

African Bank scoops top employer honours for the third year in a row

African Bank has been certified as a Top Employer for the third consecutive year. This remarkable achievement places African Bank among a select brand of organisations across the globe who have made a concerted effort to enhance the world of work. Just 2300 organisations, in 121 regions across five continents, enjoy the Top Employer status.

African Bank was established in 1975, to provide much-needed financial services to those relegated to the margins of the economic playing field by the then Apartheid government. From a mono-line credit lender, it has evolved into a fully-fledged retail bank offering a comprehensive suite of products and services.

“This recognition mirrors our dedication to advancing the lives our people, from workplace corridors all the way to the communities we serve,” says African Bank’s Group Chief People Officer, Gcobisa Ntshona. “We are a bank for the people, by the people, serving the people. We believe that through our pursuit of excellence in people practices, we can realise the vision of our founders and walk alongside our people on the path to prosperity.”

The Top Employers Institute is recognised as the leading global authority on excellence in people practices within businesses. Through a rigorous assessment process, it awards Top Employer certification to organisations based on their approach to flexible work policies, leadership, diversity and inclusion programmes, career development and employee benefits as well as organisational strategy and purpose. Continuous improvement on these people practices is paramount to their commitment of enhancing their Employee Value Proposition and building a strong Employer Brand.

Against our audacious Excelerate25 strategy and the Bank’s vision to create a scalable, sustainable bank with a compelling listing proposition, Ntshona believes the following people strategy elements are vital to maintaining exceptional people practices and enable our strategic journey.

A flexible working environment

Our people strategy places a strong emphasis on cultivating a flexible work environment that caters to the diverse needs and preferences of our employees. This includes options for remote work, flexible work hours, and the provision of necessary tools and technologies to ensure seamless collaboration irrespective of physical location. By promoting flexibility, we aim to enhance work-life balance and foster a more supportive and adaptable workplace culture.

Continuous learning and development programmes

As part of our commitment to employee development, our people strategy places a strong emphasis on continuous learning. We provide ongoing development programmes that allow employees to stay abreast of industry trends, acquire new skills and adapt to changing demands. This initiative not only enhances individual career paths, but also contributes to the overall agility and resilience of our workforce.

Promoting mental and physical wellbeing

We prioritise the wellbeing of our employees by offering comprehensive mental and physical support. This includes access to mental health resources, counselling services, and wellness programmes that promote a healthy work-life balance. We believe that a supportive and healthy workplace fosters higher levels of productivity, creativity, and job satisfaction among our team members.

Employee benefits programmes

We are very intentional about creating an employee benefits programme that offers our staff various choices to suit their different life stages, set to meet the needs of our Movement Makers. Our current employee benefits programme offers include multiple subsidised medical aid options, preferential rates for home loans, banking and the latest tech offers, free counselling, and a gym membership with minimal fees. We are continuously reviewing and enhancing our programme, based on the feedback of our employees and the applicable trends.

Recognition

We celebrate not only the exceptional work of our employees, but also the way they live the values of African Bank. Our workplace culture is centred on the values of excellence, collaboration, transparency, creativity, sustainability, and empathy. Employees who display these values during their daily interactions are nominated by their peers to benefit from local and international trips, loyalty programme points, and more. We are continuously reviewing our recognition programmes to capture the full scope of the African Bank employee experience. We believe that, by doing so, we encourage a workplace culture where high-performance is rewarded, and our people feel empowered to exercise steward leadership and lead by example in their spheres of influence as we operate as a bank for the people, by the people, serving the people.

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