



Key Performance Indicators

Healthy products and services

Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017
Discovery Health	Percentage difference in DHMS premiums compared to the next 10 largest competitors	16.70%	16.50%	15.75%	14.80%
Vitality	Vitality engagement or customer satisfaction score	8.97%	9%	Not reported	Not reported
	Percentage of adult members who had a health screening	62.2%	66.1%	66.7%	65.1%
	Percentage of employees with a Vitality Age lower than or at their actual age	25.5%	19.1%	17.9%	15.8%
	Average Vitality age of employees	38.74	Not reported	Not reported	Not reported
	Value of Move to Give donations (rand value)	4 079 016.00	Not reported	Not reported	Not reported
Life	Rand value of paybacks paid	1 343 152 144	Not reported	Not reported	Not reported
Invest	Total R'm value of Discovery rewards earned (paid)	2 836	2 077	1 316	883
	Total Rm value of Discovery rewards earned (accrued)	7 878	7 043	6 216	5 349
	Saving earlier/retiring later	17.04	16.68	Not reported	Not reported
	Drawing down less in retirement	6.9%	6.7%	Not reported	Not reported

Healthy workforce

Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017
Employees	Total number of Employees	11 782	10 830	10 125	9 457
	Number of full time employees	10 757	10 491	9 828	9 133
	Number of part time employees	1 025	339	297	324
	Number of people with disabilities	183	130	124	134
	Turnover rates (overall)	14.64%	17.10%	14.28%	15.89%
	Number of terminations	1 375	1 788	1 489	1 458
	Retention rate	85.36%	82.90%	85.72%	84.11%



Key Performance Indicators

Responsible business

Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017
Ethics	Total number of employees that the organisation trained on ethics	1 325	757	826	Not reported
	Number of successful online ethics training courses completed (cumulative)	8 743	7 597	2 700	Not reported
	Number of incidents reported to the ethics hotline	12	9	21	Not reported

Healthy communities

Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017
Investment in public health	Total Fund payments made in current financial year	R29 571 110.00	R20 208 000	R28 422 509	R32 092 745
	Totals amount paid to doctors	R17 031 983.00	R13 843 207	R16 385 790	Not reported
	Totals amount paid to Institutions	R5 403 744.00	R6 010 825	R4 895 400	Not reported
	Total Foundation Spend	R22 435 727.00	R19 854 032	R21 281 190	R21 159 850
	Total foundation spend to date from inception	R233 369 144.00	Not reported	Not reported	Not reported
	Total Investment in public health (Fund plus Foundation spend)	R52 006 837.00	R40 062 032	R49 703 699	R53 252 595
Employee Volunteering Programme	Number of volunteers	3 000	2 969	1 889	3 165
	Rand value of the total number of volunteers hours	R3 454 636.32	R3 301 929.00	R1 879 680.56	R2 521 369.76
	Volunteer hours	20 712	19 339.50	107 80.00	142 755.00
	Volunteer engagement target progress to date (%)	30.00%	Not reported	Not reported	Not reported
Procurement	Total Procurement spend	R5 759 683 033.14	R5 280 484 604.37	R5 041 600 745.32	R3 861 299 029.25