



**LIFELINES** Strengthening Lines of Communication

Happy  
Holidays

### A Holiday Message from our CEO

As we look towards 2014 with new goals and expectations, we will be guided by the resonating Holiday message delivered during the CEO address at the Employee Awards and Christmas Dinner on Saturday December 14 by our CEO Mr. Imran McSood Amjad.

"A person is a person through other persons, or I am because we are". Mr. McSood was referring to the African spiritual ethic called "**Ubuntu**", made famous by the recently deceased world icon Nelson Mandela, who was one of Mr. McSood's 3 idols (Abraham Lincoln, Mohandas Gandhi and Nelson Mandela). Ubuntu has been practiced by Mandela since he was released from prison over 20 years ago.

"I am because we are. That explains and personifies what NAGICO is", Mr. McSood said. "Where our success and failures depend on each other, and we will not succeed unless we relate to each other. We must understand the very clear and this distinct term that without each other we are NOT, since with each other we ARE. Ubuntu".

"We are all here together for one purpose because we have been the determined group of people who will take NAGICO to the next level. Ubuntu".

What we need to do as a company to ensure success and continuous growth at NAGICO is: we have to cut the C.R.A.P.

C.R.A.P. stands for C= cut Costs and Complacency. R= we must ensure that we do not Rust and Relax. A=Arrogant, we must never become arrogant. Your altitude depends on your attitude. P= we must refrain from internal Politics. We cut the CRAP and we will not fail. We have a dream here at NAGICO and you have the responsibility to carry out that dream not just me, all of us. A great quote from Gandhi: the customer is not an interruption on your business, he is the purpose of it."

"One of Mandela's great quotes is: *Service to the people is the rent you pay for your space on earth.* We are a service business, give that service very well and do not let down people that put their trust in you. NAGICO's vision is to *become the most trusted insurance company in the Caribbean* and we cannot do that if we let people down on the trust they place in you."

*A next great message from a leadership blog called I-power: "the people who are most productive are usually the healthiest and happiest people. This is a fact. Coming to work every day or coming on time and failing to turn up are two totally different things apart. One of the best ways to ensure success is to just show up and get the job done.*

In closing, thanks to all those associated with NAGICO and remember I am because we are, and because we are, I am. **"Ubuntu"**

**Happy Holidays and may you and your family have a safe, prosperous and healthy 2014.**

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