

TOP EMPLOYERS SUPPLEMENT

APRIL | MAY 2023

AFRICA

Forbes



AFRICA'S TOP EMPLOYERS 2023





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Africa's Top Employers 2023 Certification Programme Overview



Top Employers Institute is the global HR authority on certifying excellence in people strategies and practices, helping companies elevate their status as an employer. Africa's Top Employers 2023 Certification programme saw 274 organizations in 31 African countries and 26 industry sectors achieve the coveted Top Employers Africa Certification, with 129 organizations from South Africa and 140 from other African countries. Nathier Jappie, Regional Manager in Africa of the Top Employers Institute, elaborates.

HEADQUARTERED IN THE NETHERLANDS, TOP Employers Institute is the global HR authority on certifying excellence in people strategies and practices. On its 32nd operating year, our organization has been dedicated to accelerating the impact of people strategies to enrich the world of work through certification, benchmarking, aligning and connecting Top Employers around the world. Through our HR Best practices survey, we enable organizations to objectively assess and improve their workplace environment. We believe employees make the organization. When they are empowered by excellent people strategies and practices, they thrive.

We certify organizations in countries, on continents and globally. We recognize Top Employers based on a global four-stage program, governed by a strict standardized process. The leading-edge international research conducted by Top Employers Institute each year determines whether an organization meets the required standard of excellence for certification as a Top Employer.

"Reflecting on the demanding year that has, like the year before it, impacted organizations across the world, Africa's Top Employers continue to show that they prioritize maintaining excellent people practices in the workplace. They continue to meet the challenges of the changing world of work while working tirelessly to make a positive impact on the lives of their workforce. We are pleased to celebrate and applaud the organizations that have been certified as Top Employers in their respective countries this year," says Top Employers Institute CEO, David Plink.

Nathier Jappie, Top Employers Institute, Regional Manager: Africa

- A record of 274 organizations in Africa officially registered to participate in the certification program for 2023. A total of 269 organizations spanning 31 African countries and 26 industry sectors achieved the Top Employers 2023 Certification. A total of 129 certified organizations will carry the South African certification, while a total of 140 certified Top Employers from other African countries outside of South Africa have been certified.
- A total of 17 organizations made up of 146 affiliates have earned the right to carry their continental certification with the prestige in recognition. The coveted Top Employers Africa Certification is earned when an organization is certified in a minimum of 4 or more African countries in the same audit period. These international organizations have proven they are able to offer a consistent and best in class experience for their employees, regardless of their geographic location on the African continent.
- The Top five countries with the most certified organizations are: South Africa (129), Egypt (23), Morocco (13), Kenya (13), Nigeria (12) and Ghana (9).
- The industry sectors in Africa with the greatest representation are: FMCG, Transport & Logistics, Telecommunications, Manufacturing, IT, Financial Services, Food and Beverage, Pharmaceuticals, Healthcare.
- Excluding non-certified organizations, the average overall score achieved by this year's group of Top Employers is 84%. This impressive score doesn't come as a surprise based on the high calibre of brands certified. The Top three best performing topics in our HR Best Practices Survey are Ethics and Integrity, followed by Business Strategy and thirdly, Organization Change while the three topics requiring improvement on were Offboarding, rewards and recognition and lastly well-being.
- According to our research, Africa's top three business priorities are: Costs (reducing unnecessary expenditure), Business resilience (Additional strategies to ensure that the business is robust) and thirdly Business continuity.
- Based on the research, the Top three People Strategy priorities are: 1. Tailor working models for employees, 2. To improve the flexibility of the workforce, 3. Manage the integration of technology in the workplace.
- The negative impact of a high absenteeism rate can be detrimental to a business and have a direct correlation to the bottom line, this is a sign of engagement and wellness issues, more so if it persists. The research during this audit has shown that the average absenteeism rate is 3.34%. The most important HR metric and impressive statistic proves that employees at these reputable organizations have high levels of productivity, which can be attributed to the world class people strategies and practices used to drive employee engagement and well-being.
- Taking a comparison over the last two years, these Top Employers have indicated the following: Revenue Growth has shown a strong improvement, from 38.32% to



Reflecting on the demanding year that has, like the year before it, impacted organizations across the world, Africa's Top Employers continue to show that they prioritize maintaining excellent people practices in the workplace. ..."

- David Plink, Top Employers Institute, CEO

- 45.42%. The Market Share analysis has shown a strong improvement from 26.61% to 28.41%. The Profitability index represents a phenomenal improvement in this period, from 31.22% to 35.28%. The Customer Satisfaction index indicated a slight improvement, starting at 30.57% compared to this year's results at 31.04%. Based on these results, it is clear that this employee-centric strategy plays an important role in achieving successful business results over a sustained period, driven by a highly engaged and motivated workforce.
- Perhaps the most interesting and meaningful statistic to share in this year's outcomes, is the amount of lives that have been directly impacted as a result of the survey. We are delighted to share that 625 542 employees across the African continent were impacted. The lives of these individuals will be impacted by means of exposure to the best strategies and people practices for their organizations to use as a benchmark and make improvements to ensure that they are on track to supporting a better world of work.

The impact of various global issues, geopolitical unrest, and Covid-19 have accelerated organizations' need for robust strategies and people practices, while the ever changing landscape has shone a light on areas of development. Top Employers the world over continue to respond and adapt with such speed, proving their ability to blend people and technology in the most dynamic ways.

I would like to congratulate Africa's Certified Top Employers for 2023. The recipients of this prestigious award have become part of an exclusive global "Employer of choice" community and they will claim this achievement at the certification celebration event in January next year. The achievement will be celebrated and awarded in the presence of fellow Top Employers, who have invested in developing and enhancing their people practices to create the most effective workforce. Top Employers have proven to provide an outstanding workplace experience, empowering employees and play a significant role in creating a better world of work. 

Africa's Top Employers 2023

269 certified organisations spanning 31 African countries and 26 industry sectors achieved the Top Employers 2023 Certification.



Industry sectors with the most Top Employers

FMCG	Manufacturing	Food and Beverage
Transport and Logistics	IT	Pharmaceuticals
Telecommunications	Financial Services	Healthcare

625 542 | Employees positively impacted by Africa's Top Employers

Africa's Top 3 People strategy priorities

- 1.** Tailor working models for employees
- 2.** To improve the flexibility of the workforce
- 3.** Manage the integration of technology in the workplace

Africa's top three business priorities

- Costs (reducing unnecessary expenditure)
- Business resilience
- Business continuity

For a better world of work

A Holistic Approach to Enriching the World of Work

Mercedes-Benz South Africa is committed to enriching the world of work through its employee offerings and conditions. Mercedes-Benz South Africa is committed to advancing codes of good practice, transforming the automotive value chain, and empowering people and communities.

BUILDING THE WORLD'S most desirable cars is our core business. For over 130 years, our leading status in the automotive industry has been achieved through our people, who build the most desirable cars.

As Mercedes-Benz, our employer value proposition, "Together for Excellence" encapsulates our focus on the holistic wellbeing of our employees. As an organisation operating within an industry that is undergoing transformation, our general perspectives of the workplace has also shifted.

Our transformation strategy has catalyzed a shift to the way in which we work, interact and engage with one another to ensure we maintain our position as a premium, global brand. In taking a holistic approach to enriching the world of work, Mercedes-Benz South Africa has embarked on various activities which are underpinned by eight people principles: Agility, Empowerment, Co-Creation, Driven to Win, Customer Orientation, Purpose-Driven, Pioneering Spirit and Learning.

As a Top Employer in South Africa for the seventh consecutive year, we are committed to enriching the world of work through our employee offerings and conditions. The certification achievement reaffirms our deliberate focus of being an employer of choice and the strides we make to ensure Mercedes-Benz South Africa is a great place to work.

Annually, we invest in the qualification of our employees, putting lifelong learning and continued education at the heart of the Company's future. Between 2021 and 2022, Mercedes-Benz South Africa spent in excess of R167 million on various training programs and initiatives for its employees. The company's development programs include: leadership development programs, technical programs, graduate development program, student internship program, disability learnerships, educational assistance program for employee children in Grade 1 - 12 and bursaries for tertiary students.

Our further employee investments range from conducive working spaces in a modern 4-star green-rated building with amenities such as meditation rooms and Moms' Room;




Abey Kgotle, Executive Director of Human Resources and Corporate Affairs, Mercedes-Benz South Africa

mobile, flexible and hybrid working models; attractive remuneration packages to international career development opportunities. Various leave benefits such as Employee Volunteer leave ensure that employees who are passionate about social responsibility are afforded the opportunity to actively participate in making a difference in our communities. Employees also have onsite access to company-funded, full suite medical services, professional consultations with experts in legal and finance, gym facilities, sports clubs and subsidized canteens.

A culture of respectful cooperation and appreciation based on integrity, diversity and sustainability drives our transformation strategy and influences our work internally and externally.

As a global company operating locally and as responsible corporate citizens, we remain dedicated to advancing the codes of good practice within the sector, transforming the automotive value chain and empowering people and communities. Our current Level 2 BBBEE contributor certification demonstrates our commitment to not only the transformation of the company, but that of the automotive industry too. To augment our transformation efforts, Mercedes-Benz South Africa also participated in the Automotive Industry Transformation Fund (AITF) as well as the Youth Employment Service (YES) initiative, which are mandated to pioneer inclusive growth through access to market, funding and capacity development and work opportunities for young South Africans, respectively.

The recognition by the Top Employer Institute strengthens our Employer Branding, is a validation of our high standards and our continued dedication to create a work environment that promotes excellence. 

Want to become one of us?

Learn more about opportunities and programmes available at Mercedes-Benz South Africa:

visit <https://corporate.mercedes-benz.co.za/careers/>.

Top Employers South Africa 2023

These organisations have been certified as the exclusive Top Employers in South Africa for 2023. They have proven to provide the very best working environment for employees through their progressive people practices.





Top Employers Africa 2023

These organisations have been certified as Top Employers in Africa for 2023. To achieve continental status the organisation needs to have been certified in at least four African countries.

	Botswana Ghana Kenya South Africa Zambia		Angola Botswana Cameroon Congo, Democratic Republic Cote d'Ivoire Ethiopia Gabon Gambia Ghana Kenya Madagascar Mauritius Mozambique Namibia Nigeria Rwanda Senegal South Africa Tanzania Uganda Zambia Zimbabwe		Algeria Egypt Malawi Morocco Nigeria South Africa Sudan Tanzania Tunisia Zambia		Algeria Morocco Nigeria Senegal South Africa Tunisia
	Algeria Kenya Mozambique Nigeria South Africa Uganda Zambia		Ghana Kenya South Africa Zambia		Kenya Morocco Nigeria South Africa		Cote d'Ivoire Ethiopia Ghana Kenya Nigeria South Africa Zimbabwe
	Cote d'Ivoire Egypt Kenya South Africa		Algeria Angola Botswana Cameroon Congo, Democratic Republic Cote d'Ivoire Egypt Ethiopia Ghana Kenya Malawi Mali Mauritius Morocco Mozambique Nigeria Senegal South Africa Tanzania Tunisia Uganda Zambia		Egypt Morocco Nigeria South Africa		Congo, Democratic Republic Ghana Kenya Lesotho Mozambique South Africa Tanzania
	Namibia South Africa Swaziland Zimbabwe		Cameroon Gabon Kenya Nigeria Senegal South Africa		Cameroon Cote d'Ivoire Ghana Kenya Nigeria Senegal South Africa		Ghana
					Cote d'Ivoire Ghana Nigeria South Africa		Kenya



Top Employers 2023

These organisations have been certified as exclusive Top Employers in different African countries for 2023. They have proven to provide the very best working environment for employees through their progressive people practices.



Africa's Top Employers 2023 Rankings

Each year, the Top Employers Institute embarks on globally certifying the world's leading employers, based on their excellence in people strategies and practices. This brings us to the 2023 list of high performing organizations in Africa, let's find out who the top achievers were in the rankings.

THE GROUP OF CERTIFIED TOP EMPLOYERS in a country or continent will never be ranked publicly from first to last because obtaining this world-renowned HR certification is the ultimate achievement. However, the highest scoring organizations are recognized based on the Top Employers Institute's global ranking policy. The policy stipulates that the number of certified Top Employers in a specific country and continental certification determines the nature of the overall ranking component.

Global FMCG company Unilever reigns as the number 1 Top Employer in Africa, Vodacom in second place, followed by JTI in third. The average score achieved per organization determines the overall ranking for the continental programme. The average is determined using the results from the countries with the four highest scores. These are calculated to represent an average organizational score which is used for ranking purposes.

The overall Top 20 Top Employers in South Africa starts off with Accenture (South Africa) (Pty) Ltd in first position, followed by Vodacom SA and HCL (Pty) Ltd.

To succinctly summarize, these are the highest scoring companies that achieved a ranking continentally and in a specific African country.

Top Employers Africa 2023 overall Top 3 Organizations:

Unilever, Vodacom, JTI

Top Employers South Africa 2023 overall Top 20:

Accenture South Africa (Pty) Ltd, Vodacom Group Ltd, HCL Technologies (Pty) Ltd, Unilever SA (Pty) Ltd, JTI South Africa, Mondelez South Africa, Daimler Truck Southern Africa Ltd, Tata Consultancy Services South Africa, Mercedes Benz South Africa, Santam, BAT SA (Pty) Ltd, Smollan, DHL Supply Chain South Africa, Novartis SA, Howden Africa Holdings Ltd, Dimension Data SA, Law For All, Hilti SA, HPE South Africa (Pty) Ltd, Huawei South Africa.

Top Employers South Africa 2023 Industry Leaders:

Industry leaders are recognized when there are three to more certified South African organizations in the same sector.

In places where there are two or fewer certified South African organizations in an industry sector, the company must obtain a score that puts them in the overall top 20 positions. Certain companies are recognized in two sectors.

The following organizations have achieved industry leader recognition:

Automotive: Daimler Truck Southern Africa Ltd, **Banking and Financial Services:** RMB Rand Merchant Bank, **Energy and Chemicals:** Sasol Ltd, **Construction Services:** Hilti South Africa, **FMCG:** Unilever SA (Pty) Ltd, **Engineering:** Howden Africa Holdings, **Healthcare:** Johnson and Johnson SA, **IT:** HCL South Africa, **Insurance:** Santam, **Mining:** Anglo American, **Pharmaceuticals:** Novartis SA, **Professional Services:** Accenture South Africa, **Public Sector:** National Lotteries Commission, **Retail:** Clicks Group, **Telecommunications:** Vodacom Group Pty (Ltd), **Transport & Logistics:** DHL Supply Chain South Africa.

Top Employers 2023 Country rankings (Outside of South Africa in Africa)

Number 1 Top Employer Zambia 2023: JTI Zambia

Number 1 Top Employer Cote d'Ivoire 2023: Unilever Cote d'Ivoire

Number 1 Top Employer Algeria 2023: JTI Algeria

Number 1 Top Employer Senegal 2023: Novartis Senegal SASU

Top Employers Egypt 2023 Overall Top 3: JTI Egypt, Mondelez Egypt Foods, Sanofi Egypt

Top Employers Ghana 2023 Overall Top 3: Unilever Ghana PLC, Vodafone Ghana, Novartis Ghana

Top Employers Kenya 2023 Overall Top 3: Unilever Kenya, BAT Kenya, Vodafone – Safaricom Kenya

Top Employers Morocco 2023 Overall Top 3: JTI Morocco, Mondelez Maroc s.a, Huawei Technologies Morocco SARL

Top Employers Nigeria 2023 Overall Top 3: Unilever Nigeria, Mondelez International Nigeria, JTI Nigeria (Habana Limited)

Number 1 Top Employer Zimbabwe 2023: Unilever Zimbabwe 

The Thungela logo is positioned in the top left corner. It features the word "thungela" in a lowercase, sans-serif font. The letter "u" is highlighted in a bright yellow color, while the remaining letters are white. The background of the entire advertisement is a photograph of three workers wearing white hard hats and high-visibility yellow safety vests. The worker in the foreground is wearing safety glasses and has a name tag on his hard hat that reads "PHILIPANE DLAMINI". The overall lighting is dim, with a blue tint in the background.

thungela

**TO BUILD A BUSINESS
THAT CREATES VALUE, YOU
NEED TOP TALENT. LUCKILY,
WE'VE GOT THAT.**

That's why we've been recognised as
a Top Employer – again.

Thungela – Igniting the future.



Get certified.
Become
recognised.

**Grow as an
employer
of choice.**



Top Employers Institute is the global authority in recognising excellence in People Practices. We help accelerate these practices to enrich the world of work. Through the Top Employers Institute Certification Programme, participating companies can be validated, certified and recognised as an employer of choice. In 2023, Top Employers Institute has certified 2 053 organisations in 121 countries/regions. These certified Top Employers positively impact the lives of over 9 million employees globally.

Top Employers Institute. For a better world of work.

Find out more at www.top-employers.com



Absa Celebrates Regional Top Employer in Africa Award



Left to Right: Jo Blake, Group Talent Acquisition Lead, Jeanett Modise, Group Chief People Officer, Ruene Bissundayal, Senior Group Talent Acquisition Specialist

Underpinning its people practices is a committed focus on communication and understanding people's desires, challenges, and motivations. This enables alignment across diverse operations, enabling Absa's people at every level to understand how their efforts contribute to the group's shared success. An environment in which people

THE CERTIFICATION IS AWARDED TO EMPLOYERS that provide excellent employee conditions, nurture and develop talent across all levels of the organization, and strive to optimise the employee experience and employment practices.

Absa retained the certification in all five markets that were recognized in 2022 – South Africa, Zambia, Kenya, Ghana and Botswana. Absa was recognized for not only matching rigorous global benchmarks, but for exceeding these in several categories including business strategy, ethics and integrity, organization and change, purpose and values, digital HR, and people strategy.

Jeanett Modise, Absa's Group Chief People Officer, said, "Retaining our certification across disparate markets for two years speaks to the consistency of our Group strategy and vision for our people. It is testament to our focus on consistently re-invigorating our people practices across the Group, and setting new benchmarks as an employer of choice in Africa as a result."

Absa is a pan-African organization operating in diverse, dynamic markets, and has embraced the opportunity to build enterprise talent that is reflective of that diversity, that is synergistic, and that is agile in the way it is deployed. Absa's ability to retain this mobility and coherence relies on its people's alignment within a shared vision, values, culture and strategy.

"We have shown that we are able to align the lived experiences of our colleagues to our intent, building a shared sense of belonging through our culture where colleagues are empowered, engaged and future fit," Modise says. "Developing an exceptional employee experience leaves no room for complacency. We want to become nothing less than the chosen home of Africa's leading talent."

Absa views talent development, progression and succession as critical enablers in driving its future success.

are connected, growing, and bringing their best helps Absa stand out as a class-leading organization.

"We are a people-centered organization whose success is dependent on theirs," Modise says. "We have the potential to move from good to great, and it is our people who will get us there. Absa has responded to the new ways of work, and the evolving expectations of our people, through a flexible, digitally enabled environment, where processes and practices support the employee experience. We have invested in the holistic wellbeing of our people, and will continue to do so, with a special focus on sustaining an inclusive culture that empowers and enables our people to thrive."

Absa is a leading pan-African financial institution that brings possibilities to life. "Achieving the Top Employer Africa certification is a great milestone on our journey to build an organization that is globally respected, and that Africa can be proud of," Modise says. "This certification assures us that the investments we are making in our colleagues' lived experience – through building a shared sense of belonging, and cultivating a workforce that is engaged and future fit – is paying dividends. We are pleased that the people practices we have established to empower and support our people are not just on par with global best-practice benchmarks, but often exceed them."

"This is a prestigious award," Modise concludes, "an award that spurs our continued focus on collective success as a diverse organization, with a shared purpose and vision. I want to thank our leaders, managers and our People and Culture community for their commitment and passion to making Absa a great place to work. Above all, this award celebrates our talented, diverse workforce, who bring possibilities to life every day, one story at a time." 



2023 TOP EMPLOYER CERTIFICATION

Another Milestone in Tsebo's Progressive 50-year History of Shaping the World of Work

Tsebo Solutions Group has been recognized as an 'Employer of Choice' in South Africa for the company's superlative HR policies and people practices, their passion for developing and upskilling people, and their drive to embed sustainability in everything they do.

TSEBO SOLUTIONS Group has been recognized as an 'Employer of Choice' in South Africa. Being certified as a 2023 Top Employer confirms an organization's dedication to a better world of work through its excellent HR policies and people practices.

For Tsebo, the certification is a natural advancement, as the company has been innovating workplaces and building a legacy for the businesses and employees of the future for more than half a century.

As a leading African Integrated Workplace Management Solutions Provider, Tsebo Solutions Group offers clients improved workplace productivity that supports their success. From city-based corporate headquarters to hard-to-reach remote camps, Tsebo creates, manages and maintains environments that are pleasant to be in, easier and safer to work in and ultimately enhance employee engagement and productivity. The company specializes in Facilities Management, Catering, Cleaning and Hygiene, Security, Energy, Pest control, and more.

Elanie Kruger, Tsebo's Group Chief Human Resources Officer, says: "We are exceptionally proud of this achievement, which marks another milestone in our over 50-year rich history of caring for people and reimagining the world of work. As part of our high-performance service culture, we are committed to accelerating our people strategies by benchmarking policies with proven HR best practices globally. It supports our values and creates a safe environment where employees feel recognized, are given opportunities to grow and, in turn, shape a brighter future for all."

It's particularly important in a services-led business like Tsebo's, where their over 32,000 strong workforce forms the heartbeat of the company and is their true differentiator in the industry. At its core, Workplace Management Solutions is a holistic approach to an industry of people taking care of people. Therefore, Tsebo's first priority is the health, safety and well-being of people—including its employees, clients and communities. Developing people to serve



people, to uplift society, is not only the company's purpose statement but the mantra that Tsebo has lived by to achieve its sustainable development goals and growth objectives.

Tsebo Group Chief Executive Officers Tim Walters and Chris Jardine say: "We believe that Tsebo's solid people practices, passion for developing and upskilling people and drive to embed sustainability in

everything we do, have earned us this internationally relevant acknowledgement. With an overall score of over 82%, benchmarked against a globally certified group of more than 2 050 Top Employers, this accolade clearly sets us apart. It assures clients that we are a responsible, ethical employer that equips our employees to provide world-class services and solutions."

Tsebo's in-house Learning and Development Academy trains and upskills approximately 40 000 people annually across the continent. The result is a knowledgeable workforce that is in touch with every nuance of clients' needs - innovating and evolving with clients' business challenges and requirements.

The Top Employers Institute programme certifies organizations based on the participation and results of their HR Best Practices Survey. This survey covers 600 practices in six HR domains across 20 topics. Participants then submit evidence and are independently audited, where their practices are thoroughly interrogated. The adjudicators were impressed by Tsebo's use of innovation and technology, which added to Tsebo's positive results.

"We commenced with a digitisation strategy a few years back and identified the needs of our employees, clients and business. Covid-19 accelerated the need to prioritise our digitization journey. It was clear that we needed to change the way we do things, and challenge ourselves to work more innovatively and efficiently, enriching the world of work for our people, and, subsequently, for our clients," says Kruger. 



76% of Top Employers say the certification seal has helped them **attract and retain talent.***

*2019 Value of Participation Survey

Top Employers Institute is the global authority in recognising excellence in People Practices. We help accelerate these practices to enrich the world of work. Through the Top Employers Institute Certification Programme, participating companies can be validated, certified and recognised as an employer of choice. In 2023, Top Employers Institute has certified 2 053 organisations in 121 countries/regions. These certified Top Employers positively impact the lives of over 9 million employees globally.



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Palabora Mining Company Joins an Elite Rank of Certified 2023 Top Employers Globally

PMC has initiated wildlife management programs to minimize impact on the environment and promote the harmonious co-existence of people, industry and wildlife. The company is a strong competitor in the markets meeting the high demands of world economies, delivering quality by-products, and thus attaining the 2023 Top Employer seal.

PALABORA MINING COMPANY (PMC) is a mine located within Phalaborwa town, Limpopo Province in South Africa, adjacent to the world-renowned wildlife sanctuary Kruger National Park.

The mine's unique geographical positioning within this location, known for its beautiful flora and fauna, brings a relaxed atmosphere into the corporate environment allowing for animal-sightings, including that of the Big Five, throughout the business day. For ongoing sustainability, PMC has initiated several wildlife management programs to minimize the impact of its operations on the environment as well as promote the harmonious co-existence of people, industry and wildlife. Currently, the company is busy with the extension of the life of the mine by another 15 years to increase shareholder value, sustain jobs and the livelihoods of people in the surrounding communities.

The copper producer, founded in 1956, runs both underground and surface operations. To date, the mine enjoys a staff complement of over 5,000 employees including contractors. PMC is making endless strides towards women and youth empowerment through employment



within its operations and inclusion in trade and business through its internal Enterprise and Supplier Development programs.

The rate of change towards transformation across the business operations and the Ba-Phalaborwa community is evident. PMC prioritizes its employees' wellness on and offsite. Its mindful continuous investment towards sustainability proves that it lives up to its business values 'Caring & Integrity'.

The mine is renowned for celebrating its own people by continuously offering employment, training and bursary opportunities as well as for its readiness to partner with government and the local municipality to ensure effective service

Bottom Left: Palabora Mining Company is more than a mine but a wildlife sanctuary too. Our people enjoy a unique experience of a harmonious co-existence between them and wildlife.

Above: Palabora Mining Company (PMC) located within Phalaborwa town - Limpopo Province, South Africa.

Above Right: Visible Felt Leadership: The mining industry is inherently risky and our leadership understands the importance of increased visibility to drive efficiency and productivity through personal engagement to change behaviours and prevent accidents to reach our desired end state of ZERO-HARM.

Far Right: Dennis Modise, Senior Manager Human Resources.



delivery through the construction of roads, schools and clinics.

- meeting the high demands of world economies,
- delivering quality by-products such as Vermiculite and Magnetite,
- attaining the 2023 Top Employer seal, certifying that PMC upholds excellent HR practices.

PMC has escalated its ranking to an employer of choice within its surrounding communities, and the world. Its high safety ethos, and development of the historically disadvantaged employees through education to upskill them and retain their skills, capabilities and contributions prove that PMC cares and therefore resulting in a smooth functioning workforce and limited business interruptions.

Dennis Modise (Senior Manager Human Resources) together with Nozipho Zitha (Manager Organizational Development) represented the company at the 2023 Top Employer Certification ceremony and received the prestigious award on behalf of the employer. Receiving the award proved that all efforts to be a safe, efficient, innovative and future-focused mine are finally bearing fruit. Our interest is our people, and we are exceptionally proud of all our colleagues' efforts in contributing towards creating a conducive, inclusive and diverse work environment where everyone is valued and respected for who they are. 

Get recognised as an employer of choice with the Top Employers Institute Certification.



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Prioritizing Care, Sense of Belonging and Resiliency of Our People Makes Business Sense

BY KESHNIE MARTIN, HUMAN RESOURCES DIRECTOR AT ACCENTURE, AFRICA

Leaders can unlock up to 5X more human potential by better managing employees' everyday work experiences and creating a sense of belonging, which positively impacts retention, motivation and commitment levels. Accenture is an advocate for equality and diversity in the workplace, promoting work/life integration, race equality, gender mainstreaming, mentorship and coaching, and self-care.

THE CHRO HAS EMERGED AS ONE of the most vital roles in the C-suite, as organizations work to keep their people safe, employed, supported and equal.

Many are rising to the occasion, and CHROs can reclaim one of their most fundamental missions: the care and resiliency of the people. They can now rewrite a script that builds trust, based on the fundamentals of what matters most to their people. The CHRO is excellently positioned to be the catalyst for such meaningful change. As our research demonstrates, it makes good business sense to do so.



Keshnie Martin, HR Director, Accenture, Africa

offering to clients expands. Nurturing our people makes people sense and business sense. Our firm provides our people with an inclusive, nurturing, empowering and inspirational environment where they can thrive. We have recognized that our nation has a skills deficit, so we prioritise providing our people with infinite growth opportunities.

In 2022 the global work landscape underwent fluctuations as organizations altered their working conditions after the worldwide pandemic. Top employers and other leading organizations have had to challenge themselves. We continue to actively promote work/life integration, race

equality in the workplace, gender mainstreaming, mentorship and coaching and a focus on self-care. Some leaders might view this work/life integration as less important than profitability, but conventional wisdom suggests that happier and healthier people will inevitably be more focused and efficient.

We believe the future workforce is equal and have set bold goals to accelerate gender equality. Accenture is an avid advocate for equality and diversity in the workplace. Today, more than 300,000 women work at Accenture – according to the Delivering Value by Building Trust Accenture South Africa 2022 Responsible Business Report. Additionally, 50% of our board of directors and 27% of our global management committee are women. We have set bold goals for a gender-balanced workforce by 2025 and are well on track to achieving this.

Accenture has been named the overall Top Employer in South Africa for 2023. We celebrate this achievement with our biggest brand ambassadors – our people. Being ranked first is evidence of the significant effort we put daily into growing our company and careers while delivering 360o value for our clients. We are grateful that our deliberate efforts over the years have been recognized. This comes with responsibility and later on, growth. Growth requires more people – and talent markets across the globe are tight. This is one of the many reasons why we pride ourselves on being a people first and purpose-led company – our purpose enables us to create stronger and more resilient people relationships and a greater sense of belonging. **P**

A sense of belonging

Employees are rethinking their attitude toward work by focusing more on their personal and professional aspirations. They also want to feel a sense of belonging. They want to be recognized, heard and valued. Employees want to do interesting work, learn new skills as well as progress in their careers.

According to our global Better To Belong research, leaders can unlock up to 5X more human potential by better managing peoples' everyday work experiences. Leaders can go beyond inclusion and make their employees feel they truly belong, are cared for and loved. Focusing on the professional and personal moments that matter to employees enhances their feeling of being net better-off within their organizations, which positively impacts retention, motivation and commitment levels. This benefits our people, our business, our clients and the communities they serve.

Our people are changemakers

Our people are a team of talented individuals who bring skills, hopes and dreams to work, and change the world of our clients. They are the essence of Accenture, and every day they deliver incredible work on the promise of technology and human ingenuity to our various stakeholders.

Our people have a passion for change; for our clients, and changing society for the better. As our people grow, our firm grows, and the

Have you got what it takes to be a Top Employer?



Certification

Companies with a proven strategic investment in people strategies and practices can earn the certification as a Top Employer after completing a four-step Certification Programme and if their results in the HR Best Practices Survey meet the required global standard of excellence.

We certify organisations in single countries, different continents and globally. We recognise Top Employers based on a global four-step programme governed by a strict standardised process.

At the core of the Top Employers Certification Programme is the HR Best Practices Survey. The Top Employers Institute strives to keep the certification standard reflective of global trends in HR and people development.



A Top Employer in the Global Business Services Sector

Nutun has been awarded Top Employer status for 2023 for their commitment to putting people at the center of their business. The Top Employer certification makes them an officially-recognized global employer of choice.

NUTUN HAS RECENTLY BEEN awarded Top Employer status for 2023 by the Top Employers Institute. Being an organization that prides itself on putting people at the center of everything we do, we're extremely proud to be recognized as an official Top Employer by an international institution dedicated to identifying above-bar employers excelling in their people practices.

At Nutun, our employees are the beating heart of our business. We've always been committed to putting our people at the center of every key decision and strategy that our business takes. This includes incorporating the best possible strategies and practices in HR and people management, in line with international standards.

We're committed to pursuing brilliance in everything we do. This includes being the best place of work we possibly can be for our employees, and we're dedicated to keeping up with global trends in HR and people practices as they emerge.

The Process of Becoming a Certified Top Employer

This certification is the culmination of vision, ambition, dedication and consistent hard work from Dineo Sekwele, Group HR Executive and Matseliso Masimula, Talent & Transformation Specialist.

They conducted extensive research into current and emerging global trends in talent recruitment and management. Conducting a thorough analysis of these trends, they then reviewed Nutun's existing procedures and identified opportunities for process refinement and improvement.

The team began implementing these wide-scale changes across all process touch points — from software to communications — and reviewing and recording their positive impact in preparation for the assessment from the Top Employers Institute.

The assessment consisted of a series of in-depth validation sessions by Top Employers auditors who asked over 350 questions relating to people management and HR operations and practices. They also conducted a rigorous examination of existing processes, people practices, HR Strategies, software and management procedures.

"The evaluation we received from Top Employer generated



Dineo Sekwele, Group HR Executive

some useful data and insights that will help us to develop new people and management strategies and take Nutun to the next level in terms of how employees experience the workplace," says Matse.

After performing an extensive review, the Top Employers Institute awarded Nutun Top Employer certification in November 2022, making Nutun an officially recognized, Top Employer and global employer of choice.

What Does It Mean for Nutun Going Forward?

As a global provider of digitally enabled business services and solutions, we're

committed to keeping up with international standards in human resources, operational and people management and we're proud to be excelling in it!

When it comes to the standard in people practices, there's no better benchmark of excellence than the Top Employers Institute — which is why we're so thrilled to be recognised by them as an employer of choice!

"We're very excited," reports Sekwele. "We really wanted to benchmark ourselves against the most prestigious certification practices when it comes to the type of workplace that we are creating at Nutun, and we have achieved this!"

By being certified as a Top Employer, we're committed to being an outstanding workplace for our employees - and we hope to continue to attract the top talent in the country with this accreditation.

Our certification is reflective of our brand essence of **calculated ingenuity** — pursuing innovation and excellence in everything that we do through a blend of creativity, resourcefulness and digitally-enabled solutions. **📌**

About Nutun

Nutun, through its three core business pillars, Recoveries, CX and Transact, applies specialised expertise, technology and data advantages to provide competitive and innovative solutions, delivering outstanding commercial benefits, to its global client base. These global opportunities enable Nutun to contribute to impact sourcing in South Africa and provide more job opportunities, especially in their growing contact centres. This, in turn, enables the group to consistently generate strong financial returns for its stakeholders and extraordinary experiences for its clients and customers.



top[®]
EMPLOYER

SOUTH
AFRICA
2023

CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS



*Dr Litha Magingxa,
ARC President and CEO.*

The entire **ARC** family is proud to be a **Top Employer for 2023**. This recognition is a demonstration of the progress from various ongoing efforts towards being a high performing organisation and a commitment by the ARC to walk the talk as the employer of choice. For an organisation like ours, people are by far the most valuable asset ~Dr. Litha Magingxa.

About the Agricultural Research Council

The Agricultural Research Council (ARC) is a premier science institution that conducts research with partners, develops human capital, and fosters innovation in support of the agricultural sector. The ARC provides diagnostic, laboratory, analytical, and agricultural engineering services, post-harvest technology development, agrochemical evaluation, consultation and advisory services, food processing technology services as well as various surveys and training interventions. For more information visit the ARC website at: www.arc.agric.za.



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The Agricultural Research Council is proud to be certified Top Employer 2023! It is an honour to be recognised as a dynamic organisation that strives to create an environment where people are encouraged to develop and perform at their best. For an organisation like ours, people are by far the most valuable asset. This form of recognition is a demonstration of the progress from various ongoing efforts towards being a high performing organisation. Careers at ARC are full of challenges, opportunities, and rewards. A place where people really matter. We are all here because we have found a place where we can go the extra mile, work hard, and celebrate important milestones together.

For us, the Top Employer Certification is a demonstration of our commitment to do better. It's not just about the science. We also care about how we do it in an environment where people can derive meaning from being part of this organisation. There's a lot of work for us to do as an organisation to improve the personal experience of our people. Part of that is listening to our people. We need to harvest all their diverse ideas and use them to understand how we can take our organisation forward - Dr Litha Magingxa.

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