

## Level 1

Financial Sector Charter  
(2018: Level 1)

**R58m**

Corporate social  
investment spend  
(2018: R62 million)

**16,50%**

Office staff turnover  
(2018: 17,25%)

**8,7**

Tonnes CO<sub>2</sub>/full time employee  
(2018: 9 tonnes)

**Top 30**

of the FTSE/JSE  
Responsible  
Investment Index

**JSE Top 20**

based on market  
capitalisation  
(R185 billion on  
31 December 2019)

**FTSE4Good**

Index Series constituent

## 2019 awards and accolades

- Sanlam won 30 awards, including the top award as Best Brand, at the 2019 Interactive Advertising Bureau Bookmark Awards. These awards have recognised excellence and innovation in digital and interactive marketing for the past 11 years in South Africa.
- Saham Assistance won the prestigious Hall of Fame award at the AfricaRe/African Insurance Organisation (AIO) conference. The AIO judges cited Saham Assistance for its leadership across the African continent and exemplary service to clients, as well as for a product range that covers all its clients' insurance needs.
- Sanlam won the award for Best Reporting and Communication in the Financial Insurance Sector, presented by the Investment Analysts Society of South Africa in 2019. Sanlam has now won the corporate reporting award 10 times since listing on the JSE.
- Global research, consulting and training firm Great Place to Work certified FBNInsurance and its subsidiary, FBN General Insurance Limited, as two of Nigeria's best employers to work for.
- Saham Life Insurance Ghana won the Customer Care/Service award at the 2019 Ghana Insurance Awards.
- Anil Aggarwal, Managing Director and Chief Executive Officer (CEO) of Shriram General Insurance, was named CEO of the Year: General Insurance at the prestigious India Insurance Summit & Awards hosted in Mumbai.
- Shriram Life Insurance received the award for Best Customer Experience in the Financial Sector, (Non-banking) at the 13th Edition of The Customer FEST Awards. Hosted in Mumbai, India, these awards recognise excellence in loyalty, client experience and data analytics to serve the unique requirements of clients.
- Sanlam's Pink Tax campaign won the Public Affairs/Government Relations category as well as a Certificate of Excellence in the Southern African division at the SABRE Awards.
- Satrix won the People's Choice award for the second year running at the South African Listed Tracker Funds Awards.
- Sanlam won 10 awards at the 2019 Loeries, the most prestigious creative and brand communication awards in Africa and the Middle East.
- Sanlam received Top Employer certification in 2019 by The Top Employers Institute - for the fifth consecutive year.
- Zimnat, Sanlam's Zimbabwean business partner, won eight marketing excellence awards at the Exceptional Marketing Awards 2019, presented by the Marketers Association of Zimbabwe.
- The inaugural South African Loyalty Awards, initiated by Truth, South Africa's leading loyalty and customer-centricity consultancy, recognised Sanlam Reality for "Best use of data analytics/CRM applications".