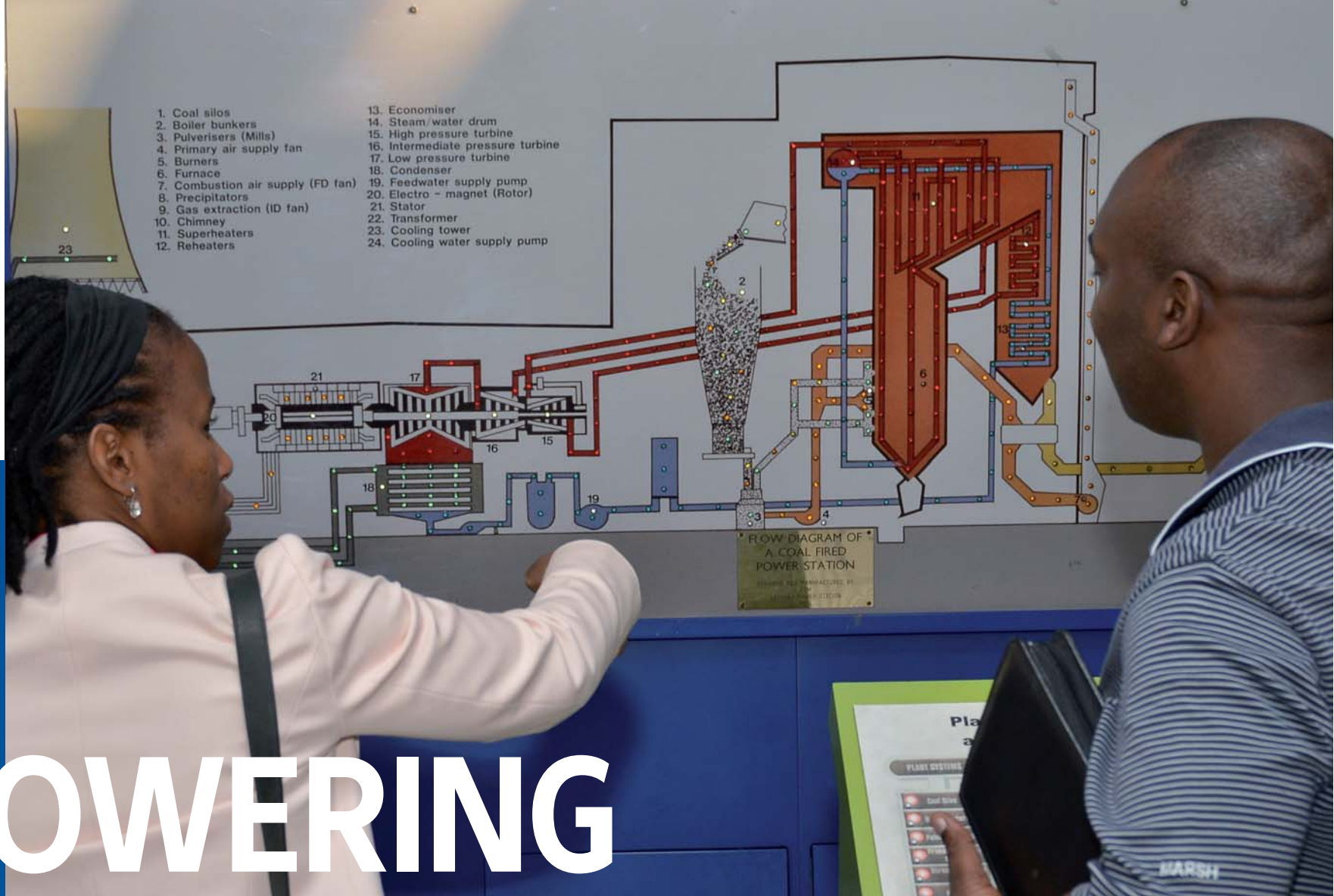
Gatherings of the platform have also expanded beyond the boardroom. Risk Managers have opened their doors for site visits at their respective companies. Another incredible reason to be part of this Academy.

Clients at the Irene Country Lodge.



Clients take a break during an outdoor activity.





EMPOWERING OUR CLIENTS

Pulane Sikhudo Senior Manager for Insurance at Eskom discusses electricity production process with Matome Monyepao Specialist for Insurance and Risk Finance from Telkom.



Allianz with Eskom, MTN, PetroSA and Telkom.

The Client Academy at Eskom's Lethabo Power Station

The Client Academy paid a visit to Eskom's Lethabo Power Station, located between Vereeniging and Sasolburg in the Free State, South Africa, in April 2015.

Construction of Lethabo commenced in 1980. Lethabo Power Station is termed a ZLED-station (Zero-Liquid-Effluent-Discharge) and comprises of six 618MW Production Units. This means that the whole station is a closed system and no water from its processes is allowed to leave the power station premises. An extensive water recycling and cleaning desalination operation is in place.

Members of the Academy gained great insights into electricity generation, as well as of the transmission and distribution systems required for it to reach its point-of-use destination.

Furthermore, participants enjoyed fascinating discussions with Allianz Risk Transfer and a panel discussion with the AGCS Africa Liability and Financial Lines business heads.



Delegates watch on as Tshepiso Molefe Senior Manager for Insurance and Risk Management at Telkom generates electricity through a stationary bicycle..



A host explains electricity usage in the Southern African region through a chart.

An event unlike any other.

TAKING OUR CLIENTS TO THE NEXT LEVEL



Above: Allianz with clients on our visit to OR Tambo International Airport.



Clients listen to dog handlers as they explain how they manage the risks of birds at the airport.



Fashion expert Nastassja Petersen takes clients through fashionable corporate wear.

The Client Academy at ACSA

ACSA welcomed the Client Academy delegation for a site visit of the world-class O.R. Tambo International Airport in Johannesburg in November 2015.

Africa's biggest and busiest airport, handles approximately 19 million passengers a year and more than 50 percent of South Africa's air travelling passengers. The airport was awarded one of the best airports for Middle East and Africa.

Despite being in possession of visitor permits, access to the airport's control-areas was only granted after additional security checks.

This gave delegates a taste of the various processes implemented for excellent risk management.

Academy guests had the rare privilege of seeing the Fire Brigade's high-tech equipment, as well as experiencing the use of trained dogs.

This was certainly a memorable visit that our guests are unlikely to ever forget.



FUELING OUR

CLIENTS' EXPERTISE

The Client Academy at the PetroSA refinery in George.



Matome Monyepao, Telkom



Nokulunga Masiza, ACSA



Georges Kavege, Ecobank



Wilna Meiring, Vodacom

**Another first
for the Client
Academy.**



Former PetroSA Risk Manager Thulani Mbolekwa gives delegates an overview of the site.

The Client Academy at Petro SA

Client Academy delegates flew to George Airport to participate in the fifth gathering at Oubaii Hotel, George in April 2016. Part of the program was a special visit to the PetroSA refinery.

The PetroSA GTL refinery at Mossel Bay, South Africa, is the focal point of the organization's current production activities. As a symbol of PetroSA's talent for

innovation, the complex also plays a key role in efforts to drive South Africa's transformation process. Commissioned in 1992, the Mossel Bay refinery was the first refinery in the world to use gas-to-liquids (GTL) technology on a commercial scale. Since then, just seven more GTL refineries have been commissioned – and the Mossel Bay complex still ranks second biggest.

Following strict security checks, the group was given a detailed presentation on safety measures as well as experiencing the refinery control room first hand.

Back in the boardroom, the David Robertson AGCS Global Head of Energy Risk Consulting from the USA, further explained all the risks involved with such a complex plant and complimented the PetroSA team for building such a well-spaced-out refinery for the purpose of managing fire risks.

ENTERTAINING RISKS





Clients learning more about the tight security of the Salon Privé.



Allianz and members of the Client Academy pictured outside the Palazzo Hotel.

The Client Academy at Montecasino, Tsogo Sun

Montecasino, Tsogo Sun was the meeting place for the sixth Academy in October 2016.

The replica of an ancient Tuscan village, this leisure and casino complex covers 26 hectares of land and is located in Johannesburg, South Africa. It was designed by an American company and built by South African architects at a cost of R1.6 billion. It first opened its doors on November 2000 and currently attracts over 9.3 million visitors annually.

Academy members enjoyed a private tour of the SunSquare hotel, the movie theatres, including the film projection room, the live theatre hall and the casino privet, while learning more about the safety and security of the entire complex.

Participants were further privy to interact with Andreas Berger, Ludovic Subran Euler Hermes Group Chief Economist, Celiwe Ntuli Consultant Egon Zehnder as well as a panel discussion with the AGCS Africa on the topic of the International Insurance Programme and Cyber Risks.

Risk met reward at this event.

WHAT OUR CLIENTS SAY





"The Allianz Academy has exceeded all my expectations in terms of the innovation, inspiration and knowledge sharing it has presented to us as corporate risk managers.

It has created an excellent platform for the corporate insurance industry to engage and share ideas on global insurance innovation and new trends. The focus of presentations are exceptionally good and certainly allow for very productive engagement and alignment.

The focus is global but the value from a South African perspective is quite significant. And add to this, the friendly hosting, all the arrangements and attention to detail, all to enhance our total experience, it is just world class."

Pieter van Vuuren General Manager for Insurance Sasol



"The Allianz Academy for Clients has been a valuable partnership between clients and the insurer. As a client I have gained valuable information on risk management.

The partnership opened up networking opportunities with peers and other industry players. Direct access to the insurer has proved to be helpful when there are challenges with claims."

Nokulunga Masiza Corporate Specialist: Treasury at ACSA

"In the Allianz Academy for Clients we get enthused by the ideas that fellow colleagues and Allianz experts share with us. We get excited and learned through the innovation, experience, work arounds and benchmarking that are discussed in these workshops."

Tshepiso Molefe Senior Manager: Risk Finance & Insurance, Telkom, Enterprise Risk Management

"In my 30 years' experience in insurance, I have never participated in a more fulfilling workshop. It took a young but brilliant lady from Burkina Faso, Delphine Maidu who presented us with a safe environment where as clients we could open up and ask as many questions as possible without fear of being judged as ignorant or whatever label we fear.

Thank you Delphine for your foresight. We interacted with underwriters, surveyors and claims management teams who were open with us. It was truly refreshing to see the level of maturity in approach and outlook."

Mabaeti Molelekoa Former Chief Executive Officer, Escap SOC Limited Financial Services, Eskom.

Join the Academy

Since its inception, risk professionals from top companies in Africa have found value in their professional and personal development. We invite top experts within and outside our company to address members of the academy.

Membership to the platform is complimentary.

Contact us now to sign up!



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