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CELEBRATING PROFESSIONALISM IN AFRICA

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'Nurturing insurance professionalism'

By **Caroline W Mwangi**

Head of Human Capital, GI and
Health UAP Old Mutual

and **Esther Muchunu**

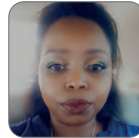
Human Capital Assistant, GI
and Health UAP Old Mutual

'Celebrating professionalism in Africa' is a pioneering series of case studies, published by the Chartered Insurance Institute, to showcase professional practice and innovation in insurance

NURTURING INSURANCE PROFESSIONALISM



By **Caroline W Mwangi**
*Head of Human Capital, GI and Health
UAP Old Mutual*



and **Esther Muchunu**
*Human Capital Assistant, GI and Health
UAP Old Mutual*

A journey of a thousand miles starts with a step. That was what was in the mind of UAP Old Mutual Group's management when the organisation started encouraging and promoting capacity development through providing various learning and development opportunities. This was fuelled by the fact that we not only consider human resource as a factor of production but as capital which when strategically injected, nurtured and grown has the ability to turn around any organisation's performance, delivering that which is core to the organisation.

UAP Old Mutual Group is the east African subsidiary of Old Mutual Limited, which operates in 13 countries across Africa. The group is a leading integrated financial services business comprised of UAP Old Mutual and Faulu Microfinance Bank, which provides investment, savings, insurance and banking services to more than 1.5 million customers

in the region. Our purpose is to champion mutually positive futures every day and our vision is to be our customers' most trusted lifetime partner, passionate about helping them achieve their financial goals. This is guided by our mission, which is to enhance quality of life by delivering peace of mind and financial freedom through an exceptionally motivated team that delivers what customers want, when and where they want it. The company's values are: accountability, integrity, respect and pushing beyond boundaries. In a nutshell, respect the communities, be fair to our competitors, be honest with our customers and be fair to our employees.

With a human capital population in the short term business (health and property and casualty) in Kenya alone standing at 240, UAP Old Mutual Group has risen to be one of the market leaders in insurance (ranked in the top five), money markets and banking with a presence in east and central



I can only describe the CII as extremely professional. Their new mode of assessment is very good, it gives an all-round experience in all areas of insurance management. They also take a short time to share the results, and the feedback on the results enables you to improve

Steve Obiero
Senior Underwriter

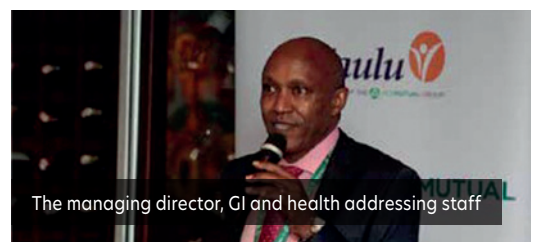


The knowledge gained through the CII course is invaluable. It also boosts your professional confidence as you interact with your peers. As the saying goes: 'The roots are bitter but the fruits are sweet'

Elizabeth Mungai
Assistant Manager - Underwriting



UAP professionals attending a staff town hall event



The managing director, GI and health addressing staff



We are keen to create an environment and a culture that incubates and encourages growth



Team-building activities

Africa, not to mention southern Africa where the mother company, Old Mutual, enjoys a lion's share of the market in the region. In a bid to build an empowered taskforce, the company has embarked on employee training. This has been anchored on our values and pillars, one of them being customer satisfaction. As an organisation that values its human capital, employees remain our first and most valued customers. With this in mind, we are keen to create an environment and a culture that incubates and encourages growth on an individual level through providing platforms such as learning and development and through undertaking courses offered by the Chartered Insurance Institute to achieve and fuel the employees' dreams and visions which are aligned to the overall goals, mission and vision of the company.

Over time, we have sponsored many employees, with the current active student number standing at more than 20 employees at the institute. We have an almost equal number who are registered under various membership categories with the institute. There are many benefits that as an organisation we have experienced through having a skilled workforce. To begin with, the employees are inspired to improve and develop continuously,

which in turn maps out their career growth, ensuring our succession pipeline is always ready. It also means we enjoy a competitive edge in the industry through great service delivery to our clientele. Our employees also enjoy being highly marketable in the industry, which in turn keeps them motivated. It is not in question that we are pleased with the return on investment.

This year has had its unique challenges, but we remain resolute on our endeavours to support our employees in their development goals, while the institute has demonstrated its commitment through the appointment of a regional director. We look forward to interactions with him and hope that going forward the processes will be seamless, hence fostering an even stronger partnership.

With the ever-changing dynamics as we have witnessed, we look forward to a vibrant online platform that will ensure students don't miss out on their classes and exams. With the exciting yet unsure times, one thing remains sure — it always gets worse before it can get better. Viva, UAP Old Mutual Group! Viva, the Chartered Insurance Institute! ■



Overview: The UAP Old Mutual Group is an integrated financial services business comprising Faulu Microfinance Bank, UAP and Old Mutual

Date established
1920

Staff

200

Total

60

With an insurance qualification

Key financials

KES9,912m GWP

KES17,719m total assets

Mission:

To be our customers' most trusted partner and passionate about helping them achieve their lifetime financial goals

Key locations

Kenya, Rwanda, South Sudan, Tanzania, Uganda

Sector focus

General insurance	Life and protection insurance	Financial planning
●	●	●

For more information: www.uapoldmutual.com

FURTHER READING



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Celebrating the African
insurance profession



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Year In Review



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guide



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CII qualifications
guide

This case study is one of a series which is published by the CII. To download other case studies, please visit www.cii.co.uk/africa/casestudies. This webpage also includes an important legal notice regarding the case study series.

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