

Allianz 

ALLIANZ COMMERCIAL

Allianz Client Academy

The ultimate thought leadership and
best practice sharing experience



Disclaimer

Contributors' comments contained herein do not necessarily reflect the views of the editor and publisher. The editor reserves the right to publish articles in edited and abridged form. Information in this book provides only a general outline of subjects and does not substitute for individual advice. Although care has been taken in compiling this information contained herein. The publisher assumes no obligation to update any forward-looking information.

PAGE 4

Allianz Client Academy members

PAGE 5

Academy host

PAGE 6

History in the making

PAGE 7

Empowering our clients

PAGE 8

Taking our clients to the next level

PAGE 9

Fueling our clients' expertise

PAGE 10

Entertaining risks

PAGE 11

Technology takes center stage

PAGE 12

Fueling risk management excellence

PAGE 13

Technology that brings people together

PAGE 14

A tenth anniversary in Germany

PAGE 15

Driving force for change

PAGE 16

When creativity and technology meet

PAGE 17

Navigating Crises

PAGE 18

Stronger Together

PAGE 19

Climate Change is now

PAGE 20

Risk management at full speed

PAGE 21

What our members say

Allianz Client Academy members



Academy host



“Since its inception in 2014, risk management experts from top companies in Africa have found the Allianz Client Academy most valuable for their professional and personal development.”

Why join the academy?

- Discover the latest global and local trends, as well as insights in risk management and learn how to thrive in a disrupted world.
- Improve creativity, problem-solving and critical thinking skills in risk mitigation.
- Engage in peer-based learning.
- Understand the benefits of a strong relationship between the Insured, the Broker and the Insurer.
- Experiential learning through exclusive site surveys.
- Earn Continuous Professional Development credits.
- Grow your own network with other risk management experts.

History in the Making



The Allianz Client Academy in South Africa started in April 2014, when risk managers and directors from various industries gathered to challenge and transform the conventional way of managing business risks.

Since the platform's inception, academy members have found significant value in the bi-annually hosted meetings, growing their professional risk management skills and understanding. Meetings have expanded beyond the boardroom. Exclusive site visits and insights to risk management strategies form part of the experiential learning offered by the Allianz Client Academy.

With thousands of expert employees at Allianz, ranging from risk consultants and underwriters to claims specialists, the Allianz Client Academy ensures speakers of the highest quality with global trends insights... even more reason to be part of this exceptional network.

Empowering our clients



The Allianz 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-stations (Zero-Liquid-Effluent-Discharge) and comprises 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 insights into electricity generation, as well as the transmission and distribution systems required for it to reach its point-of-use destination.

Participants engaged in discussions with Allianz Risk Transfer and a panel discussion on liability and financial lines.

Taking our clients to the next level

Airports Company South Africa (ACSA) welcomed the Allianz Client Academy for a site tour of the world-class O.R. Tambo International Airport in Johannesburg in November 2015.

Africa's biggest and busiest airport handles approximately 21 million visitors a year and more than 50% of South Africa's air traveling passengers. The airport was awarded one of the best airports for the Middle East and Africa.

Special access to the airport's control areas was granted after additional security checks, giving delegates a taste of the various processes implemented for excellent risk management.

Academy guests have the rare privilege of seeing the Fire Brigade's high-tech equipment and experienced trained dogs that keep birds away from landing strips.

Thought leadership focused on reputational risk management. Delegates engaged with expert speakers on matters such as managing reputations on social media and image consultant insights for corporate environments.



Fueling our client's expertise

Academy delegates met in George to participate in the fifth gathering at Oubaai Hotel in April 2016. Part of the program was a special visit to the PetroSA refinery.

Following strict security checks, delegates were given a detailed presentation on safety measures and accessed the refinery control room firsthand. The PetroSA GTL refinery in 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 in the world to use gas-to-liquids (GTL) technology on a commercial scale. Since then, seven more GTL refineries have been commissioned – and the Mossel Bay complex still ranked second biggest.



Entertaining Risks

Montecasino, Southern Sun was the meeting place for the sixth academy in October 2016.

The replica of an ancient Tuscan village, this leisure and casino covers 26 hectares of land and is located in Johannesburg. It was designed by an American company and built by South African architects for R1.6 billion in November 2000, attracting 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 theater hall and the casino privet, while learning more about the safety and security of the entire complex.

Delegates further engaged in thought leadership topics such as International Insurance Programs and Cyber risks.



Technology takes center stage

Academy delegates met for a site survey of Telkom's head office in Centurion in April 2017. While learning about the internet connection process and new long-distance communication methods, the group also visited the operations hub and customer experience center. The hub includes the biggest video wall in Africa at 120 meters, which provides a real-time visual summary of the entire network.

During the second day, participants engaged in a claims case study and learned about the Global Claims Review focused on Liability insurance.



Fueling risk management excellence

The eighth Allianz Client Academy kicked off with a private tour of Sasol's award-winning head office building in Sandton in October 2017. The super modern building was not only awarded a five-star design category rating but also proudly adopted environmentally sustainable practices, like water recycling and energy-saving lighting.

Guests then traveled over two hours to Secunda, Mpumalanga province of South Africa to visit the Sasol Refinery. There they learned about the organization's history, maintenance system, safety measures, and by-products produced on-site.

Delegates deep-dived into cyber risks, by gaining insights from a forensics and legal experts.





Technology that brings people together

The ninth Allianz Client Academy took place at Vodacom Corporate Park in Midrand in April 2018.

A guided tour of the Vodacom Innovation Centre, Vodacom Technology Security Centre and the 5-star graded Vodacom Dome was followed by discussions around corporate affairs and analytics in criminal incidents.

Telecommunications risks apply to all industries and delegates engaged in learnings and scenario planning to enhance their risk management skills.

A tenth anniversary in Germany

The ultimate thought leadership and best practice experience, known as the Allianz Client Academy, celebrated its tenth anniversary in Munich, Germany, in September 2018.

Delegates learned more about the various operating entities that make up the number one global insurer, Allianz. These included visits to the Allianz Centre for Technology (AZT), Allianz SE Head Office, Allianz X and Allianz Commercial.

Business sessions had a strong focus on technological developments and the future of the insurance industry. Experts presented

insights on supply chain risk management and connectivity data (Supply-I); the internet of things and future cities; data analytics and artificial intelligence used for policies and claims handling; Environmental Governance and Social (EGS) pillars; and many more.

The program also included unique experiences, such as engagement with the German Risk Management Institute, as well as the visit to the spectacular landmark known as the Allianz Arena.



Driving force for change

The BMW Plant in Rosslyn, Pretoria was a highlight during the Allianz Client Academy experience in April 2019. A tour of the world-class automobile assembly plant started with tight security checks and health and safety induction. After gearing up with safety attire, the group covered over four kilometers by foot, which

included the entire production line and BMW's historical hall of fame that showcased award-winning accolades.

Thought leadership discussions focused on Business Interruption risk management, economic insights and a claims case study related to cyber risk.



When creativity and technology meet

The Allianz Client Academy was invited to visit the head office of MultiChoice Group in Randburg, in October 2019.

From a world-class infrastructure to high-profile celebrities on campus, Multichoice City had delegates impressed throughout the entire tour. Broadcasting experts explained the processes involved for viewers to enjoy their favorite TV shows across the African continent, which include co-located satellites in orbit and transponder signals to the command center. The tour included a visit to Studio 6 and its control room which boasts spectacular design and ultrahigh definition LED monitors.

Crisis management was the focus of the business sessions and delegates were tasked with a Kidnap for Ransom simulation based on a real-life incident. Furthermore, the group discussed political insights and risk rankings according to the Allianz Risk Barometer.





Navigating Crises

The Allianz Client Academy made sure its members remained informed and engaged, despite the Covid-19 pandemic. In April 2021, delegates engaged virtually on topics such as supply chain interruptions and cyber risks related to the new hybrid working environment.

In September 2021, delegates deep-dived into crisis management, during a virtual workshop focused on the civil unrest and looting in South Africa. Academy members had their questions answered, while in conversation with the South African Special Risks Insurance Associations (Sasria), with much emphasis on crisis communication.



Stronger Together

Two years after the Covid-19 pandemic hit, the Allianz Client Academy met in person. Discussion around Virtual Captives and the psychology of risk management brought delegates together in Rosebank, Johannesburg in April 2022.

Climate Change is now

In October 2022, members travelled to Durban for the 16th Allianz Client Academy. Invited by Boxer Superstores, delegates visited their pristine distribution center in Lynnfield Park and learned about their resilience to overcome the challenges faced during the 2021 riots in KwaZulu-Natal.

Thought leadership discussions focused on Climate Change, following the devastating floods in the province in April 2022.



Risk management at full speed

The Allianz Client Academy welcomed delegates in Stellenbosch, in the Western Cape in February 2023. The program kicked off with a walking tour of Distell's distillery production plant during the peak of harvest time. Distell explained their exceptional risk management strategies and a strong focus on employee wellness.

Business sessions zoomed in on economic insights and risk mitigation related to South Africa's energy crisis and (Financial Action Task Force) FATF greylisting.

Delegates experienced one of Allianz's global partnerships as the first Formula E race took place in Cape Town, followed with a networking dinner by the Allianz Board of Directors in South Africa.



What our members say



“The Allianz Client 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 is an excellent platform for the corporate insurance industry to engage and share ideas on global insurance innovation and new trends.”

Pieter van Vuuren,
General Manager for Insurance, Sasol.

“In the Allianz Client Academy, we get enthused by the ideas that fellow delegates and Allianz experts share with us. We learn through the innovations, experiences, workarounds and benchmarking that are discussed in these workshops.”

Tshepiso Molefe,
Senior Manager: Risk Finance & Insurance, Telkom.

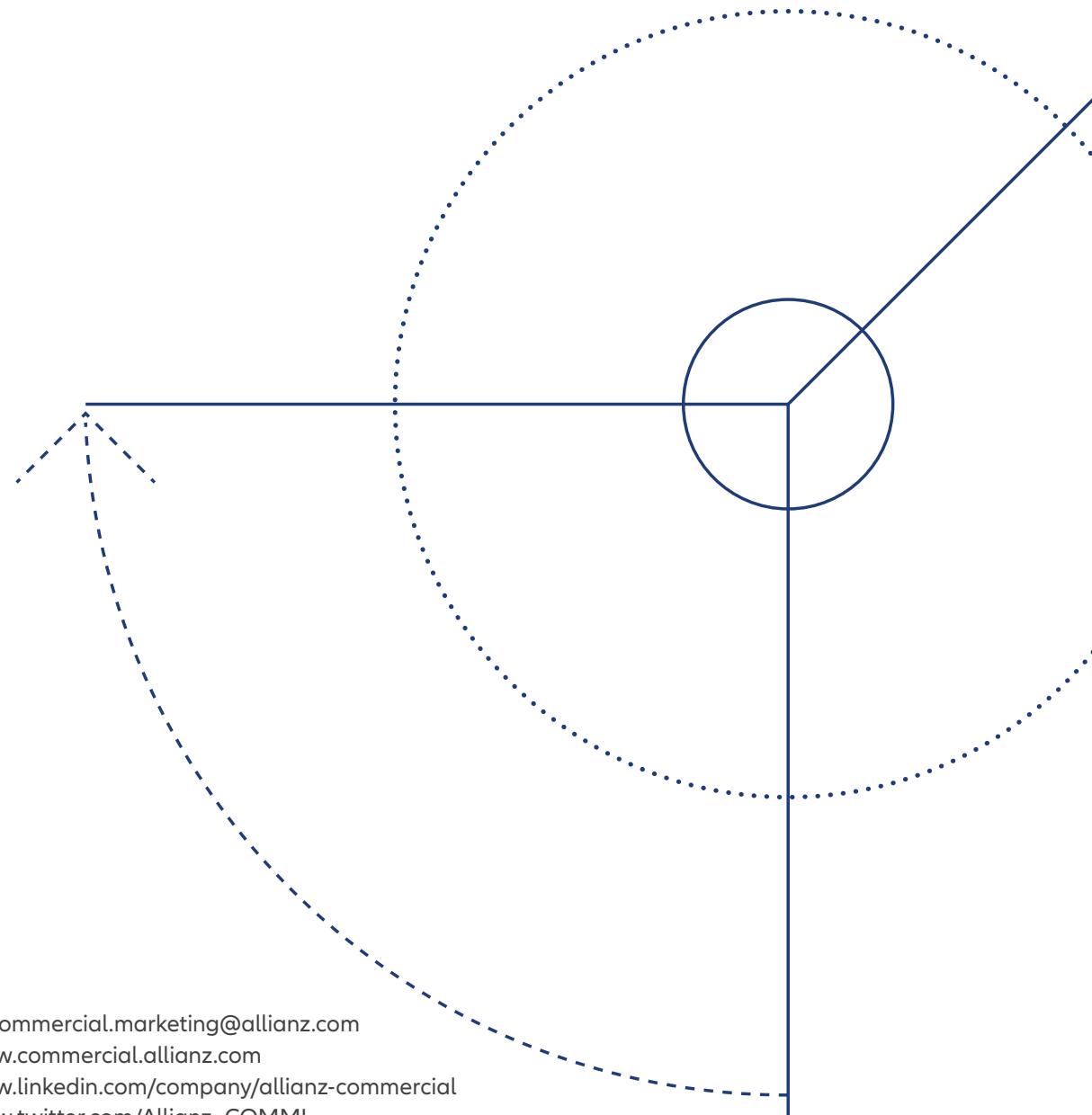
About Allianz

Allianz Commercial is the Allianz center of expertise and global carrier for insuring mid-sized businesses, large enterprises and specialist risks. Powered by the people, financial strength, and network of the world's leading insurance brand, we help our customers prepare for what's ahead.

Join the Allianz Client Academy

Membership to the platform is complimentary for Allianz clients who want to grow their network and risk management skills.

Contact us to sign up.



Email: az.commercial.marketing@allianz.com
Website: www.commercial.allianz.com
LinkedIn: www.linkedin.com/company/allianz-commercial
Twitter: www.twitter.com/Allianz_COMML
YouTube: www.youtube.com/@allianzcommercial

Allianz Global Corporate & Specialty South Africa Limited is an authorised financial services provider (license number 16722)
Registration No. 1961/000150/06