



Standard Bank Group

REPORT TO SOCIETY 2021



Standard Bank **IT CAN BE™**
Also trading as Stanbic Bank

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How to navigate our reports

The following icons refer readers to
information across our suite of reports:

 Refers readers to information elsewhere
in this report.

 Refers readers to information in our other
reports, which are available online.

 Links to videos providing more
information

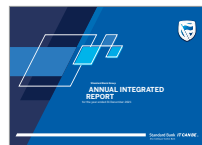
This report is best viewed in Adobe Acrobat for desktop, mobile or tablet.
Click to download or update to the latest Adobe Acrobat Reader and then links
to <https://acrobat.adobe.com/za/en/acrobat/pdf-reader.html>

Purpose of this report

As signatories to the Principles for Responsible Banking (PRB), we are committed to ensuring that our business strategy is consistent with and contributes to society's needs and priorities, as expressed by the Sustainable Development Goals, the Paris Agreement, the AU's Agenda 2063, and sustainable banking frameworks in our countries of operation. We are working to continuously increase the positive social, economic and environmental (SEE) impacts arising from our business activities, and reduce negative impacts.

Our reporting suite

We produce a full suite of reports to cater for the diverse needs of our stakeholders.



Annual integrated report

Provides an outline of our ability to create and preserve value, and guard against value erosion in the short, medium and long term.

THIS REPORT

Report to society

An assessment of our social and environmental impacts in the seven areas in which we believe we have the greatest impact and opportunity.



Environmental, social and governance (ESG) report

Overview of the processes and governance structures the group has in place to support our commitment to doing the right business, in the right way.



Climate-related financial disclosure report

Discusses how the group is managing the risks and responding to the opportunities presented by climate change, aligned to the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).



Standard Bank South Africa (SBSA) transformation report

Update on our transformation journey and performance against the pillars of the Financial Sector Code.



Governance and remuneration report

Discusses the group's governance approach and priorities, as well as the remuneration policy and implementation report. Includes information on how the group applies the principles of the King IV™* Report on Corporate Governance for South Africa.



Risk and capital management report

Sets out the group's approach to risk management.



Annual financial statements

Sets out the group's full audited annual financial statements, including the report of the group audit committee.



* Also known as King IV and King Code. Copyright and trademarks are owned by the Institute of Directors in Southern Africa NPC and all of its rights are reserved.

Assurance statement

PricewaterhouseCoopers Inc. (PwC) provided limited external assurance on selected performance data in this report.







Independent Auditor's Limited Assurance Report on the Selected Sustainability Information in Standard Bank Group Limited's Report to Society 2021, Environmental, Social and Governance Report 2021 and Climate-Related Financial Disclosures 2021 and The Standard Bank of South Africa Limited's Transformation Report 2021











To the Directors of Standard Bank Group Limited and The Standard Bank of South Africa Limited

We have undertaken a limited assurance engagement in respect of the selected sustainability information, as described below, and presented in the Report to Society, Environmental, Social and Governance Report and Climate-Related Financial Disclosures of Standard Bank Group Limited (the "Group", "SBG" or "you") for the year ended 31 December 2021 and the Transformation Report of The Standard Bank of South Africa Limited (the "Company", "SBSA" or "you") for the year ended 31 December 2021 (the "Reports"). This engagement was conducted by a multidisciplinary team including social, environmental and assurance specialists with relevant experience in sustainability reporting.

Subject matter

We have been engaged to provide a limited assurance conclusion in our report on the following selected sustainability information, marked with a '✓' on the relevant pages in the Reports. The selected sustainability information described below have been prepared in accordance with the Group and Company's reporting criteria that accompanies the sustainability information on the relevant pages of the Reports (the accompanying Group and Company reporting criteria).

Nr	Selected Sustainability Information	Unit of Measurement	Boundary	Report and Pages
Employment				
1	Percentage of black employees in: <ul style="list-style-type: none"> • Top management • Senior management 	%	SBSA	 Transformation Report page 16
2	Percentage of women in: <ul style="list-style-type: none"> • Executive management • Senior management 	%	SBG	 ESG report page 69, 74
3	Employee voluntary turnover rate	%	SBG	 ESG report page 77
Human Capital				
4	Percentage of women on the SBG board	%	SBG	 ESG report page 74
5	Percentage of women Chief Executive Officers in Africa Regions	%	SBG	 ESG report page 74
Education				
6	Percentage of black staff who completed SBSA leadership training	%	SBSA	 Transformation Report page 21
Good Governance				
7	Number of regulatory issues assessed for impact in a calendar year	#	SBSA	 ESG report page 22

Nr	Selected Sustainability Information	Unit of Measurement	Boundary	Report and Pages
Financial Inclusion				
8	Number of affordable housing clients where the bank restructured accounts within the reporting period	#	SBSA	 Report to Society page 30  Transformation Report page 26
9	Total number of students who received funding by FEENIX in 2021	#	SBSA	 Report to Society page 12, 16, 78  Transformation Report page 34
Environmental, Sustainability and Climate Change mitigation and adoption				
10	Total number of Equator Principle projects that reached financial close within 2021	#	SBG	 ESG report page 63
11	Total carbon footprint for 2021	tCO ₂ e	SBSA	 Climate-related financial disclosures page 23
12	Energy produced through SBSA renewable energy systems	MWh	SBSA	 Climate-related financial disclosures page 24
Infrastructure				
13	Ratio of green (renewables) versus brown (fossil fuel based) energy projects financed by Standard Bank from 2012 to 2020	%	SBG	 ESG report page 63
Responsible Investment				
14	Alignment with the Use of Proceeds Eligibility Criteria and commitments outlined in the Standard Bank Sustainability Bond Framework.	# and ZAR	SBG	 ESG report page 54, 55
Materiality				
15	Alignment to Global Reporting Initiative (GRI) disclosure guidance 102-46.	Management assertion	SBG	 ESG report page 17

We refer to this information respectively, and collectively, as the “selected sustainability information”.

Your responsibilities

The Directors are responsible for the selection, preparation and presentation of the selected sustainability information in accordance with the accompanying reporting criteria set out at https://www.standardbank.com/static_file/StandardBankGroup/filedownloads/RTS/SBGSelectednonFinancialIndicators2021.pdf

This responsibility includes:

- the identification of stakeholders and stakeholder requirements, material issues, commitments with respect to sustainability performance, and
- the design, implementation and maintenance of internal control relevant to the preparation of the Reports that is free from material misstatement, whether due to fraud or error.

The Directors are also responsible for determining the appropriateness of the measurement and reporting criteria in view of the intended users of the selected sustainability information and for ensuring that those criteria are publicly available to the users of the Reports.

Inherent limitations

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining, calculating, sampling and estimating such information. The absence of a significant body of established practices on which to draw allows for the selection of different but acceptable measurement techniques which can result in materially different measurements and can impact

comparability. Qualitative interpretations of relevance, materiality and the accuracy of data are subject to individual assumptions and judgements. The precision of different measurement techniques may also vary. Furthermore, the nature and methods used to determine such information, as well as the measurement criteria and the precision thereof, may change over time.

In particular, where the information relies on carbon and other emissions conversion factors derived by independent third parties, or internal laboratory results, our assurance work will not include examination of the derivation of those factors and other third party or laboratory information.

Our independence and quality control

We have complied with the independence and other ethical requirements of the Code of Professional Conduct for Registered Auditors, issued by the Independent Regulatory Board for Auditors' (IRBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. The IRBA Code is consistent with the corresponding sections of the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards).

The firm applies the International Standard on Quality Control 1, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our responsibility

Our responsibility is to express a limited assurance conclusion on the selected sustainability information based on the procedures we have performed and the evidence we have obtained. We conducted our assurance engagement in accordance with the International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements other than Audits or Reviews of Historical Financial Information (ISAE 3000 (Revised)), and, in respect of greenhouse gas emissions, International Standard on Assurance Engagements 3410, Assurance Engagements on Greenhouse Gas Statements (ISAE 3410) issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform our engagement to obtain limited assurance about whether the selected sustainability information is free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3000 (Revised), and ISAE 3410, involves assessing the suitability in the circumstances of the Group and Company's use of its reporting criteria as the basis of preparation for the selected sustainability information, assessing the risks of material misstatement of the selected sustainability information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the

selected sustainability information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks. The procedures we performed were based on our professional judgement and included inquiries, observation of processes followed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- interviewed management and senior executives to obtain an understanding of the internal control environment, risk assessment process and information systems relevant to the sustainability reporting process;
- inspected documentation to corroborate the statements of management and senior executives in our interviews;
- tested the processes and systems to generate, collate, aggregate, monitor and report the selected sustainability information;
- performed a controls walkthrough of identified key controls;
- inspected supporting documentation on a sample basis and performed analytical procedures to evaluate the data generation and reporting processes against the reporting criteria;
- evaluated the reasonableness and appropriateness of significant estimates and judgements made by the Directors in the preparation of the selected sustainability information; and
- evaluated whether the selected sustainability information presented in the Reports is consistent with our overall knowledge and experience of sustainability management and performance at the Group and the Company.

The procedures performed in a limited assurance engagement vary in nature and timing and are less in extent than for a reasonable assurance engagement. As a result, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable

assurance opinion about whether the Group and the Company's selected sustainability information have been prepared, in all material respects, in accordance with the accompanying Group and Company's reporting criteria.

Limited assurance conclusion

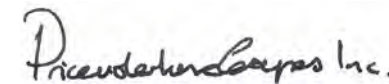
Based on the procedures we have performed and the evidence we have obtained, and subject to the inherent limitations outlined elsewhere in this report, nothing has come to our attention that causes us to believe that the selected sustainability information as set out in the subject matter paragraph above for the year ended 31 December 2021 is not prepared, in all material respects, in accordance with the reporting criteria.

Other matter

The maintenance and integrity of Standard Bank Group Limited's website is the responsibility of Standard Bank Group Limited's Directors. Our procedures did not involve consideration of these matters and, accordingly we accept no responsibility for any changes to either the information in the Report or our independent assurance report that may have occurred since the initial date of presentation on Standard Bank Group Limited's website.

Restriction of liability

Our work has been undertaken to enable us to express a limited assurance conclusion on the selected sustainability information to the Directors of the Group and the Company in accordance with the terms of our engagement, and for no other purpose. We do not accept or assume liability to any party other than the Group and the Company, for our work, for this report, or for the conclusion we have reached.



PricewaterhouseCoopers Inc.
Director: Jayne Mammatt
Registered Auditor
Johannesburg
31 March 2022

About Standard Bank Group (SBG)

Who we are

We are the largest bank in Africa by assets. We are Africa focused, client led and digitally enabled. We provide comprehensive and integrated financial and related solutions to our clients. We drive inclusive growth and sustainable development. Our market capitalisation was R229 billion at 31 December 2021.

**49.8% owned
by international investors**

China (20.1%), USA (12.1%) and UK (1.5%), Namibia (1.4%) comprising the top investor regions.



**50.2% owned
by South Africans**



Industrial and Commercial Bank of China Limited (ICBC), the world's largest bank by assets, is a 20.1% shareholder. Our strategic relationship with ICBC enables us to facilitate investment flows and commercial relationships between China and Africa, to the benefit of African countries. Our second largest shareholder is the Government Employees Pension Fund of South Africa which holds 14.5% of shares.

Where we are

We operate in **20 sub-Saharan African countries**.

We also have operations in Beijing, Dubai, London, New York and Sao Paulo, and offer international financial services from our offices in the Isle of Man, Jersey and Mauritius.

We are headquartered in Johannesburg. Our primary listing is on the Johannesburg Stock Exchange (JSE) in South Africa. We have a secondary listing in Namibia. Subsidiary banks are listed on exchanges in Kenya, Malawi, Namibia, Nigeria and Uganda.



1 143 branches

549 in Africa Regions (AR)[^]



594 in South Africa (SA)^{*}

[^] Includes service centres, customer service trade points, agencies, in-store banking and 'bank at work' sites

^{*} Includes branches, kiosks, bank-on-wheels

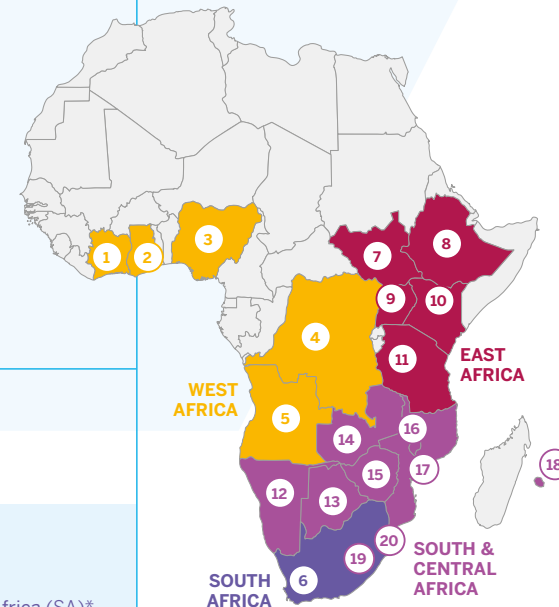


6 600 ATMs

2 412 in Africa Regions



4 188 in South Africa



WEST AFRICA

- 1 Côte d'Ivoire
- 2 Ghana
- 3 Nigeria
- 4 Democratic Republic of Congo (DRC)
- 5 Angola

6 SOUTH AFRICA

EAST AFRICA

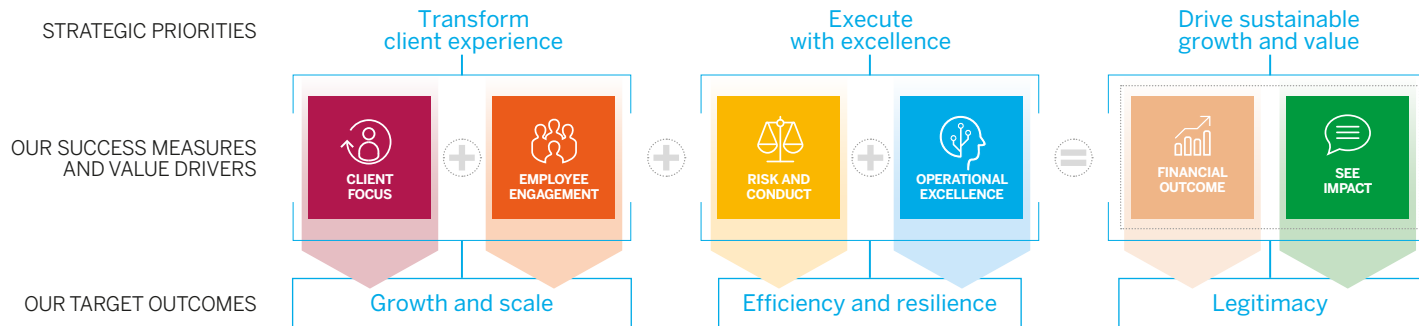
- 7 South Sudan
- 8 Ethiopia (representative office)
- 9 Uganda
- 10 Kenya
- 11 Tanzania

SOUTH & CENTRAL AFRICA

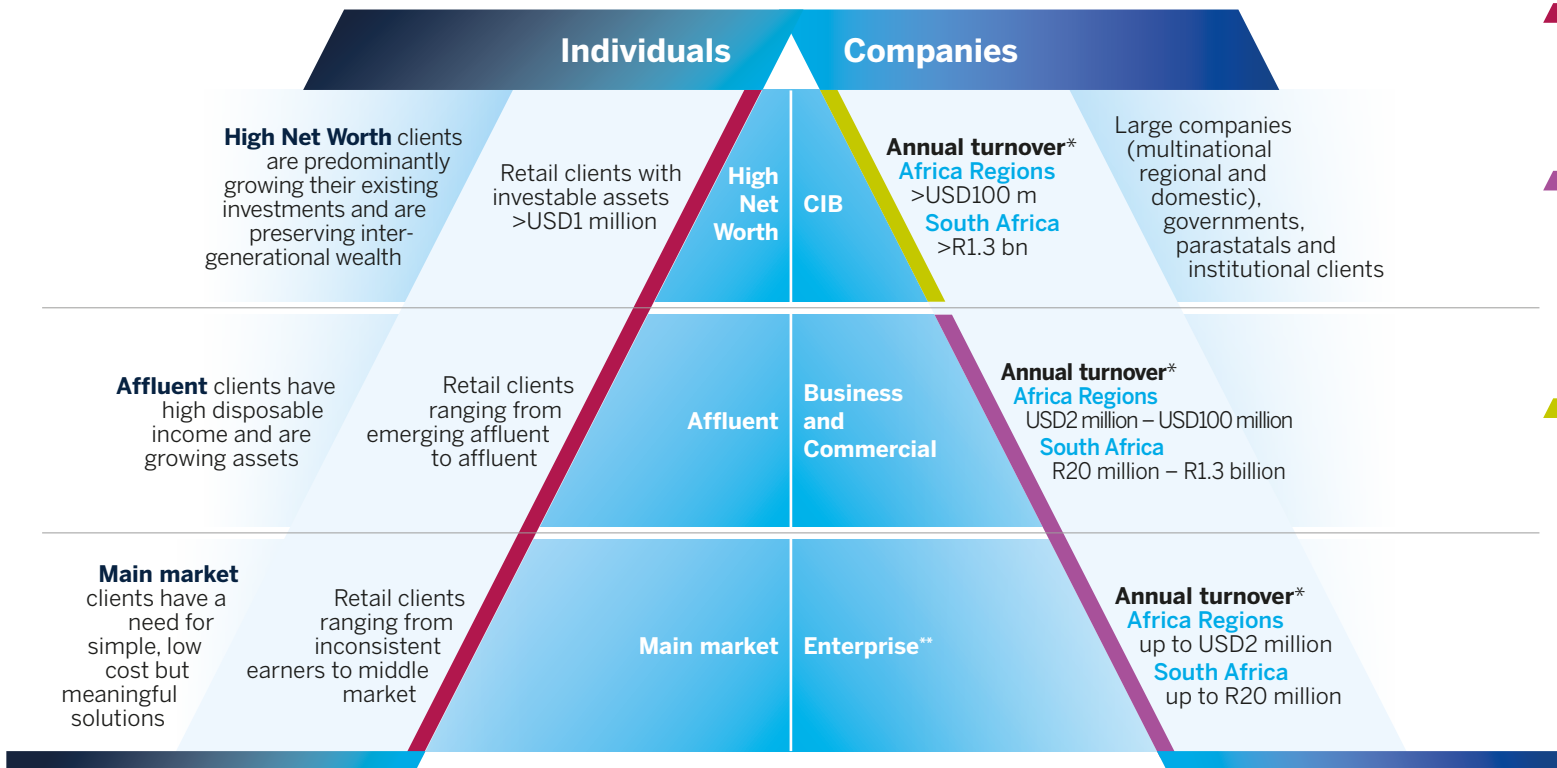
- 12 Namibia
- 13 Botswana
- 14 Zambia
- 15 Zimbabwe
- 16 Malawi
- 17 Mozambique
- 18 Mauritius
- 19 Lesotho
- 20 eSwatini

Our purpose

Africa is our home, we drive her growth



How we organise ourselves



SBG client segments

- Consumer & High Net Worth (CHNW)**
 - In South Africa, 10.2 million active clients; leading market share in mortgages (35%) and credit card (26%)
 - In Africa Regions, 5.5 million active clients
- Business & Commercial Clients (BCC)**
 - Small, medium and large commercial businesses
 - In South Africa, 500 000 active clients, 25% of the market share for BCC clients, and about 20% for enterprises
 - In Africa Regions, 261 000 clients
- Corporate & Investment Banking (CIB)**
 - Large companies, governments, parastatals and institutional clients, in Africa and internationally
 - Portfolio includes sovereign/public sector (32%), financial institutions (21%), consumer (10%), industrials (10%), real estate (10%), power and infrastructure (7%), mining and metals (5%) and oil and gas (5%)

* Indicative levels that may vary based on complexity of client relationship and country dynamics.
** Includes entrepreneurs.



A message from Sim Tshabalala

Chief executive officer, Standard Bank Group

Standard Bank's purpose, *Africa is our home, we drive her growth*, is both a statement of why we exist and a description of what Standard Bankers do every day.

Through our efforts to drive sustainable and inclusive economic growth across 20 African economies, we support businesses to grow and create new jobs, we help individuals to save, invest in their futures and grow their wealth. We partner with governments and the private sector to enable critical infrastructure to be built. In doing so, we help make life better for our fellow Africans, and support the realisation of shared societal goals.

At the same time, we are keenly aware that growth, industrialisation and infrastructure development have the potential to impact negatively on the natural environment. While Africa has not made a significant contribution to global warming, we are

among the most vulnerable to its negative effects. This is one reason why Africa cannot afford to follow the carbon-intensive development path adopted by other parts of the world over the past two hundred years. Another, even more compelling, reason why all of us need to find a much more sustainable path forward is that the planet's climate is indivisible. All Africans, and all of humanity, must contribute to a better future.

The financial sector has a crucial role to play in achieving a just transition, that is, enabling environmental sustainability at the same time as supporting the creation of decent work and social inclusion. As Africa's largest bank, Standard Bank is central to these efforts. We commit to working with African

governments, business and communities to find new ways for African economies to develop and industrialise, and for African communities to prosper, while minimising negative environmental and social impacts where possible. This requires engagement with a wide range of stakeholders with widely diverse perspectives. It requires considered and responsible decision-making. It requires tackling immediate challenges, including energy poverty and lack of access to basic services, while keeping in mind the long-term view and the needs and rights of our children and their children. Difficult trade-offs will have to be made.

Standard Bank is committed to our continent. We are committed to forging a sustainable growth path that benefits both current and future generations. We have embedded the consideration of social, economic and environmental (SEE) impacts into our business strategy and decision-making processes. We take our responsibilities to society and the environment seriously, and we commit to being transparent and accountable for our impacts.

Many of our stakeholders will be familiar with our **seven SEE impact areas**.

IMPACT AREAS



FINANCIAL
INCLUSION



JOB CREATION
AND
ENTERPRISE
GROWTH



SUSTAINABLE
FINANCE AND
CLIMATE
CHANGE



INFRASTRUCTURE



AFRICA TRADE
AND
INVESTMENT



EDUCATION



HEALTH

These are the core areas of our business in which we believe we have the greatest impact on society and the environment, and in which we commit to maximise benefit and minimise harm. We selected these impact areas based on their relevance and alignment with:

- Our core business activities
- The most pressing needs of Africa's people, businesses and economies
- The United National Sustainable Development Goals and the African Union's Agenda 2063
- The urgent imperative to lower carbon emissions to slow climate change, and to support mitigation and adaptation strategies.

This report provides a summary of our impacts across these seven areas during 2021. We are pleased by the strides we have made in extending affordable financial services to previously unbanked or under-served individuals and small enterprises through services such as Instant Money and Unayo. We have worked closely with our clients, both individuals and enterprises, to support them through another difficult year. We've helped African businesses to access international markets, with a focus on China, the continent's largest trade partner. We have partnered with our corporate clients to structure sustainable finance transactions across both performance based and use of proceeds instruments. We've financed renewable energy projects to the value of R2.47 billion, together with R2.19 billion for water infrastructure and R2.09 billion for ports infrastructure, driving economic growth and human development on the continent.

We've invested in the development of liquid natural gas (LNG) in Mozambique and Nigeria. While these investments have been criticised by some environmental and social rights groups, we believe that they form part of Africa's just transition. They will play a constructive and important role in supporting economic and human development in these countries. The necessary steps have been taken, and will continue to be taken, to limit environmental risk and harm as much as possible.

Finally, we've continued to invest in our most valuable asset, our people, through skills development, mental and physical wellbeing programmes, and ongoing support to protect them as much as possible in the context of the ongoing pandemic.

As always, I welcome your feedback.

Sim Tshabalala

Chief Executive Officer, Standard Bank Group

SEE impact in 2021



Financial Inclusion

Ten million active retail clients in South Africa (SA)
5.5 million in Africa Regions (AR)



Digital lending
↑ 40% in SA
↑ 200% in AR



50 000 Instant Money access points across SA



+ 100 000 Unayo digital accounts across Botswana, Eswatini, Kenya, Malawi



+ 1.6 million MyMo accounts in SA



+ 8 000 small-scale traders using Trader Direct in Lesotho, Zambia, Kenya and Côte d'Ivoire



R5 billion new affordable home loans in SA



+11 000 participants in Financial Fitness webinars and **+4 000** in Leadership Academies across Africa

Job creation and enterprise growth



500 000 active Business and Commercial Clients in South Africa, **492 000** in Africa Regions



>53 000 SMEs used MyMo Biz



38 African start-ups supported through partnership with Founders Factory



1 850 beneficiary organisations used OneFarm Share platform



OneHub had **559** users across **370** clients



Sustainable finance and climate change



14 sustainable finance loan facilities to the value of R16.2 billion, and **8** sustainability finance bonds, to the value of R5.8 billion



Helped clients to transition **321** sites to green energy solutions



Helped **95** green energy solution providers grow their businesses.



📍 Infrastructure



R2.47 billion invested in renewable energy



R616 million invested in LNG



R2.19 billion invested in water infrastructure.



📍 African trade and investment



Trade finance for **+47 000** African businesses



R3 billion in logistics and trade financing for +100 clients through Trade Suite in SA



R46 billion in cross-border payments (excl. SA)



Matched **102** export businesses from **11** countries to Chinese importers.



📍 Education



R21 million disbursed through Feenix, supporting **587** students



R738 million on employee development



116 medical students accessed collateral free loans



CSI funding of **R72.4 million** in SA and **USD1.1 million** in AR for education programmes.



📍 Health



CSI funding of **R8 million** to improve public access to Covid vaccinations in SA



CSI funding of **R67.9 million** on humanitarian relief in SA






CSI funding of **USD1.7 million** on **health related** programmes in AR.



Standard Bank's SEE impact areas

To achieve our purpose, to drive Africa's growth, we have defined seven impact areas linked to our core business activities. We are working to improve financial inclusion; support business growth and employment creation; enable the development of critical public infrastructure, including energy, water, transport and telecommunications infrastructure; facilitate trade; support improved education and health outcomes; and address energy poverty while striving to reduce carbon emissions in line with global climate agreements.

To guide our decisions and activities in each of these areas, we engage closely with our clients, regulators and other stakeholders to ensure we understand their priorities, expectations and challenges, and to create and deliver solutions to address these.

SEE IMPACT AREA	OUR SUSTAINABILITY PRIORITIES	OUR 2021 IMPACTS
 <p>Financial inclusion</p>  	<p>Accessible and affordable digital solutions for under-banked and unbanked individuals, entrepreneurs and small businesses.</p>	<p>Enabled people and enterprises to access financial products and services</p> <ul style="list-style-type: none"> • Ten million active retail clients in South Africa • Increased digitally active clients and digital transaction volumes: digital lending up 40% in South Africa and 200% in Africa Regions; Instant Money access points up from 15 000 to 50 000, with 16% growth; over 100 000 people use Unayo digital accounts and over 1.6 million clients use MyMo • Over 8 000 small-scale traders used Trader Direct. <p>Facilitated access to safe and affordable housing</p> <ul style="list-style-type: none"> • Affordable home loans book of R29.3 billion • Almost R5 billion of new affordable home loans registered in South Africa in 2021. <p>Supported financial literacy</p> <ul style="list-style-type: none"> • Reached millions of South Africans through WalletWise campaigns on TV, radio and social media • Over 11 000 people participated in Financial Fitness webinars and over 4 000 people participated in Leadership Academies.

SEE IMPACT AREA

OUR SUSTAINABILITY PRIORITIES

OUR 2021 IMPACTS



Job creation and enterprise growth



Improve access to a wide range of financial services for small enterprises, and support small enterprises to access value chains and markets.

Supported SME growth

- Almost 53 000 SMEs use our MyMo Biz account
- In South Africa, lent R140 million to 700 SMEs that would not normally qualify for a commercial bank loan under traditional scoring rules, sustaining 1 357 jobs
- Supported 38 startups through our partnership with Founders Factory Africa
- In South Africa, our OneFarm Share platform grew to 1 850 beneficiary organisations and 126 contributors, 75 of whom are emerging farmers, increasing access to market and improving food security
- Launched OneHub, a business-to-business marketplace, with 559 corporate users across 370 clients and 28 partner users
- Partnered with SME clients impacted by Covid-19 across Africa and by social unrest in South Africa.



Sustainable finance and climate change



Support Africa's transition to a lower carbon economy, partner with clients to enable mitigation of climate change impacts, and improve access to reliable and sustainable energy sources.

Target: Mobilise a cumulative amount of R250 billion to R300 billion for sustainable finance by 2026.

Baseline: 2020 sustainable finance gross origination of R13.5 billion.

Enabled people and enterprises to access sustainable finance products, ESG-linked investing and green energy solutions

- Provided 14 sustainable finance loan facilities to the value of R16.2 billion, and arranged eight sustainability finance bonds, to the value of R5.8 billion
- Rolled out the PowerPulse digital platform to help clients source green energy solutions, supporting clients to transition 321 sites to more sustainable operations and partnered with 95 green energy solution providers to grow their businesses
- Supported ten small-scale embedded generation independent power producers to start their asset portfolios
- Provided clients with ESG-linked investing options through Melville Douglas discretionary managed responsible portfolios and Global Impact Fund.

SEE IMPACT AREA

OUR SUSTAINABILITY PRIORITIES

OUR 2021 IMPACTS



Infrastructure



Invest in energy, water, transport and telecommunications infrastructure to facilitate economic growth and create opportunities for job creation and human development.

Target: By end of 2024, provide an additional R50 billion financing for renewable energy power plants and underwrite financing of additional R15 billion (as part of the overall sustainable finance target).

Supported infrastructure development

- Investment in renewable energy – R2.47 billion
- Investment in LNG – R616 million
- Investment in water infrastructure – R2.19 billion
- Investment in port infrastructure – R2.09 billion

Partnered with clients to ensure project level environmental and social risks are appropriately managed.



Africa trade and investment



Provide clients with trade solutions to enable optimal international trade and minimise logistical challenges, and facilitate relationships between importers and exporters.

Facilitated trade and investment flows between African countries and with key global markets

- Provided over 47 000 African businesses with trade finance solutions
- Assisted over 100 clients with logistics and trade financing needs to the value of almost R3 billion through Trade Suite in South Africa.

Facilitated cross-border payments in the Africa-China corridor in 2021

- R46 billion cross-border payments, excluding South Africa, an increase of 40% in value and 33% in volume.

Matched 102 export businesses from 11 countries to Chinese importers via virtual matchmaking sessions.

SEE IMPACT AREA

OUR SUSTAINABILITY PRIORITIES

OUR 2021 IMPACTS



Education



Support access to quality education and training to enable Africa's people to thrive in a digitised world through innovative financial solutions.

Provided tailored financial solutions to students and educational institutions

- Partnered with FinTechs to deliver solutions including Fastcomm, for digitised Covid screening; Sorted, for cash-free campuses; and WaFunda, for financial literacy tailored for students.

Improved access to student finance

- Disbursed R21 million through Feenix, supporting 587✓ students
- Assisted 116 medical students with loans totalling R16.5 million, through partnerships with Discovery Foundation and Stellenbosch University.

Invested in employee skills development

- Invested R738 million in employee development across the group.

Supported access to education through corporate social investment (CSI) programmes

- Invested R72.4 million in CSI programmes in South Africa and USD1.1 million in Africa Regions to improve access to quality education.



Health



Invest in our employee's health, safety and wellbeing, finance healthcare providers, and develop health-related infrastructure in Africa.

Financed healthcare providers and the development of health-related infrastructure

- Enabled expansion of world-class health facilities in Namibia and South Africa.

Supported employee health and wellbeing

- Spent R252 per employee on employee assistance programmes
- Supported employees to access Covid-19 vaccinations across our countries of operation.

Supported access to healthcare through CSI investment

- R8 million invested in CSI programmes improve public access to Covid vaccinations in South Africa
- R67.9 million on humanitarian relief including food aid to communities impacted by social unrest and natural disasters in South Africa
- USD1.7 million on health-related CSI spending in Africa Regions.

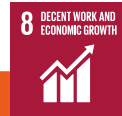


FINANCIAL INCLUSION

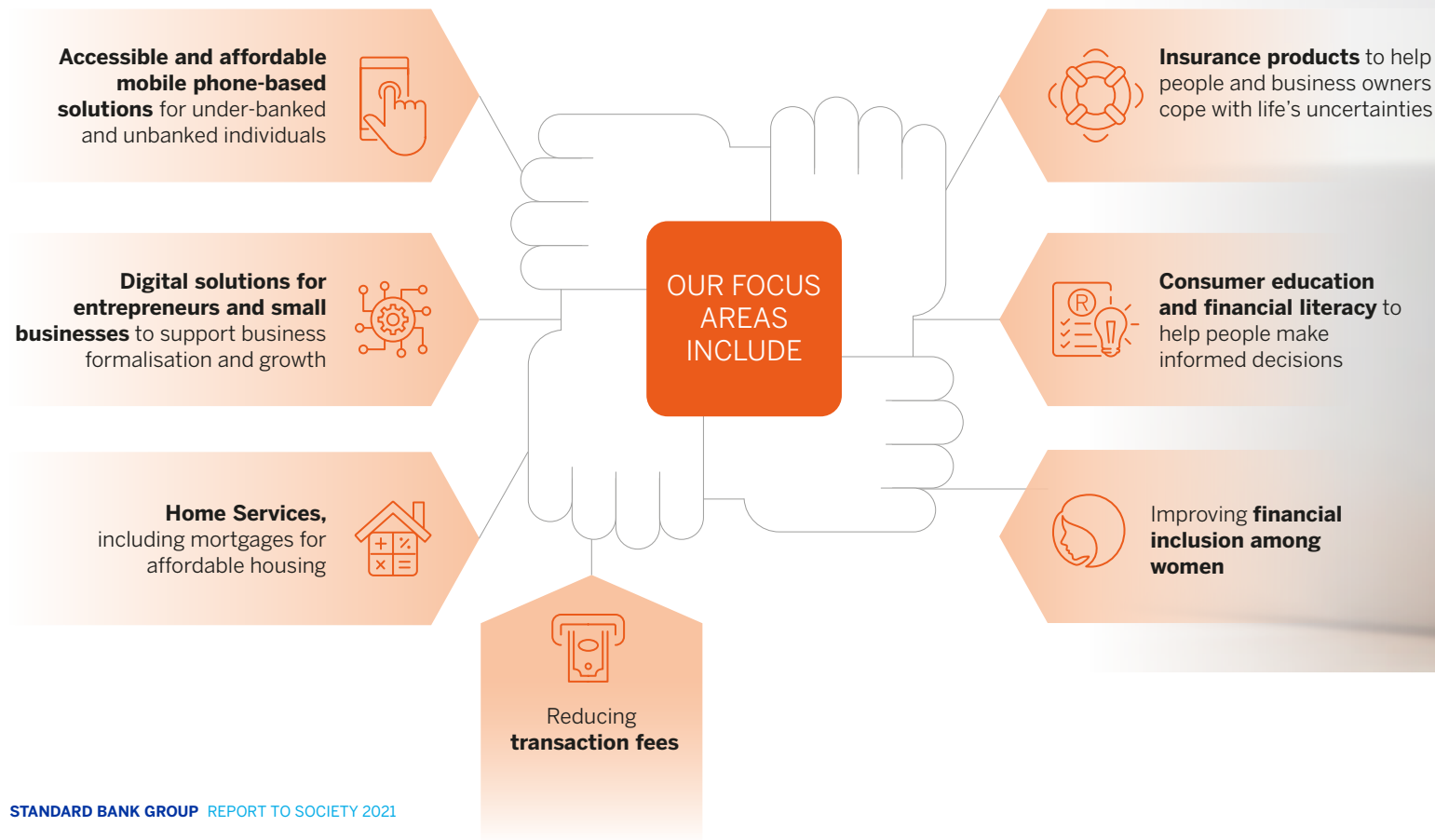




Financial inclusion



Financial inclusion supports economic and human development and reduces inequality. Standard Bank enables individuals, entrepreneurs and small enterprises to access relevant and affordable financial products and services, including payments, savings, credit and insurance, enabling them to transact conveniently and cost-effectively, save and plan for the future, and deal with unexpected emergencies.





Our impact in 2021

92% of sales and services to the enterprise segment were enabled remotely



40% increase in **digital lending in South Africa**, 200% increase in **Africa Regions**



New affordable home loans registered in South Africa to the value of almost R5 billion



Over 100 million individuals reached through **WalletWise financial literacy programme** in South Africa



Over 11 000 people participated in **Financial Fitness webinars** and over 4 000 people participated in **Leadership Academies**



Over 100 000 people are using an **Unayo** digital account



Over 8 000 small-scale traders used **Trader Direct**



We **increased Instant Money access points** from 15 000 in 2020 to 50 000 in 2021, growing our customer base by 16%.





Accessible and affordable mobile phone-based solutions

Barriers to financial services access include access to branch services, access to smart phone technology, and the cost of transactions. We are committed to improving access to and the affordability of financial services, including through digital products and services that are accessible without a bank account or a smart phone.

Our mobile phone-based solutions enable our customers to transact efficiently, safely and conveniently.

Examples include:

INSTANT MONEY™

in South Africa



MYMO

in South Africa



unayo®

in Botswana, Eswatini, Kenya, Malawi





INSTANT MONEY™

Instant Money, South Africa



In **South Africa**, Standard Bank's **Instant Money** transfer service enables customers to send cash to anyone in South Africa with a cellphone number. Beneficiaries can redeem money transfers at over 50 000 locations at major retailers and selected spaza shops around the country, or at any of the bank's ATMs. Our partnership with OTT Collect, offers shop owners the opportunity to increase their revenue by selling Instant Money voucher redemptions, substantially increasing the number of Instant Money access points.

Customers can store their vouchers, at no charge, and only cash the money they need in the Instant Money Wallet. This pay-as-you-transact solution includes prepaid services like airtime, data and electricity, and free wallet to wallet transactions.

Total value of send transactions processed per annum:
R26 billion
(up from R21 billion in 2020)

Number of Access points:
50 000
(up from 15 000 in 2020)

Customer base
growing at 16% year-on-year

Average number of new Instant Money wallet monthly users:
20 000

The **Instant Money Bulk Payments** solution allows businesses of any size to disburse funds through the Instant Money platform to employees and suppliers in real time. Recipients don't need a bank account and can collect their funds at their convenience. Clients can make multiple payments to several recipients in one go and set future-dated payments to process automatically.

Growth in user transactions:
>100% year-on-year



"Our Instant Money platform is a powerful way to widen access to the financial system as it allows cash to be transferred more efficiently, securely and economically than ever before. Whether in rural areas or city centres, money can be sent or received."

Ethel Nyembe
Head Card and Payments, Standard Bank



Unayo®



Standard Bank is committed to empowering unbanked communities and emerging economies across Africa. We've launched **Unayo** as a global platform for all of Africa's people, designed to drive financial inclusion. Unayo, or 'you have it', combines the simplicity of mobile money with the sophistication of a bank account, using technology to disrupt both ecosystems. Customers can create a profile, sign up in minutes, and start banking in seconds on USSD or via the Unayo App.

103 511 registered users

8 669 registered merchants

Available in four countries
– **Botswana, Eswatini, Kenya, Malawi**

Over R25 million in aid disbursed to beneficiaries across the four countries

Almost R12 million paid to interns on behalf of one of Botswana's government departments

Integration of Unayo with the local Stanbic ATM network available in Eswatini and Botswana

Value-Added Services (VAS) launched in Malawi (airtime and electricity) and Botswana (airtime)

Local language option (Chichewa) deployed in Malawi, others to follow soon

Key features of Unayo

- Users can transact anywhere, securely, swiftly and simply, from their mobile phone
- No geographical restrictions and no need to present documentation or undergo a paper-bound KYC process
- Caters for salaried individuals, cross border payments, traders and donor organisations
- Primarily supported by USSD (accessible without a smartphone)
- Enhanced features available for smartphone users, via the app (e.g. facial recognition)
- Transactions are free or attract nominal charges
- Users can scan-to-pay, send money and make payments across borders. They can also create payment vouchers, receive disbursements from donor organisations, and do day-to-day banking including cash-ins and cash-outs.
- Anyone can become an Unayo merchant, as a business or an individual, providing an opportunity to earn income
- The Assisted Services capability allows Unayo users to on-board other members in their communities and earn a commission for doing so
- Receivers and holders of funds can create society and shared savings schemes – supporting the development of a savings and investing culture
- Enables management of funds and participants of collective funding in one place, from one profile, in a simple and understandable manner and without data restrictions.

“Unayo connects traders, small businesses, communities, entrepreneurs, buyers, sellers, you and me. It has unlimited capacity to add features and services to the solution that are not determined by us as Standard Bank, but by the users of the platform themselves. This underlying technology means that users can be the custodians of their preferences and tailor the platform for their unique needs.”

Wally Fisher

Head, Unayo, Standard Bank Group



MyMo

MyMo is a low-cost transactional account which can be opened online. It was launched in 2019.

Over 1.6 million clients
with a total client balance of
R3.8 billion by the
end of 2021

up from 659 000 clients
with a balance of R1.3 billion
in 2020

GET A MYMO
ACCOUNT FOR
JUST R4.95
PER MONTH

FREE
UNLIMITED
CARD SWIPES.
NO DOCUMENTS
REQUIRED.
BANK IMMEDIATELY.

OPEN A MYMO
ACCOUNT
ON OUR APP

Standard Bank **IT CAN BE.**

Khonde Savings Account, Malawi

Stanbic Bank Malawi's **Khonde Savings Account** is tailored for registered village banks, to support secure and convenient saving and lending. It includes the option of a life insurance pay-out of K200 000 (R3 920) in the event of death or permanent disability for every village bank member with a maximum of 20 members.



Life insurance is optional to registered village banks at a monthly premium of K8 000 (R157). Alternatively, clients can opt for a basic offering without life assurance, and benefit from having no monthly service fee.



Group members can **use digital channels to view transactions** on the account.



The account provides village banks with **free access to Stanbic Bank's online platform**, enabling 24/7 online transactions.



Interest is paid monthly and is calculated at the annual rate of 5% of the account balance at the end of each month.



Reducing transaction fees

We have taken a range of measures to make it easier and cheaper for our customers to access banking services.



1

In South Africa, **we reduced ATM cash withdrawal fees and reduced the Saswitch fee** (a fee for drawing money from other banks' ATMs). This enables our clients to access a much wider range of ATM cash points, where they can withdraw cash for a flat fee of R10 per R1 000 drawn. We estimate that our clients saved R101 million in cash withdrawal fees in 2021.



2

We made banking more affordable for businesses in 2021 by reducing our electronic account payment fee and card purchase fee. We removed the minimum monthly service fee on our business current account and removed the fee for inter-account transfers on digital channels.



3

We partnered with Pick n Pay to provide in-store bank branches at selected Pick n Pay stores, improving access and convenience for our clients.



4

We are expanding our reach by partnering with retailers, bringing our services to where our customers shop. **Our customers can make use of the bank's wide retail partner network to make withdrawals** from Pick n Pay, Builders, Cambridge Food, Checkers and Spar.





Digital solutions for entrepreneurs and small businesses

We aim to support the growth of small enterprises and small-scale traders, including those in the informal sector, with convenient and affordable financial services that suit their needs.

Solutions for small-scale traders

nomanini

Nomanini is a FinTech dedicated to empowering small-scale traders in the informal sector, by connecting them to financial service providers and fast-moving consumer goods companies. Standard Bank's strategic partnership with Nomanini enables us to provide banking and non-banking services to these small traders, without requiring them to open a traditional bank account or visit a bank branch. Our solution, **Trader Direct**, operates on the Nomanini platform. It

enables the sale of virtual stock, reporting of virtual stock sales and application for and provision of stock advance loans on both physical and virtual stock.

Trader Direct improves access to working capital for small traders and enables traders whose businesses are mainly cash-based to build up credit profiles and qualify for advances to support the growth of their businesses. It further supports them by reducing some of the challenges they face, such as having to close their

stores to top-up their digital product wallets; or use micro-lenders at high interest rates when they experience cash flow constraints. As their credit profiles improve, they can access an increased level of stock advances and further broaden their stock holding.

Over 8 000 small-scale traders using **Trader Direct** in **Lesotho, Zambia, Kenya and Côte d'Ivoire**

Enabled over 21.4 million consumer-facing transactions worth USD9.2 million, **comprising sales of airtime, electricity and pay TV**

Provided 42 000 stock advances valued at USD2 million, **without the need of a bank account**

"Trader Direct has really helped in terms of much better commission and faster services for printing airtime and electricity. I get loans very easily and I'm looking forward to more products from Trader Direct."

Leisanyane Motsoene

Owner, Kasi Shop, Trader Direct Customer, Lesotho.

In 2020, Nomanini, Standard Bank and Nestlé (Eastern and Southern Africa Region) came together to implement a digital stock financing solution, advancing payments from traders to the fast moving consumer goods sector and their distributors.

This enables traders whose businesses are mainly cash-based to build up credit profiles and qualify for stock advances at fixed rates.

The solution lowers financing costs and improves business efficiencies for both traders and FMCG suppliers. In addition, it automates sales transactions, invoice tracking and payment, from initiation to completion.

Traders can buy stock directly from Nestlé under competitive transaction terms offered by Standard Bank.



Behavioural scoring to improve access to funding

Small businesses often struggle to provide the documentation required by traditional lending appraisal processes (such as audited financial reports, for example), and tend to have limited assets to pledge for collateral. Standard Bank is using technological solutions to solve these challenges, with the introduction of behavioural scoring methodologies in many of our countries of operation. **For example**



In **Lesotho, Zambia and Côte d'Ivoire**, our **Trader Direct solution** enables informal sector retail traders to apply for stock advances in the form of virtual stock (for example, airtime) and physical stock (such as consumer packaged goods). Traders receive Android devices through which they can sell airtime, pre-paid electricity and pay TV services. We analyse 30 days of transactional and behavioural trading data, derived from the way in which the traders sell these products to their customers and how they utilise the Android device. This provides us with appropriate information to make stock advance decisions. These advances are provided in near real-time and digitally, helping traders to minimise the adverse impact to their business created by stock shortfalls and the need to close their shop to restock.



In **Uganda**, we score approximately 3 000 SMEs monthly using our behavioural scoring model. We inform the SMEs of the availability of a pre-approved Smart Loan offer, for loans of UGX350 000 to UGX100 million (R1 500 to R450 000), making it easier for them to access finance without extensive documentation.



In **Kenya**, **Mjeki** supply chain finance enables agents and distributors to get short-term credit to meet their working capital cycles. In 2021, we disbursed 402 loans worth KES 767 million (R103 million).



In **South Africa**, we are piloting the **SME Health Score** scoring model, which incorporates data sources such as movement and sentiment data, together with bank data, into a credit score for SMEs, allowing us to expand our lending offering. We have granted over 1 000 loans to more than 800 small businesses that would not typically have qualified under traditional credit scoring.



“Curating this ecosystem means that our traders generate additional revenue and new revenue streams through the partnerships we create and nurture. These traders make up the bulk of economic activity on the continent and supporting them is crucial in driving Africa’s economic growth. Providing working capital and stock advances by using non-traditional banking data and leveraging our FMCG and FinTech partnerships are just some of the many ways we are supporting these traders in growing, managing and connecting their businesses.”

Sameer Jooma

Executive, Trader Ecosystem Lead,
Standard Bank Group



“Small businesses feed communities and educate families across Africa. We are making a significant and growing contribution to supporting these businesses. Traders are amazing entrepreneurs and we’re working with them to grow their businesses in innovative ways.”

Brett Matthew

Trader Direct Platform Lead,
Standard Bank Group



SimplyBlu

Our **SimplyBlu** offering enables small businesses to create a digital presence and access online customers. It includes no-code website building features, allowing business owners to customise their online store with built-in themes and templates, as well as e-invoicing services, and various online payment options powered by MasterCard Payment Gateway Services. It also offers free Google Ads to the value of R500 for first-time signups, helping businesses to attract more customers and drive traffic to their online stores. Since the outbreak of the Covid-19 pandemic in March 2020, the SimplyBlu platform has seen over 100% growth.

KYC on the Go

Standard Bank won Celent's Model Risk Manager 2021 Award for our **KYC on the Go App**, which is enabled by the Microsoft Power Apps platform. The award recognises the use of technology and innovation to address risk and create business benefits. The app enables small business clients to upload documents digitally using a smartphone, tablet or computer. The app assigns these documents to the client's file and digitally stores them in the bank's database. It is available in eight of our Africa Regions markets, where it was used in 50% of new account openings across 500 branches in 2021. It can be downloaded from the Google Play Store and the App Store.

Enterprise Direct in South Africa

Enterprise Direct Banking centres offer our clients direct digital access to a team of business bankers and specialists, without the need to visit a branch. We also cater for clients who prefer to use the branch network, by providing Enterprise Direct Banking personnel at key locations, to support clients face-to-face for clients who prefer this option. All Enterprise Direct Banking employees have the relevant virtual capability and can access a range of specialists, enabling them to provide a one-stop service for clients through a single point of interaction. 90% of all client needs can be met virtually, including virtual onboarding, virtual authentication and virtual signing arrangements.





Improving financial inclusion among women

Empowering women in the economy and closing gender gaps in the world of work are key to achieving the 2030 Agenda for Sustainable Development and reducing inequality. As a signatory to the UN [Women Empowerment Principles](#), Standard Bank commits to advancing gender equality and women empowerment in the workplace, marketplace and community.

One of the ways we do this is through products and services tailored to meet the needs of women business owners. Another is through the African Women Impact Fund, which aims to improve representation of women in the fields of finance and investment.

Accounts tailored for women business owners



Stanbic Bank Zambia launched **Anakazi Banking** in 2017 to empower women entrepreneurs.

The solution aims to reduce gender equality by giving women increased access to capital and capacity building through education and business mentorship. Options include accounts linked to children's savings products, health and education, as well as life cover policies.



Nigeria's **Blue Blossom** account caters for women in business with a special focus on small- and medium-scale businesses that are at least 50% women-owned.

By making it easier for women-owned businesses to access finance, we aim to support women's economic empowerment, in line with the Central Bank of Nigeria's Sustainable Banking Principles. The account offers a zero current account maintenance fee, access to loan facilities at highly competitive rates, and business clinic sessions, through which account holders can access informative programs and training to help them grow their businesses.



In Kenya, **DADA by Stanbic Bank** aims to provide customised financial solutions and support to enable women to learn,

connect and grow in all aspects of life. Services include transactional banking; loans for individuals, chamas and businesses; insurance; and savings, investment and retirement solutions. Non-financial services include access to information sessions, financial literacy training, networking opportunities, mentorship sessions and wellness clinics.

Women with no banking history are able to use Mpesa and SACCO statements as documentation to apply for loans. DADA is accessible on the bank's digital and mobile channels, and accounts can be opened online.

Over 2 000 women entrepreneurs
have participated in training programmes and webinars since 2017.

Over 2.2 million women
have participated in Anakazi Online conversations, launched to provide support for the bank's clients during the Covid-19 pandemic.



African Women Impact Fund

The **African Women Impact Fund (AWIF)**, an initiative of the UN Economic Commission for Africa (UNECA) and its partners, was established in collaboration with Standard Bank in 2020. The AWIF aims to accelerate the financial inclusion of women in Africa and address the significant under-representation of women in the fields of finance and investment. The African Women Impact Fund Foundation, established by Standard Bank Offshore Trust Company, Jersey Limited, secures donations from international donors, and provides support to the AWIF

initiative by providing capital technical assistance and operational support to the female fund managers through structured development programmes. The AWIF aims to raise up to USD1 billion over ten years for women fund managers who, in turn, will invest in high-impact businesses and projects across Africa. Fund managers are selected to be part of AWIF through a rigorous investment and operations due diligence process overseen by Stanlib Multi-Manager.

In 2021, Standard Bank launched a Gender Lens Investing webinar series, to mobilise fundraising for the AWIF. The webinar series is curated alongside Goldman Sachs, our shortlisted fund manager, and African Business Magazine. Our target audience includes pension funds, asset managers, development finance institutions and banks.

AWIF is anchored on the following pillars:



Create opportunities for capable women

asset managers focused on investing in Africa



Provide capital to develop track records,

accelerate fundraising and increase scale



Provide technical assistance to

accelerate the fund management learning curve, and to support growth and expansion



Focus on sustainability and scalability of the platform.



Home services

Affordable housing, South Africa



In South Africa, the Financial Services Code requires banks to provide **affordable housing** for consumers who earn a gross income between R3 500 and R26 100. Standard Bank works closely with the National Department of Human Settlements, National Housing Finance Corporation and the provincial housing departments to help our customers access the Finance Linked Individual Subsidy Programme (FLISP) offered by the government. The programme targets the 'gap market', households earning between R3 501 and R22 000. These families find it hard to qualify for housing finance, as their income is regarded as too low for traditional mortgage finance from banks, but too high to qualify for the government free basic housing subsidy scheme. Qualifying households can access a FLISP subsidy, ranging between R27 960 and R121 626, depending on the applicant's monthly income.

Standard Bank offers our affordable housing mortgage customers **training** to help manage their home ownership obligations. Training is provided by external service providers and funded by the bank. While training is usually offered via e-learning, online or in-classroom, Covid-19 restrictions required all training to be online or on the e-learning platform during most of 2020/2021.

SBSA Affordable Housing Loan Book:
R29.3 billion

Number of affordable housing loans on our books:
96 680

R5 billion lent to new affordable housing mortgage customers in 2021

30%
market share of the affordable housing mortgage sector

1 285 customers
participated in training sessions

Affordable home loans customers accessing loan restructuring/payment holidays:

5 411✓

Customers who defaulted:
8.4%

Keeping people in their homes

We actively engage with our customers to try to identify and support those requiring assistance. We also have multiple channels for customers to request assistance, including via the Standard Bank app, and via internet banking. We communicate with and encourage distressed customers to make use of rehabilitation options.

Distressed customers have the option of entering debt review. We work closely with these customers' nominated debt counsellors to reach a payment arrangement that is workable for the individual customer. We may offer various measures to assist the customer, including rate concessions, reduced instalments and term extensions. Where the customer has taken additional strain once entering debt review, an industry process has been established to try to assist the customer. This includes solving for short term distress in the form of payment holidays. If these options are not successful, we offer our customers assisted sales.

If neither debt review nor an assisted sale is successful, and the loan is in default, we enter into legal proceedings toward a sale in execution (SIE). This is always a last resort for the bank. The SIE process typically takes around 29 months.



Insurance products for individuals and business owners

Standard Insurance Limited provides bespoke services for targeted client groups. In line with our commitment to support financial inclusion and make insurance more relevant and accessible to a wider market, we aim to ensure that our offerings are affordable and easy to understand.

Examples include



Business insurance tailored for SME clients. Customers can select the level of cover they can afford, without worrying about being penalised in the event of a claim. Customers are also rewarded with cashback after two claim-free years.



Legal insurance to ensure customers can access legal resources and advice, access to justice and remedy in law when the need arises.



A motor vehicle insurance app, which allows new customers to purchase motor insurance digitally, and existing customers to register motor and building claims using the app. The app enables customers to take a driving test and earn preferential discounts on their premiums on passing the test. Over 21 000 customers have downloaded the app, and almost 1 000 clients have used the drivers' test capability.



Standard Bank's Flexible Funeral Plan allows clients to choose the type and level of cover they require. Individuals can choose their level of benefits, and can cover up to 20 family and extended family members. They can also opt for additional benefits for the main insured and spouse at an additional premium. By the end of 2021, over 1 million customers were using the plan.



Consumer education and financial literacy

Consumer education and financial literacy initiatives help equip people to manage their finances by supporting careful budgeting, debt management, saving and planning for the future. Standard Bank participates in consumer education initiatives and financial literacy initiatives in all the countries in which we operate.



Financial Fitness Academy

Standard Bank's Financial Fitness Academy, established in 2017, offers seminars and webinars by financial experts, teaching individuals how to best manage their finances and navigate their financial journey. We aim to create awareness of holistic financial principles encompassing concepts from debt management through to wealth creation for individuals. By sharing relevant financial insights, we aim to create an engaging platform where individuals are provided with an opportunity to consider their personal financial goals and to identify gaps in their financial journey. Each seminar is an opportunity for individuals to identify their personal financial needs and to partner with Standard Bank Group to achieve them.

We offer three modules, each of which is designed to meet specific needs:

- **Financial fitness sessions** – the foundational academy suitable for all adults, focusing on spending, saving, insuring, investing and leaving a legacy
- **Financial fitness master class** – panel discussion and Q&A on specific topics including managing debt, investing, insurance, retirement planning, wills and trusts, and international diversification
- **Financial fitness for kids** – four fun and interactive modules of 25–30 minutes each for children aged six to ten years. These online engagements introduce the basic financial principles to children in a fun, informative and memorable way.

134 Financial Fitness webinars for employees and clients across

14 countries, with over 11 000 participants

- **Financial Fitness sessions:** 92 interactive webinars, 8 654 participants
- **Masterclasses:** 18 webinars, 981 participants
- **Financial fitness for kids:** 24 webinars, 1 480 families

Leadership Academies

Standard Bank's Leadership Academies, established in 2014, aim to empower the families of our Wealth and Investment clients with information on the principles of leadership, social entrepreneurship, investing and financial planning. Previously hosted live, these sessions are now delivered via video format housed on the Standard Bank YouTube page. The sessions target specific age groups with the following academies available:

- **Junior Leaders (10–12 years):** starting the conversation around money, challenges of making money, the importance of starting to save and invest early and what it means to spend wisely
- **Young Leaders (13–17 years):** basics of financial management and exposure to the fundamentals of investing.
- **Future Leaders (18–24 years):** deepening understanding of the principles and practical applications of creating, managing and growing wealth.
- **Women's Wealth Academy (25+ years):** insights into the global macroeconomic environment, investing 101, demystifying financial jargon and defining your personal financial roadmap.

3 Leadership Academies

Over 4 000 views on YouTube



WalletWise, South Africa



In **South Africa**, all financial institutions have a regulatory obligation to provide financial literacy training. Standard Bank's programme, WalletWise, aims to help people use financial services effectively and affordably by providing information about financial products and services and raising awareness of digital platforms and how to use them. The programme targets those with a household income of less than R15 000 per month, and

includes content tailored for young people, small enterprises and people without formal bank accounts, with a focus on rural and non-metro areas. WalletWise raises awareness through edutainment, using print and digital media, social media, radio and television, community outreach, and in-branch training in selected communities. Content is provided in nine of South Africa's official languages.

WalletWise includes financial literacy and basic business skills training for **startups and small businesses**. We aim to educate and empower small businesses in low-income areas through online training and mentoring. We run two Consumer Education for Business programmes: the Start-up programme, and the Business Growth programme. **80** small businesses from previously disadvantaged communities in four provinces participated in 2021.



63 million people reached **via television campaigns**

20.5 million people reached **via radio campaigns**

200 000 unique visits **to WalletWise website**

48 million individual **users reached through social media (FaceBook, Twitter, Instagram)**

190 000 information packs **distributed**



JOB CREATION AND ENTERPRISE GROWTH



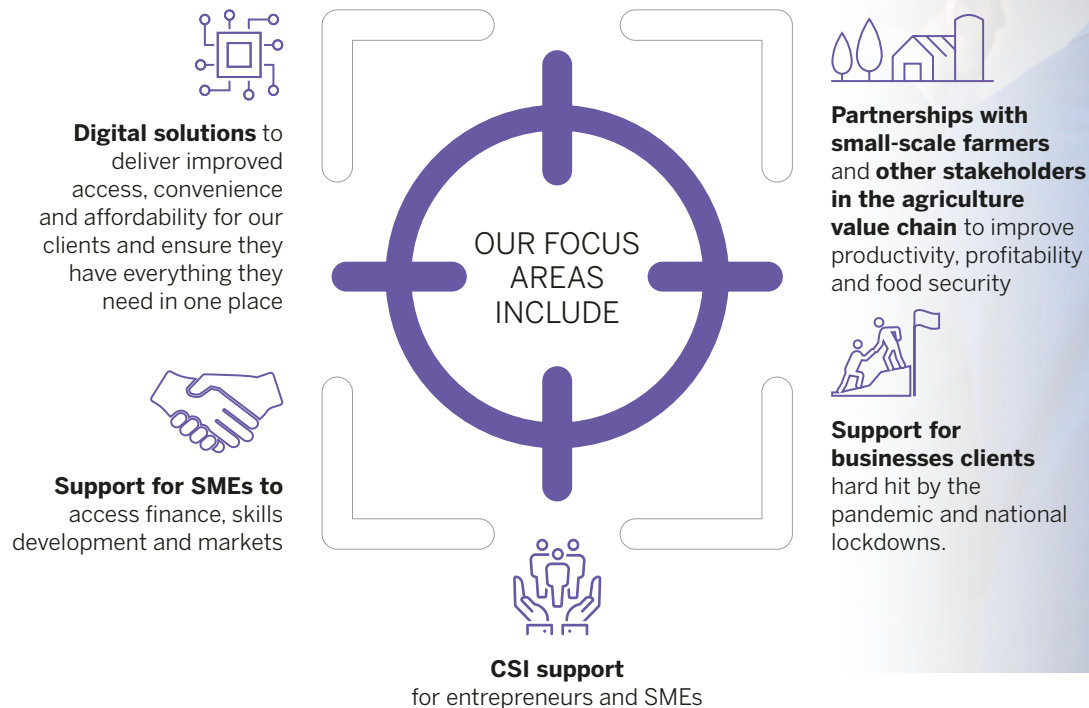


Job creation and enterprise growth



We work with our clients, from micro-enterprises to large corporations, to support their growth and sustainability. We take the time to understand their challenges, priorities and aspirations, and design solutions to support their individual needs.

This includes improving access to a wide range of financial services for small enterprises; and supporting small enterprises to access value chains and markets. We are committed to ensuring fair outcomes for our clients and supporting them during difficult times. This remained a priority as the world endured a second year of the Covid-19 pandemic.





Our impact in 2021



559 users
across 370 clients
using **OneHub online**
marketplace



Invested in
38 African startups
through our partnership
with **Founders Factory**
Africa



Almost 53 000
clients have opened a
MyMoBiz account



In South Africa, our enterprise
development team provided **loans**
to **700 SMEs**, valued at almost
R140 million, enabling the creation or
preservation of 1 357 jobs



Facilitated distribution of
5 900 tonnes of food via
OneFarm, from 126 contributors,
of whom 75 are emerging farmers,
44 are commercial farmers, and 7 are
food processors



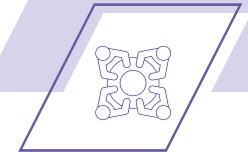
Provided relief to **SME**
clients impacted by **Covid-19**
and **social unrest** in South Africa.





Digital solutions to improve access, convenience and affordability

Standard Bank works with Africa's FinTech entrepreneurs to deliver improved access, convenience and affordability for our clients, while boosting efficiency, mitigating risk and reducing costs for the bank. We partner with third-party service and product providers to ensure our clients have everything they need in one place, while ensuring the security of their data.



OneHub

Standard Bank launched **OneHub**, a business to business online marketplace, in June 2021, to assist our corporate clients with their digital transformation. Clients benefit from a safe and convenient single sign-on, which gives them access to a one stop shop to address their needs. They can access a range of digital tools and services, including web applications and application programming interfaces (APIs), developed by the bank and its trusted network of technology partners, to enhance efficiencies and streamline their own processes. New capabilities can be co-created with developers to address specific client needs. The OneDeveloper solution, for example, offers an API sandbox, enabling APIs to be discovered and securely accessed to build new solutions to complex business-to-business problems. OneHub won the Global Finance award for outstanding innovation in corporate finance in 2021.

559 corporate users
across 370 clients

28 partner users

Founders Factory Africa

In 2018, Standard Bank Group entered a strategic investment partnership with **Founders Factory Africa (FFA)**, a venture development company that designs, builds, and grows tech-enabled businesses across Africa. Together with FFA's co-investors, Netcare and Small Foundation, our objective is to build and grow 88 African startups in five years, by providing early-stage ventures with access to investment, technology, expert support and strategic partnerships. Standard Bank's focus is on FinTech businesses. Our goal is to build two new businesses and grow five existing businesses every year, over five years, while achieving a return that equates to three times the initial investment. 67% of FFA portfolio businesses have benefitted from Standard Bank's competitive advantage, demonstrating the significant commercial potential of the strategic partnership.

IMPACT TO DATE

38 investments supported to date, across six African countries and three sectors (FinTech, healthtech, agtech)

Startups have raised USD28 million in follow-on funding after initial support from FFA

Portfolio is valued at \$240million, demonstrating an average growth of 42%

Ecosystem of +200 investors, 120 corporates and 28 hand-picked advisors

30 000 new jobs created through the portfolio, and contributed to employment opportunities through expanded market access, transparency and increasing productivity through technology

Portfolio businesses are solving significant market problems, with a focus on the financial sector, health and agriculture, contributing to inclusive economic growth in Africa


We have spun-out seven Build ventures that we co-built from scratch with founders. One of these achieved +900% valuation growth based on the first priced round, 18 months post-launch.



Some of the successful startups we have supported to date include:

THE IMPACT

THE BUSINESS

 <p>Powered By People (PBP), a digital wholesale platform that connects over 150 artisan producers in 46 emerging markets with buyers</p>	<ul style="list-style-type: none"> • Built and launched end-to-end marketplace platform, including ten B2B customers, 5 000 sellers and +800 buyers • Deployed USD3 million purchase order financing • Created 20.00 jobs (50% women)
 <p>Asaak, an alternative asset-financer for boda boda drivers in Uganda</p>	<ul style="list-style-type: none"> • Raised USD30 million to scale into new markets • Achieved USD1 million gross revenue in 2021 • Maintained a market-leading loan performance rate • Disbursed >2 000 loans, enabling drivers to buy their own motorcycles and increase their income generating capacity
 <p>Foodlocker enables smallholder farmers to transact with commercial buyers through intelligent demand matching</p>	<ul style="list-style-type: none"> • Improves access to markets for smallholder farmers • Provides data analysis to support climate change resilience programmes for small and mid-scale farmers • Provides food production education programmes to enhance farm productivity • Includes assessment of financial need among local communities to inform provision of financial services • Improves efficiency of value chain, reducing food waste and spoilage
 <p>Trippllo, a digital logistics platform that manages road freight end-to-end across SADC</p>	<ul style="list-style-type: none"> • Reduces transit risk and cost, increases efficiency, and provides enhanced visibility of cargo in transit • Integration with Standard Bank's forex and Instant Money APIs give Trippllo's transporters access to forex at the best rates and easy access to funds across SADC
 <p>WellaHealth provides affordable unbundled insurance plans, including cover for illnesses such as malaria and typhoid, and cashback for hospital stays</p>	<ul style="list-style-type: none"> • Increased access to medical insurance and thus to quality healthcare • Provision of packages tailored to individual and company needs • Network of community pharmacies delivers cost-effective care
 <p>OkHi, a digital address verification product enabling businesses to verify customer addresses through their smartphone, replacing manual processes like utility bills and in-person visits.</p>	<ul style="list-style-type: none"> • Improves access to services such as banking and healthcare for people without other means of proving their address • Successfully completed a pilot with Stanbic Nigeria, improving accuracy of address verification by 29%; speed of address verification by four times, and reducing cost of address verification by up to 52%.



MyMoBiz and BizConnect, South Africa

MyMoBiz provides simple, affordable, pay-as-you-transact banking for small businesses from R5 a month. It enables small businesses to receive payments from their customers, pay their suppliers and staff, and keep track of their business finances in a simple and affordable way. It includes an optional PocketBiz point-of-sale device at a reduced fee. **52 940 clients** have opened a MyMoBiz account, with 91% of clients registered for internet banking. The majority of these clients are new to Standard Bank. We also offer MyMoBiz account holders a free MarketLink savings account, enabling them to save toward their business goals. **Over 12 000 SME clients** used these free MarketLink accounts in 2021.

Our BizConnect site offers a wide range of guides, resources, templates and information to equip and empower business owners to start, manage and grow their businesses.

In 2021, Bizconnect received
413 630
 unique visitors and
630 777
 page views.

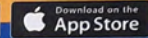
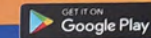
3 271 templates
 were downloaded, a
 third of which were
 business plan templates.

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Business development support for SMEs

Standard Bank works with our small business clients to encourage entrepreneurship and innovation, with solutions tailored to address clients' needs at every stage of their business lifecycle. Not only do we make it easy and convenient for SMEs to access banking products and services, we also use our partnerships and technology to improve SMEs' access to funding, information and markets, supporting their growth.



We provide enterprise development support services to our clients across our countries of operation. These services include incubator hubs in several countries, and targeted enterprise support services. We aim to cultivate entrepreneurial mind-sets; help businesses transform ideas into minimum viable products; support improvements to business operations to encourage profitability and growth; support SMEs to access supply chain integration opportunities; and provide targeted solutions to support financial inclusion for women, young people and the informal sector.



Our service offering includes capacity building and business development support services, access to mentoring and coaching, access to market opportunities in the Standard Bank value chain and the value chains of our business and commercial clients, access to finance, either directly from the bank, or with the bank acting as a funding facilitator or intermediary, and free access to working space, Wi-Fi and meeting rooms.



Enterprise development support, South Africa



In **South Africa**, our enterprise development team provides financial and non-financial support to small business.

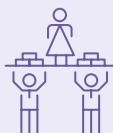
In 2021

Businesses assisted:
Approximately 700

Value disbursed:
Approximately R140 million

Employment opportunities created/jobs sustained
1 357

Programmes included:



Funding for local women in the informal trading sector, through the **Sebenza Mbokodo Women's Fund**, a partnership with the Midvaal Local Municipality in Gauteng. The fund provides financial support of up to R10 000, access to business development support and support to register with CIPC.

- Number of participants: **154 women**
- Value disbursed: **R1.5 million**
- Employment opportunities created: **260**
- Number of businesses assisted to formally register with CIPC: **90**



Loans to black-owned SMEs who have secured purchase orders or small contracts with selected provincial governments and need access to finance to undertake the work

- Number of businesses assisted: **125**
- Value disbursed: **R18.2 million**
- Employment opportunities created: **240**



Loans to black-owned SMEs who have secured government and corporate contracts in the construction sector, to access the finance and material needed to undertake the work, in partnership with Tusk and Builders Warehouse

- Number of construction projects assisted: **24**
- Value disbursed: **R79.3 million**
- Employment opportunities created: **292**



Loans to entities that do not meet normal credit requirements, in the form of credit top-ups, cash cover, soft loans and Purchase Order Funding

- Number of businesses assisted: **317**
- Value disbursed: **R38.7 million**
- Employment opportunities created: **443**



Production loan financing and development support for small-scale black farmers in Mpumalanga, in partnership with Timbali Technology Incubator

- Number of businesses assisted: **20**
- Value disbursed: **R2 million**
- Employment opportunities created: **122**



Non-financial support: mentorship and skills development programmes facilitated by business development service specialists and sponsored by Standard Bank.

- Number of businesses assisted: **268, of which 207 are women-owned**
- Value disbursed: **R735 700.**



Mentorship for small enterprise banking clients, South Africa

Small business owners typically manage every aspect of their business by themselves, leading to potential gaps in critical areas such as financial, operational or human resource management. Access to effective mentorship has been shown to make a substantial difference to business success.

In 2021, Standard Bank South Africa implemented two **mentorship programmes**, in partnership with the National Mentorship Movement (NMM), for selected enterprise banking clients. One programme provides one-on-one mentorship, while the other comprises a set of four group mentorship relationships (one mentor and five mentees per group). Standard Bank provided funding of R430 000 for the programme in 2021, benefitting 65 SMEs. As personalised mentorship of this type is necessarily resource intensive, the bank is currently investigating options for a digitally delivered management skills development and business incubation solution to achieve greater reach.



Standard Bank business competitions to encourage business growth



Stanbic Kenya's Accelerate Programme

supports small businesses through the provision of digital literacy and skills training, grant funding and access to markets. To date the programme has benefitted over 850 small businesses with financial and non-financial support. In 2020, Stanbic Kenya Foundation and the US African Development Foundation (USADF) entered a partnership to provide grants to SMEs, cooperatives, and producer groups in Kenya, making available USD10 million to be disbursed over five years to Kenyan-owned, managed and registered SMEs. As part of this initiative, we launched an inaugural Entrepreneur Pitch Event in 2021. Over 500 enterprises applied. 21 participants were invited to pitch to a panel of judges. The seven finalists, who came from diverse industries, including agribusiness, technology and health, were able to show how their businesses will benefit underserved and at-risk communities, with a focus on young women, youth and marginalised groups. They each received up to USD50 000 in grant funding to grow their enterprises.



Standard Bank South Africa's Business Awards

aim to recognise and reward exceptional and growing businesses, and to provide winners with the tools and funding to support their growth and ensure sustainability. An independent panel of judges and industry experts reviewed applications from over a thousand entries, across diverse sectors. They shortlisted 20 semi-finalists, who participated in a robust interview process. Standard Bank provided the winning businesses with financing and business development assistance.



Standard Bank Mozambique

launched a grant funding competition for SMEs in 2021, to support local businesses that require capital investment for expansion. We shortlisted 20 SMEs for participation in a bootcamp, themed Rethinking the business model, innovation and sustainability. SMEs presented their plans to a panel of judges, who selected ten finalists to participate in a virtual Dragon's Den. The SMEs selected for the top three places received cash prizes of up to MZN9 million (R2.1 million) and mentorship to ensure successful execution of their expansion plans.

“We hope to support the winning businesses with the resources that they need to navigate their next phase of growth. The participating businesses give us hope for the impact businesses can make on South African growth. These businesses have the potential to grow employment, promote trade and provide innovative solutions. With the Business Awards and financial backing that we are providing, we want to ensure that business growth and development is attained and sustained.”

Simone Cooper

Head, Business Clients, Standard Bank South Africa



Training and skills development



Kenya



Stanbic Bank **Kenya** is providing digital training to SMEs, government departments, young people and women under an agreement with the Ministry of Industrialisation, Trade and Enterprise Development and Microsoft. Through the initiative, Future ni Digital, the bank aims to train 1 000 trainers and reach at least 500 000 Kenyans over the next three years. The bank has signed memoranda of understanding with Laikipia, Mombasa, Meru and Nakuru counties to provide capacity building and entrepreneurial training programmes.

Uganda



In **Uganda**, the business incubator we established in 2018 has expanded to five regional locations across the country. At each location, we provide SMEs with access to business development training, training on procurement and contracting standards, and coaching. Since 2018, over 1 216 Ugandan companies and almost 2 400 entrepreneurs have benefitted from the incubators' services. Our focus includes capacity building for contractors and sub-contractors within the oil and gas value chain and related sectors like retail and transportation.

Nigeria



In **Nigeria**, our Women in Successful Careers programme provides structured mentoring and activities for young women in professional careers in both the corporate world and small enterprises. In 2021, over 1 000 women benefitted from the programme.



Support for small-scale farmers and the agriculture value chain

Standard Bank recognises the importance of supporting small-scale farmers to drive economic growth, job creation, poverty alleviation and food security in Africa. Africa's estimated 50 million smallholder farmers are responsible for 80% of its food supply.

These farmers face an ongoing struggle to access finance, quality inputs, a fair market, quality training and infrastructure. They are also vulnerable to growing risks associated with climate change. Multinationals, in turn, struggle to sell services to or source produce from these markets because they are disparate, often unbanked and difficult to access. Standard Bank works with small-scale farmers to improve access to productive inputs, expertise, financial services, markets and opportunities for value addition.



OneFarm, Uganda

The **OneFarm platform** connects small-scale farmers to an ecosystem of buyers. Standard Bank launched OneFarm in Uganda in 2019. To date we've focused mainly on value chains associated with maize, coffee and barley farming. By establishing a formal supply chain, OneFarm enables corporates to purchase from small holder farmers with minimal risk, improving the quality and consistency of the produce they can access and helping them meet sustainability, fair trade, organic and gender equality objectives. It also enables linkages between farming communities and quality input providers, and to local and international markets to facilitate sale of their produce. Farmer yield has improved by 40%. The platform will be further expanded in 2022.



Platform partners: five, including corporate clients and outgrowers

Farmer profiles on the platform:
44 300



OneFarm Share and HelloChoice, South Africa

In November 2020, Standard Bank and HelloChoice, an agri-FinTech with an existing digital marketplace, launched **OneFarm Share** in South Africa*. OneFarm Share makes use of the HelloChoice marketplace technology to relieve hunger and food insecurity by improving the national coordination and distribution of excess farm produce to registered charities through food distribution partners like Food Forward SA and SA Harvest. More than half of the produce distributed during 2021 was procured from 58 emerging farmers. The balance of the food contributions came from commercial farmers and food processors. Farmers can either sell their excess or out-of-spec produce at a reduced price or donate the food to OneFarm Share and receive a s18A tax certificate.

The value chain is verified, accredited and audited, with complete transparency for donors to see how their donations are being spent. Donating is simple and effective, removing unnecessary time delays and red tape as we effectively offer CSI-as-a-service.

OneFarm Share provides consistent, regular offtake at market-related prices, which allows emerging farmers to plant according to a schedule, secure fair pricing and receive immediate payment. The programme has also assisted with access to market, standardising packaging, transportation of produce and invaluable commercial market experience. Logistics can also be coordinated and subsidised where necessary.

* Standard Bank bought a 25% equity stake in HelloChoice in September 2021.

5 900 tonnes of food distributed, equating to 23.9 million meals

Over 1 million people have benefited from the platform across South Africa's nine provinces

1 850 beneficiary organisations on the platform

126 contributors, of whom 75 are emerging farmers, 44 are commercial farmers, and 7 are food processors

OneFarm Share recently won gold in the Social, Sustainable and Responsible Banking category of the Efma-Accenture Banking Innovation Awards 2021.

“We are extremely proud to receive this award. Our goal for the platform is to safeguard the sustainability of farmers while also contributing to food security – matching the tremendous needs of organisations that provide food relief with farmers of all sizes with excess supply. We are proud to see OneFarm Share helping to drive sustainability in the agriculture sector and reducing hunger and malnutrition.”

Wendy Pienaar

Head, Ecosystems, Group Innovation, Standard Bank Group





Support for agriculture programmes in Nigeria

In **Nigeria**, we are a leading disbursement partner of the Central Bank of Nigeria Intervention Funds Schemes, with an estimated NGN78 billion (R2.79 billion) disbursed over the last five years to support key sectors of the economy, including agriculture. In addition, we have created a dedicated loan portfolio of N50 billion (R1.79 billion) to support agribusiness value chains through the Nigeria Incentive-Based Risk Sharing System for Agricultural Lending (NIRSAL) Credit Risk Guarantee and Interest Drawback Schemes.

Our financing solutions include

Import substitution

We help major processors across the grains value chain increase local sourcing of raw materials. Some key players report increases close to 90%.

Employment generation

By creating efficient solutions for our clients, we've helped support the creation of over 10 000 indirect jobs, created through backward integration structures across various grains and cassava value chains, and input distribution to smallholder farmers and other producers, including livestock, dairy and shea butter.

Digital crop monitoring

We are undertaking pilot production of maize and soya beans in the northern part of Nigeria with a platform partner, with the aim of supporting efficient crop production, increasing yield and creating new routes to market for farmers.



Strengthening the agriculture value chain in Mozambique

In **Mozambique**, Standard Bank is working with partner organisations to improve and extend linkages within the agribusiness value chain, from input suppliers and primary agriculture to agri-processing, exports, logistics and warehousing. We're working with farmers in several agricultural subsectors, including grains, cassava, sugar, poultry, tobacco and bananas. Through these efforts, we're supporting Mozambique's food security, supporting job creation and facilitating foreign exchange revenue through exports. We also aim to trigger a positive impact on related industries, including transport, logistics, technology, wholesale and retail.

Our financial and non-financial solutions include the following:

- Financing the purchase of maize and cassava from small growers as input to brewery companies' value chains
- Financing upstream players in the sugar value chain
- Extending investment and working capital finance for Mozambique's first organic sugar processing and exporting company, which sources organic sugar from farmers cooperatives
- Using remote sensing technology to support farmers to improve crop production and increase yields
- Developing digital solutions to improve access to market for emerging farmers and bring efficiencies in the 'last mile' – the transaction between buyers and smallholder farmers.

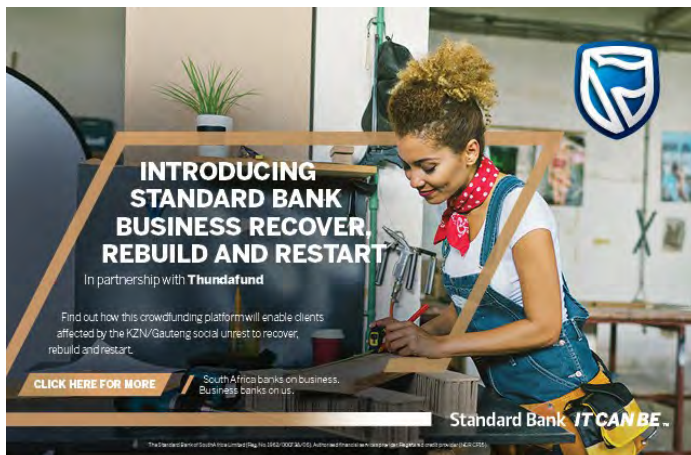




Support for clients in difficult times

All businesses have had to make serious adjustments to align with Covid-19 restrictions, while operating in an environment of reduced consumer spending power. Under these challenging conditions, we continued to work with our clients to understand their needs and develop appropriate interventions to support them.

Standard Bank has been recognised as being among the top banks globally in our efforts to support and provide relief to our SME clients since the onset of the Covid-19 pandemic. We were invited to participate as a nominee in the 'SME Bank of the Year' category at the 2020 Efma-Mastercard SME Banking Awards, and received a silver award in recognition of the compassion and support we provided to our SME clients impacted by the pandemic. This support ranged from providing access to flexible funding for cashflow support, to fee waivers, loan repayment moratoriums and creating awareness around support information resources and solutions to help businesses navigate through the strictest periods of lockdown.



Relief for South African SMEs



In South Africa, our 343 000 active SME clients had to contend not only with a second year of the pandemic, but also with social unrest which created widespread disruption to supply chains and impacted businesses across the country.

Ways in which we supported our clients

- We reduced insurance premiums to all our **Standard Insurance Limited** small business and agriculture customers by 30% for the period August to October, without impacting insurance cover, enabling client savings of over R2 million. We also supported customers impacted by the unrest by managing SASRIA-related claims on their behalf. We have assisted over 100 clients in this way.
- We engaged with the SMEs in our **supplier development programme** to support their access to relief programmes initiatives made available by the bank and others. We implemented early payment terms for our certain suppliers and instituted a loan repayment moratorium for up six months.
- We launched a crowdfunding initiative with **Thundafund**, which allowed four businesses impacted by the social unrest to create campaigns and receive contributions from members of the public. The campaigns ran for three months and raised R43 000 for the businesses, including a matched donation from Standard Bank.
- Our **SME Business Recovery Fund** provided support for businesses adversely affected by the July unrest, in the form of interest free loans to limit of R150 000 per SME. Through this solution, almost R680 000 was disbursed to five SMEs, helping to sustain 50 jobs.



Relief for Kenyan SMEs

In November, Stanbic Bank Kenya, **Stanbic Kenya Foundation and the German Development Cooperation** launched a partnership to accelerate business recovery and growth of SMEs. The Ksh62 million (R8.7 million) project supports SMEs to recover and rebound from the effects of the pandemic.



Business recovery interventions will be provided to

500 micro-enterprises and 200 small enterprises, across services, trade, agriculture, manufacturing and construction.

Support includes technical skills training to enhance business capacity and expand market opportunities and improve access to affordable financing.



Corporate social investment



MycoHAB

The **MycoHAB initiative** is a partnership between Standard Bank, the Massachusetts Institute of Technology (MIT), and architectural firm redhouse studio from Cleveland, Ohio. MycoHAB aims to grow a sustainable economic and social ecosystem, using mushroom mycelium technology from NASA's Mars NIAC programme to build affordable houses, and create food security and agricultural jobs.

At our lab-to-market test site in Namibia, we're harnessing additional environmental benefits, by using the indigenous encroacher bush, a major ecological and environmental problem in Namibia, as food for the mushroom mycelium. Mycelium requires very little water, no additional nutrients and thrives on the substrate of the encroacher bush.

The MycoHAB test site in Namibia is progressing well. Over 40 kilograms of nutritious mushrooms are harvested every week by MycoHAB's cultivators, with plans to scale up to 200 kilograms per week. The mushrooms are sold through selected channels at prices rivalling those of fresh-quality beef. After growing and harvesting the mushrooms, the leftover substrate is compressed into mycelium composite bricks that are strong, fire-retardant, and offer excellent thermal and sound insulation. The first habitable mycelium structure is expected to be completed in 2022. It will become a MycoHAB FabLab linked to MIT and open to Namibians as an incubator to support the growth of new, local micro-businesses.



"We hope to proactively help societies to leverage technological innovation and digital fabrication to benefit communities and individuals. In doing so, we're investing in Africa's future."

Carolyn Kirksmith

Executive Strategic Development, Standard Bank





SUSTAINABLE FINANCE AND CLIMATE CHANGE

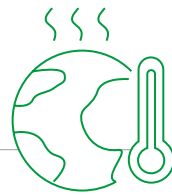


Sustainable finance and climate change



Standard Bank is working to support Africa's transition to a lower carbon economy, in line with the Paris Agreement. We are also working with our clients to enable mitigation of climate change impacts, and to improve access to reliable and sustainable energy sources, a critical factor in Africa's economic growth and poverty alleviation.

We are committed to achieving net zero carbon emissions from our own operations by 2040 and from our portfolio of financed emissions by 2050.



Understanding the impact of climate-related and environmental risks in our countries of operation and on our clients, and understanding the impact of our clients' activities and our own operations on climate change.

For more information, including sector targets in respect of thermal coal, oil, and gas, please see our [climate-related financial disclosures report](#) and our [climate policy](#).



Working with our clients to encourage the adoption of sustainable practices and enable economic activities that create shared prosperity for current and future generations, including through the provision of green, social and sustainable bonds and loans and sustainability-linked bonds and loans

OUR FOCUS AREAS INCLUDE



Helping our clients to strengthen their resilience and adaptive capacity to climate change risks and social challenges, including through adoption of greener solutions for their homes and businesses

Supporting socioeconomic development and access to affordable energy, particularly renewable energy. ([see Infrastructure](#))

Encouraging sustainable investment

Supporting CSI initiatives linked to environmental and climate objectives



Our impact in 2021

We provided **14 sustainable finance loan** facilities (use of proceeds and performance-based loans) across the healthcare, consumer, real estate, public sector, industrial and power and infrastructure sectors, to the value of R16.2 billion



We arranged **eight sustainable finance bonds** to the value of R5.8 billion (use of proceeds and sustainability-linked bonds; excluding bonds/funding raised by Standard Bank) across the healthcare, financial services, power and real estate sectors



ESG-linked investing through **Melville Douglas** discretionary managed responsible portfolios, and Melville Douglas Global Impact Fund



95 green energy solution providers have **grown their businesses** through partnerships with us



We've **facilitated sustainable energy solutions** for **321 client sites**



10 small-scale embedded generation independent power producers have started their asset portfolios with the support of our innovative solutions



We launched the **Green Home initiative** for **Standard Insurance Limited clients**.





Sustainable finance metrics

Lending	2021	2020
Total number of loans	14	6
• Number of green, social and sustainable loans (use of proceeds)	2	0
• Number of sustainability-linked loans (performance based)	12	6
Total quantum of loans	R16.2 billion	R7.9 billion
Bonds arranged*	2021	2020
Total Number of bonds arranged	8	0
• Number of green, social and sustainable bonds (use of proceeds)	4	0
• Number of sustainability linked bonds (performance based)	4	0
Total quantum of sustainable finance bonds arranged	R5.8 billion	0
Sustainable Finance Capital Raised / Treasury	2021	2020
Number of sustainable finance treasury loans/bonds	3	2
Quantum of sustainable finance capital raised	R4.9 billion	R5.6 billion

* Bonds arranged excludes Standard Bank Sustainable Finance raised bonds as these are covered under Sustainable Finance Capital Raised/Treasury.



Standard Bank
is the African
market leader
in **Sustainable**
Finance

Global Finance 2021
Sustainable Finance Awards

Outstanding leadership in
green bonds

Outstanding leadership in
social bonds

Outstanding leadership in
sustainable bonds

EMEA Finance, 2021 African
Banking Awards

Best Pan-African green
finance bank



Working with our clients to encourage sustainable practices

Standard Bank Group is a leading player in the sustainable finance business, having issued Africa's largest green bond as well as arranging innovative sustainable and sustainability-linked funding instruments for clients across the African continent. Our team partners with our clients to encourage the adoption of socially and environmentally sustainable practices.

We provide expertise, tools and resources to support these efforts and also to develop and tailor innovative sustainable finance products according to our clients' unique needs and ambitions. We offer both performance-based sustainable finance solutions (sustainability-linked loans and bonds) and specific purpose use of proceeds sustainable finance solutions (green and social loans and bonds). For details of our Sustainable Bond Framework and our annual disclosure on the allocation of proceeds, please read our [ESG Report](#).



Social bonds

Standard Bank issued a social bond, with 3-year and 5-year notes, in August 2021, with an increase in volume of both bonds in November 2021. The cumulative value of R3.5 billion has the express purpose of raising funding to support the financing of mortgage loans in the affordable housing target market, with a focus on women borrowers.

Recent data shows that the number of female home loan participants has been growing steadily over the past few years. Through these issuances, Standard Bank aims to support this trend.

The social bonds address a number of the UN SDGs, including:



Green bonds

We raised two green bonds under our Sustainable Bond Framework under two issuances

- The inaugural SBSA USD200 million green bond in 2020. Capital was allocated to finance eligible renewable energy assets
- A Tier 2 capital-qualifying green bond issuance in December 2021. The 10-year, R1.4 billion bond is listed on the JSE's sustainability segment. Capital will be used to finance renewable energy assets in 2022.





Examples of 2021 sustainable finance transactions in 2021

Below are examples of some of the sustainability-linked loans, social bonds and sustainability-linked bonds we provided to clients in 2021. In each case, lending terms are linked to clients' achievement of specific, measurable ESG targets, relevant to clients' business strategies. Examples include increased use of renewable energy, reduction of carbon emissions, improved water use efficiency, employee safety, financial inclusion and gender equality, among others.



EXAMPLES OF SUSTAINABILITY-LINKED LOANS (SLL)










Client	Standard Bank's role	UN SDGs addressed
Woolworths Leading South African retailer, ambition to be one of the world's most responsible retailers	Lender, facility agent, sustainability coordinator and sustainability agent for 3-year SLL	
Greenlight Planet Kenya Provider of off-grid solar power home energy products to low-income communities	Lender, sustainability coordinator, facility and security agent and collection account bank	

One of the first sustainability-linked deals in Kenya. Strengthens the growing trend of syndicated sustainable finance deals in the region.










EXAMPLES OF SOCIAL BONDS

Client	Standard Bank's role	Proceed use	UN SDGs addressed
SA Taxi Holdings (Pty) Ltd SA Taxi, a subsidiary of Transaction Capital, is a niche credit provider, deploying developmental credit and allied business services to the SA minibus taxi industry	Co-arranger and sustainability agent and issuer agent and debt sponsor for liquidity facility	Financing and refinancing existing loans that exclusively belong to categories defined by the SBP (social bond principles), enabling growth of SMEs in the sector, ensuring taxis are safe and operated by legitimate taxi operators, and financing initiatives to promote improved fuel efficiency	   
TUHF Ltd Leading specialist in non-bank financial services, financing inner-city affordable housing developers. Administrator of Urban Ubomi 1 asset-backed securitisation structure	Sole lender, arranger and sustainability agent	Improving access to funding for SME property developers and increasing supply of inner-city affordable housing. Proceeds to be used in line with TUHF's sustainable bond framework, aligned to UN SDGs. The framework was developed with Standard Bank's assistance and independently verified	  

SUSTAINABLE DEVELOPMENT GOALS

EXAMPLES OF SUSTAINABILITY-LINKED BONDS

Client	Standard Bank's role	Proceed use	UN SDGs addressed
Investec Property Fund (IPF)	Sole arranger and sustainability agent investors	Bond terms linked to pre-agreed targets aligned to IPF's ESG performance	  
Netcare , leading private healthcare provider in South Africa	Sole lead arranger and sustainability agent	Bond terms linked to pre-agreed targets aligned to Netcare's ESG performance	   

First series of social bonds listed on sustainability segment of JSE's interest rate market

First sustainability-linked bond in the South Africa real estate investment trust (REIT) space

First sustainability-linked bond in Africa

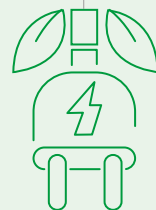


Helping our clients to strengthen their resilience and adaptive capacity to climate change risks

PowerPulse

In South Africa, residential and business consumers have been challenged by steadily rising electricity costs and unpredictable supply. Many consumers are also actively looking for ways to decrease their carbon footprint and invest in more sustainable and environmentally alternatives to grid electricity. We work with our retail banking and business banking clients to provide sustainable finance solutions for their homes and businesses. Our commercial asset finance division provides bespoke solutions for solar PV projects, enabling residential property owners and businesses to achieve access to affordable and secure energy supply.

We developed the PowerPulse digital platform to help clients source alternative green energy solutions from a database of vetted providers. The platform provides support to help clients make informed decisions about technical specifications and select the right provider for their needs, and links them to appropriate legal and funding solutions. It also supports compliance with regulatory requirements. PowerPulse is accessible through our OneHub platform.



PowerPulse

Accelerating renewable energy solutions in Africa

Benefits for electricity users

- Saves time, reduces risk and helps select the right partners
- Provides ongoing support, client engagement sessions.

Benefits for electricity solution providers:

- Increases client pool
- Streamlines sales process, lowers acquisition cost and raises conversation rates
- Guidance on business models to ensure new business proposals are bankable
- Access to network of international equipment manufacturers and traders.

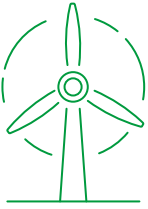
55 MWp of green energy plants **implemented over the past five years**

Replacing approximately 79 GWh of **coal-sourced power** per annum

Supported 321 client sites in their **transition to more sustainable operations**

95 solution providers **grew their businesses through partnerships with us**

10 small-scale **embedded generation independent power producers started their asset portfolios** with the support of our innovative solutions.



POWERPULSE – THE PROCESS

1

Economic feasibility indicator: guidance on whether you should investigate a solar installation for your business, based on your site size and consumption.

2

Gathering your business documents to match you to an accredited solution provider.

3

Solution provider matching: introducing you to three vetted solution providers, providing an opportunity to review their experience and credentials, and coordination of site visits or briefing sessions.

4

Solution proposals: clients receive three proposals and are guided through a comparison report to assist the selection process. Design can then be finalised and the project can proceed.

Green Homes

Our recently launched 'Green Homes – save money, save the planet' initiative enables our customers to increase the value of their home while reducing their household running costs and carbon footprint. The initiative, offered through **Standard Bank Insurance Limited**, assists customers to move to more energy efficient technologies, starting with their geyser, which contributes about 40% of the average household's electricity consumption. Customers can opt to change their geysers to a smart geyser, solar geyser, gas water heating unit or heat pump. The initiative is in its early stages, and we are testing marketing approaches, processes and suppliers. To date, we have installed 370 smart geysers. It is estimated that these geysers alone will save about 690 tonnes of CO₂ emissions per year – the equivalent of planting 30 000 pine trees.



“PowerPulse provides us with the opportunity to be more than a bank in the lives of our clients, helping them to source alternative renewable energy for their businesses, with the support of vetted solution providers and various other resources. PowerPulse speaks directly to our long-term commitment to drive the right environmental decisions while supporting the commercial sustainability of our clients. Through PowerPulse, we have a collaborative and innovative platform for our clients that fulfils an advisory and coordinating role, making it easier and more viable for them to use clean energy solutions.”

Kenny Fihla

Chief executive officer, CIB, Standard Bank Group



Sustainable investing

It is our responsibility as asset managers and fiduciaries to ensure our investment process is underpinned by the assessment of material financial and non-financial factors, to yield sustainable, above-average returns on our client's investments. Being a responsible investor means our investment approach must support the long-term sustainability of the economies, communities and natural environment in which we operate. Integrating ESG considerations into our investment and decision-making process allows us to better understand and quantify how the companies in which we invest are dependent upon, and impact, economic, human and natural capital. ESG integration provides us with guidance on how to appropriately manage emergent risks and leverage emerging investment opportunities.

The **Melville Douglas Global Impact Fund** aims to provide long-term capital growth by investing in companies with sustainable business models and a specific focus on products or services that deliver positive social and/or environmental impact, linked to the UN SDGs. Companies are assessed using our propriety impact analysis, inhouse ESG process and active engagement with portfolio companies. Current holdings reflect a focus on climate change, transformational technology and health and wellbeing. The fund excludes and restricts activities in line with the Melville Douglas universal exclusions and restricted activities policies.

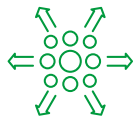
The **Melville Douglas discretionary managed responsible portfolios** proposition reflects our diversified investment philosophy and process, promotes environmental and social good, and avoids companies and industries that cause harm, without sacrificing investment performance or taking additional risk.

The solution invests in sustainable and impact managers within the core asset classes, alongside current thematic exposures of sustainable macro and responsible infrastructure. Portfolios include specific exclusions and restrictions in line with the Melville Douglas ESG policy.

The managers we select aim to achieve both strong risk-adjusted financial and non-financial returns by investing in companies that intentionally deliver a lower carbon footprint, higher levels of engagement, greater diversity and responsible business practices. We select managers who view the inclusion of socially responsible investment factors as an advantage rather than a hindrance, that is managers who:



Put non-financial factors at the centre of their research process



Have a track record of divesting from companies on falling sustainable and responsible investment (SRI) quality, regardless of financial performance



View poor business practices as a risk and price businesses accordingly



Show a clear record of active engagement with companies



Show limited use of third-party agencies



Demonstrate thought leadership in responsible investment.



Corporate social investment

We invest in environmentally focused CSI programmes in several of our countries of operation.

For example



In **Mauritius**, we support three projects in collaboration with the Mauritian Wildlife Foundation. Our focus is on preserving rare plants and endangered species, with a focus on giant tortoises and kestrels, by restoring natural ecosystems.



In **Uganda**, we have partnered with Vivo Energy Uganda, National Environment Management Authority (NEMA), Uganda Breweries Limited and Next Media Services to promote sustainable environmental protection in a new educative campaign dubbed 'Taasa Obutonde', which means 'Let us save the environment'. The campaign, launched in May 2021, aims to promote environmental protection through targeted messages, documentaries and skits on television and online platforms, building awareness over the next three years. In its first year, the campaign focused on plastics and pollution.



“Stanbic Bank Uganda is proud to be a partner in a collaboration that promotes sustainable waste management of plastics to protect our environment and reduce pollution in our ecosystems. Stanbic supports waste management initiatives in communities and aims to work with all partners in the private and public sector to encourage responsible plastic waste collection to increase capacity to collect, safely dispose and recycle plastic waste.”

Cathy Adengo

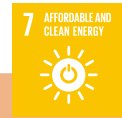
Head, Corporate Communications, Stanbic Bank Uganda

A large photograph of an orange excavator working on a construction site at sunset. The sky is filled with orange and blue clouds. A large, stylized 'V' shape is overlaid on the image, with an orange outline on the left and a blue outline on the right.

INFRASTRUCTURE



Infrastructure



Africa requires substantial investment in energy, water, transport and telecommunications infrastructure to facilitate economic growth and create opportunities for job creation and human development.

Standard Bank facilitates the development of quality, reliable, sustainable and resilient infrastructure, including regional and trans-border infrastructure, and supports infrastructure upgrades to improve sustainability and support economic development and human wellbeing. In all infrastructure development projects, we partner with our clients to ensure environmental and social risks are appropriately managed and minimised.

OUR FOCUS AREAS INCLUDE



The **development of affordable, reliable and modern energy services**, in line with the objectives of the Paris Agreement to limit global warming, support a just transition, and expand the development and use of renewable energy



Responsible development of LNG as a transition fuel



Upgrading of water infrastructure



Upgrading of transport infrastructure, including port facilities to support intra and inter-African trade.



Our impact in 2021

Finance provided for infrastructure in 2021



R2.47 billion renewable energy



R616 million LNG



R2.19 billion water infrastructure



R2.09 billion port infrastructure



No finance for **new coal-fired** power stations since 2009.





Renewable energy

Africa is rich in untapped renewables – solar, wind, hydropower and geothermal. Africa also has potential for economically viable natural carbon sinks.

But the deployment of renewable energy on a centralised or decentralised basis requires significant funding and initial capital. Standard Bank works with African governments and businesses to facilitate the development of renewable sources of energy.

KESSES SOLAR PV



The **Alten Kesses solar PV plant** in Eldoret, Kenya will have an installed capacity of 55MW and is being financed by Standard Bank of South Africa, Stanbic Kenya and EAIF. It will connect to the grid in 2022, via an existing 230 kV power transmission line between Turkwel hydroelectric plant and Lessos substation, which crosses over the solar PV plant.

The plant covers a surface area of about ten hectares and will generate around 123 000 MWh/year of clean energy, equivalent to the needs of about 245 000 Kenyan homes.* This is the second solar PV project that Alten has built in Africa with financing from Standard Bank, the first being in Mariental, Namibia. Independent due diligence confirmed compliance with the Equator Principles (EP). Independent monitoring is ongoing.

SUSTAINABLE
DEVELOPMENT
GOALS

UN SDGs addressed



REDSTONE CSP PROJECT



ACWA Power Green Energy Africa is a developer, investor co-owner and operator of a portfolio of power generation and desalinated water production plants. Its **Redstone CSP project** will make a direct contribution towards South Africa's transition to a green economy. Once operational, the CSP plant will have 12 hours of storage and will be capable of producing 490 000 MWh (net) annually. This is enough to deliver stable electricity supply to more than 200 000 homes during peak demand periods.

The project is being delivered under a 20-year power purchase agreement, with Eskom as the buyer. Standard Bank acted as lead arranger and underwriter on a 3-year Green Loan, which ACWA used to finance its equity contribution in the Redstone Project, under the REIPPP round 3.5 programme.

UN SDGs addressed



* <http://alten-energy.com/projects/africa/kenya-eldoret/>



SUSTAINABLE DEVELOPMENT GOALS

EMIRA PROPERTY FUND'S RENEWABLE ENERGY DRIVE



Emira Property Fund is a JSE-listed real estate investment trust (REIT). Emira's portfolio comprises office, retail, industrial and residential properties. Emira has been investing in site-embedded energy production since 2015. To date, it has completed eight solar farm installations and increased total annual production of solar power to more than 9 million kWh. In 2021, Standard Bank acted as the sole arranger and sustainability agent for Emira, for a R225 million sustainability-linked loan.

The loan will be used to fund and add more renewable energy solutions to Emira's portfolio of properties across South Africa as part of its sustainability strategy. The solar farms power Emira's buildings in an environmentally responsible manner and reduce strain on the national power grid. The use of renewable energy sources reduces the overall cost of managing the properties and reduces Emira's carbon footprint.

UN SDGs addressed



GREEN LIGHT PLANET (GLP)



Standard Bank acted as sustainability co-ordinator and lender on a deal that saw Standard Bank Kenya, Citibank, Norfund and CDC Group fund GLP provide financing to **GLP** to facilitate expansion of access to off-grid solar solutions to low-income communities in Kenya. GLP is a leading designer, distributor and financier of solar home energy products to low-income communities globally. Finance was provided to GLP across two tranches of debt. The sustainability-linked loan has embedded ESG-linked KPIs, including emissions reduction.

The landmark facility is one of the first sustainability-linked deals in Kenya, and one of the largest syndicated sustainable finance deals in the region to be provided in local currency. The transaction will allow Greenlight Planet to expand access to off-grid solar solutions to off-grid communities throughout Kenya and support its ambitions to reach an additional 10 million households globally in the next five years, by enabling households to afford 'pay-as-you-go' solar home systems through digital financing.

UN SDGs addressed





Liquid natural gas

Standard Bank views gas as a transition fuel* in Africa. The development of Africa's natural gas resources will help to balance economic development and social upliftment with the reduction of global emissions, by facilitating the switch from higher emitting energy sources such as wood and coal, to lower-carbon fuels, such as liquefied petroleum gas (LPG) for cooking and LNG for the provision of baseload energy.

Our commitment to gas financing is informed by emissions and development plans in our key markets and pathways for Africa that support global targets towards 1.5°C. We will continue to responsibly finance gas as a transition fuel for use in domestic and regional markets and facilitate natural gas for export, while seeking to reduce emissions intensity and manage our gas exposure.

MOZAMBIQUE LNG



Standard Bank has been closely involved in the development of **Mozambique's LNG industry** since 2013.

In 2020, Standard Bank confirmed that it would contribute USD485 million (over R8 billion) in debt finance to the USD20 billion Mozambique LNG project being developed by a Total-led consortium.[†] Standard Bank is one of a large group of lenders. Lending includes direct and covered loans from eight export credit agencies (ECAs), a loan from the African Development Bank and finance support from 19 other international and regional financial institutions. The debt financing package amounts to USD14.9 billion.

The ECAs and commercial banks have undertaken a full suite of due diligence assessments to inform their decision-making processes, covering legal, technical, security, market, reserves, environmental and social (E&S) considerations and concerns. Detailed E&S due diligence was undertaken by the appointed independent E&S consultant, based on EP III, the latest version of the EP at the time. The lenders also imposed strict monitoring requirements on the project through the financing agreements. The project has a comprehensive stakeholder engagement programme and a grievance mechanism to which communities, NGOs and other stakeholders have access.

The onshore Mozambique LNG terminal will process gas extracted from the Golfinho and Atum fields located within the offshore Area 1 resource in the Rovuma basin. The project has successfully secured in aggregate 11.1-million tonnes a year of long-term LNG sales with buyers in Asia and in Europe. Mozambique LNG compares favourably with global projects in terms of carbon intensity, with low CO₂ content of feed gas, relatively low methane losses and an efficient modern liquefaction plant. Its output is well placed to promote coal to gas switching, promoting lower emission energy consumption.

The operator declared *force majeure* in early 2021 owing to unrest in the region. This resulted in the suspension of the project for much of 2021.

* A substitute lower-carbon content fuel for higher carbon content fossil fuel (for example, coal and oil) to reduce carbon emissions in line with the energy transition and the overarching objective of achieving net zero by 2050.

† This is the second LNG project in Mozambique supported by Standard Bank, after the funding of the Coral Liquefied Natural Gas Floating Platform in 2017.

SUSTAINABLE
DEVELOPMENT
GOALS

UN SDGs addressed





Water infrastructure

We actively seek opportunities to finance infrastructure that improves climate adaptation and resilience, such as flood control, water efficiency and water storage.

TRANS-CALEDON TUNNEL AUTHORITY



Trans-Caledon Tunnel Authority (TCTA) is a specialised water management institution, responsible for the funding and implementation of water resources infrastructure projects to support water security for **South Africa**.

Standard Bank acted as the lender, facility agent and sustainability agent for a R1.5 billion loan for TCTA. The loan comprises a R600 million six-year sustainability-linked term loan and a R900 million seven-year term loan, to be used to fund:

- Phase 2 of the Lesotho Highlands Water Project, a water delivery project commissioned jointly by the governments of South Africa and the Kingdom of Lesotho, to increase capacity to the Vaal River System Water Resources Development Project, which supplies the economic hubs and communities of Gauteng, Free State, North West, Northern Cape and Mpumalanga
- The AMD Project, which is the short-term and emergency intervention for the acid mine drainage on the Witwatersrand Goldfields.

The sustainability-linked loan includes provision for margin adjustments for reduction of energy, water and consumables consumption and waste generation, together with increased recycling, measured against an agreed baseline.

SUSTAINABLE
DEVELOPMENT
GOALS

UN SDGs addressed





Port infrastructure

Standard Bank supports the development of reliable, regionally integrated transport infrastructure to facilitate access to markets and grow import and export capacity.

PORT UPGRADES IN CÔTE D'IVOIRE



Côte d'Ivoire Terminal is the joint venture (JV) between Bolloré (51%) and APMT (49%). In 2014, following an international tender process, the JV was awarded a 21-year concession (to 2041) by the Port of Authority of Abidjan. The concession is for the building of a second container terminal, to enhance the Port Authority's competitiveness and develop high quality infrastructure. The expansion is crucial to cater for increased container traffic demand, which has grown 11% above GDP growth since 2014. It includes construction and development of buildings, utilities and an on-dock rail terminal, and the procurement of equipment and systems such as cranes, terminal tractors, empty handlers, the gate operating system and the terminal appointment system. Standard Bank participated in an aggregate EUR311 million seven-year club loan to finance the construction and was one of the largest lenders in the facility.



Terminal Industriel Polyvalent de San Pedro (TIPSP) was awarded a 35-year concession agreement with the Autonomous Port of San Pedro, a Cote d'Ivoire government-owned port authority, in 2016. The port was built in 1970s and was congested, with limited capacity to support growing traffic. The concession encompasses the design, construction, financing, operation and maintenance of a multipurpose bulk terminal. Construction started in May 2019 and is expected to be completed in Q1, 2022. Arise Ports & Logistics is majority shareholder, developer and operator. Standard Bank participated in a EUR65 million bridge loan to TIPSP, enabling construction to continue while the long term project financing was structured. Standard Bank is the mandated lead arranger (MLA), bridge lender and account bank in the transaction and is arranging the senior debt raise for the long term project finance transaction. The project will significantly contribute to Côte d'Ivoire's socioeconomic development, providing critical infrastructure and improving the country's competitiveness.

SUSTAINABLE
DEVELOPMENT
GOALS

UN SDGs addressed





AFRICA TRADE AND INVESTMENT





Africa trade and investment



We provide our clients with trade solutions to enable optimal international trade and minimise logistical challenges. Our clients benefit from our international payments expertise, and our trade loan, forex hedging and performance and payment risk mitigation products.

We also support them to identify and connect with vetted suppliers of goods and provide them with a single point of contact to help with everything needed to execute their import from start to finish.



Supporting our clients through financial products such as finance, payments and forex, and non-financial solutions to help customers with logistics, access to markets and procurement



Helping African businesses to import and export internationally, with emphasis on Africa's largest trade partner China, while also supporting and stimulating intra-Africa trade



Providing end-to-end domestic and cross border trade solutions to support the growth and ambitions of business and commercial clients in Africa, including finding a logistics partner, costing of goods, tracking and managing the movement of goods and collection of documents, and ensuring that forex is booked and payments are made appropriately



Providing a digital interface for tracking of imports, initiating letters of credit and guarantees and booking trade loans (local and international).



Our impact in 2021



Over **47 000 African businesses** supported with **trade finance solutions**



Facilitated **R46 billion** in cross-border payments in the China–Africa corridor (excluding South Africa), **an increase in value of 40% and volume of 33%** compared to 2020

WE UNDERSTAND THAT THERE'S MORE TO FARMING THAN EARLY MORNINGS.



102 export businesses from **11 countries** matched to Chinese importers via virtual matchmaking sessions



Over **100 clients** helped with logistics and trade financing needs to the value of **R3 billion** through Trade Suite in South Africa



121 trucks sold to clients in **six African countries**, through the Africa China Sino Truck Import Solution.



Africa-China trade solutions

Since 2008, Standard Bank and ICBC have been working in partnership to encourage trade and investment in the China–Africa corridor, and meet diverse business needs. We expect trade and investment flows between Africa and China to continue to increase, accelerated by the positive effects of the African Continental Free Trade Area.

Africa China Import Solution

Standard Bank's **Africa China Import Solution** (formerly ACAP) supports African importers to source and validate quality goods, safely and efficiently, from the most competitive suppliers in China.

Challenges faced by African importers include:

- Contact with only a handful of trusted Chinese suppliers, providing limited choice and restricted negotiating power
- Potential risk in relation to the quality of products when ordering online
- Requirements for advance payment before goods can be shipped, without reciprocal guarantees of delivery or quality
- Language and cultural barriers when travelling and negotiating supplier agreements in China.

To help African importers manage these challenges and maximise their relationships with Chinese trading partners, Standard Bank and ICBC have developed the Africa-China Import Solution, which serves to:

- **Connect African importers** with dedicated trade partners in China and guarantee them access to the best suppliers in China
- **Provide excellent payment terms** and ensure product quality
- **Help African importers better manage their cash flow** by providing access to finance and giving importers oversight and control of the entire importing and logistics process.

Apart from the fees associated with conducting an international trade via a letter of credit, the entire Import Solution is available without cost, across 14 of our African markets.

Our Chinese trade agent partner, nominated by ICBC, currently has over 10 000 suppliers that meet the import needs of Standard Bank's clients. It assists African importers:

- To source the right suppliers, negotiate the best prices and trade terms, and validate the quality of the goods
- To arrange travel to China and meet with a broad range of suppliers, while providing translators to facilitate trade negotiations and discussions
- By providing quality guarantees on goods from its recommended Chinese suppliers and rectifying any quality issues on behalf of the African importer
- By providing support in handling shipping logistics and providing finance based on a letter of credit from Standard Bank and ICBC
- To source new suppliers, who will be subjected to validation and verification, if an importer requires something beyond the capacity of the agent's supplier base.



“Our Import Solution helps African importers to seamlessly access pre-vetted Chinese suppliers, ensuring the quality of products sourced. We also offer favourable payment terms to optimise cash flow management, together with insights regarding market demand for client products.”

Luthando Vuba

Head, Africa China Trade, Standard Bank



Africa China Export Solution

China is the second largest importer of goods from Africa. However, these numbers are dominated by raw mining and mineral commodities. Smaller African businesses in sectors such as agriculture often struggle to establish themselves as exporters to China.

Standard Bank's **Africa China Export Solution** (formerly ACEP) aims to boost the export of African products to China, by easing language, cultural, logistics and regulatory challenges, and connecting our export-ready clients from across Africa with suitable importers in China. The solution includes support in terms of:

- Market intelligence and pre-screening for export opportunities
- Completion of required documentation to become a verified exporter to China
- Safe and secure payments through the ICBC payments platform
- Pre-export financing and payment and collections facilitation to help mitigate the risk of cross-border payments.
- Connections to reputable Chinese importers
- Access to Mandarin-speaking agents
- Issuing letters of credit and guarantees
- Access to Renminbi currency to reduce multiple currency conversions
- Trade finance to support expansion
- Assistance with marketing and distribution in China, to reach more consumers.

In 2020, Standard Bank introduced **digital matchmaking events** as an additional capability to its existing export and import client solutions. These events, which continued in 2021, pair our clients with Chinese buyers seeking African products. Standard Bank and ICBC facilitate these interactions with translators and support both parties throughout the negotiations and the transaction. The events happen virtually and ensure that African sellers are matched with the relevant importers with an interest in their basket of goods.

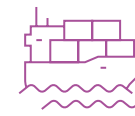
For example, in 2021 we



Hosted a wine matchmaking event, where ICBC clients visited a physical venue in Shenzhen, China, to sample wines that had been shipped in advance to the venue, while our African wine exporting clients took them through a virtual wine tasting session. The event exposed African wine exporters to a new market and created a connection for Chinese importers to source new wine products.



Hosted our clients and their products at the second edition of the China-Africa Economic and Trade Expo (CAETE), an opportunity for China and African countries to explore increased collaboration on import, export and investment opportunities. We took 89 clients in 2021, up from 30 clients in 2019. As clients were not able to travel, Standard Bank arranged for their goods to be sent to China and Standard Bank employees based in China represented our clients' products.



We participated in the China International Import Expo (CIIE) for the fourth year. In partnership with ICBC, we hosted over 50 clients and their products from ten African countries, across several sectors, including various agricultural products, such as wine, nuts, tea and coffee.



Matched exporters from 11 African countries with Chinese importers of cashew nuts, sesame seeds, dried ginger, cassava powder, and coffee.





Trade Club

For many African businesses, one of the biggest challenges is finding trusted customers and suppliers to trade with, across Africa, and globally. To solve this, Standard Bank offers **Trade Club**, a digital platform that connects clients to vetted, reputable, reliable and trusted sellers and buyers. It's part of the trade club alliance which connects our customers to the customers of banks such as Santander.

We use algorithms to match our clients to relevant businesses. Our dedicated team is available to facilitate introductions. We support Trade Club members access to local and international trade shows and events. The platform enables members to post and respond to new business opportunities, and to access market insights related to their countries and industries of interest. Our understanding of our clients' businesses and of local markets enables us to provide bespoke advice and support sustainable business growth.

20 356 vetted businesses registered
in over 48 countries

>5 300 matches

Trade Suite

Standard Bank's **Trade Suite** solution provides end to end servicing of our clients' trade related requirements. We have a dedicated team of trade experts throughout our clients' trade journey, from finding the right suppliers and buyers, to assisting them with trade finance solutions and their import process. We support businesses with import trade management services such as timeline planning, production tracking, world-class logistics providers, real-time tracking on all goods, and the management of shipping documents and arrangements. We also support clients in managing payment processes, customs requirements (duties, taxes and other clearing specifications) and other relevant regulatory requirements. Our range of financial solutions enables clients to mitigate risk and expand their businesses by navigating international payments, extending cash flow cycles with supply chain finance, and facilitating outstanding payments with documentary trade products.

Over 100 clients
use our **Trade Suite** solution.





International payments

Shyft Global Wallet

The Shyft forex app is available to Standard Bank and non-Standard Bank clients. Users can buy, send, sell and spend foreign currencies anywhere in the world, whenever it suits them. They can also make payments to anyone, anywhere across the globe, with Shyft-to-Shyft payments or international bank transfers, create virtual cards for secure online shopping, and/or use a physical Shyft Mastercard to swipe or draw cash when travelling, and a physical Shyft Rand card to swipe and spend locally. Up to four currencies can be stored on a single card. The app is highly secure and fully compliant with South African Reserve Bank requirements. The Shyft app won Best Financial Solution at the 2021 MTN Business App of the Year Awards.

Other digital international payment solutions, enabling clients to make secure international payments that comply with exchange control regulations, include: Internet Banking (suitable for payments of up to R1.5 million per transaction), Business Online (integrates with mainstream accounting packages, suitable for payments of any amount, accommodates single and multiple payments), and eMarketTrader/eMarketTrader Mobile (a web-based cross-asset trading platform, bringing together market intelligence and research, real-time pricing, trade execution and post-trade services).





Expanding the availability and use of digitised trade services

Digitisation of trade services, together with the use of technologies such as **data science, AI and blockchain**, has the potential to improve **inter-connectedness, transparency and efficiency for African economies**. Standard Bank continues to work with the African Continental Free Trade Area (AfCFTA) secretariat and other banks to support the digitisation of trade in our Africa markets. Implementation requires collaboration between governments and industry and the alignment of regulatory frameworks. We are working with trade commissions and regulators to showcase the potential benefits.

We have coordinated an AfCFTA steering committee with dedicated workstreams designed to provide stakeholders with a clear view of how digitisation of trade services has the potential to support AfCFTA implementation.



EDUCATION



Education



We support Africa's people to access quality education and opportunities for life-long education and training, enabling them to acquire the knowledge and skills needed to thrive in an increasingly digitised world.

OUR FOCUS AREAS INCLUDE



Working with our clients in the **education sector** to provide tailored financial solutions for their institutions



Providing innovative funding solutions for students, from affordable student loans to bursaries and the **Feenix crowd funding platform**



Investing in **employee skills development** to ensure that our people have access to the training they need to thrive in a rapidly evolving workplace



Corporate social investment focusing on early childhood development, school education, and skills development for youth and entrepreneurs, with a current focus on addressing the gaps created by the ongoing pandemic and disruption to schooling and tertiary education across Africa.



Our impact in 2021



Disbursed over **R21 million** through **Feenix**, supporting **587** ✓ students



Assisted **116 medical students** at three universities with loans to the value of **R16.5 million**, through partnerships with **Discovery Foundation** and **Stellenbosch University**



Funded CSI education projects in **South Africa** to the value of **R72.7 million**



Funded CSI education projects in **Africa Regions** to the value of **USD1.1 million**



Invested over **R738 million** in **employee development** across the group, which equates to 1.9% of staff cost, and to an average of R12 591 per employee



Human capital return on investment of **2.31**



Recruited **159 candidates** to our graduate programme and **1 276 candidates** to virtual learnerships



>60% of positions were **filled internally**



7 565 employees attended **management and leadership development programmes** of whom **54%** were women.





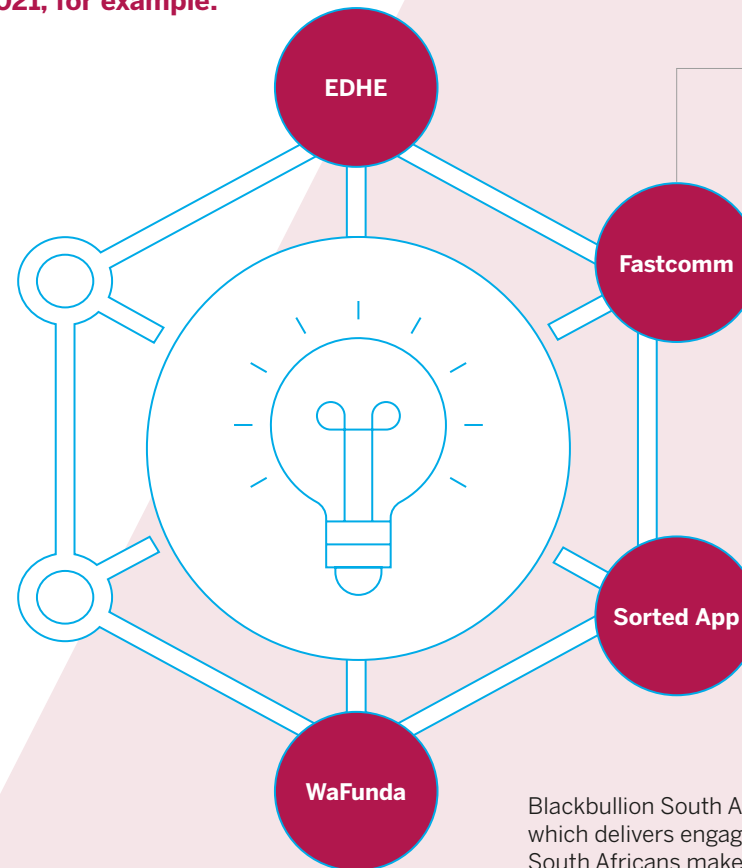
Providing tailored financial services solutions for educational institutions

Standard Bank recognises access to education as a critical driver of sustainable and inclusive economic growth. Our dedicated education team supports our clients in the education sector with financial and non-financial solutions. We work closely with our clients in the sector to understand their needs and develop tailored solutions.

This includes credit solutions for schools to develop appropriate infrastructure, such as buildings and sport facilities, and finance solutions for universities for the development of student accommodation.



We also partner with FinTechs and others to deliver added value to our clients in the education sector. **In 2021, for example:**



We partnered with the **Entrepreneurship Development in Higher Education (EDHE)** programme, which tackles graduate unemployment by developing entrepreneurial skills among students; developing entrepreneurship in teaching, learning and research; and supporting the development of entrepreneurial universities.

Our partnership agreement with **Fastcomm** enables schools to purchase FeverSafe at a discounted price through Standard Bank. This streamlined, digitised Covid-19 screening, tracking and reporting solution is suitable for a variety of educational environments and is simple and easy to use. The FeverSafe platform enables instant recording and reporting of learner, staff and visitor health status. If an individual records a higher than normal body temperature, the solution will alert the institutions Covid-19 representative, who will be able to advise the individual of further screening required from a health professional before entering the premises. All information is captured and stored on FeverSafe in a secure cloud-based platform.

We developed the **Sorted App** and prepaid debit card system, which enable the digitisation of payments and campus activities. By removing the need for cash, the app creates a safer environment for learners and staff, increasing security and minimising the risk of the spread of Covid 19. The app also provides learners with a safe space to become financially savvy.

Blackbullion South Africa is a product offered by **WaFunda**, which delivers engaging and relevant content to help young South Africans make better financial decisions before, during and after university. This local adaptation of a global award-winning financial literacy product aims to improve students' financial outcomes through increased confidence, positive behaviour, and better decision-making regarding their finances.



Providing innovative funding solutions for students

Feenix

We work with partners in government and the corporate sector to address the challenge of affordable and accessible student finance, through innovative models such as the **Feenix** crowdfunding platform in South Africa. The platform was launched in June 2017, with Standard Bank as a founding partner. It enables university students in need of funding for current or historic debt to create profiles and raise funds toward paying their fees. To register, students must upload a copy of their ID and an up-to-date university fee statement. Academic excellence is not a criterion for registration. Instead, Feenix focuses on academic progression.

Feenix enables individuals and businesses to take meaningful action to solve a pressing social problem. Funders can donate directly to a student registered on the platform, or to the Feenix Pool Fund. Funding in the pool is divided to ensure at least 75% goes toward black, coloured and Indian students, 50% goes toward female students and preference is given to students who are active and involved on the Feenix platform. Feenix is a public benefit organisation. Donations made through the platform, including CSI contributions by businesses, are eligible for tax benefits. Feenix can also assist corporates and businesses with receiving recognition for BBBEE points in two categories: skills development and socioeconomic development (SED). Companies can also use the Feenix database to find students they may be interested in hiring as interns or graduates.



Impact since launch in 2017

Number of students who have successfully raised funding via the platform:
2 331

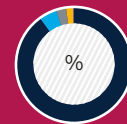
Students who have registered on the platform:
5 532



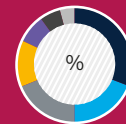
58%



42%



- Black 90
- Coloured 5.2
- White 2.8
- Indian 1.9
- Asian 0.1



- 31 Commerce
- 19 Humanities
- 19 Science
- 13 Engineering
- 8 Medicine
- 6 Law
- 4 Education

Total funding raised since 2017:
R112.5 million

Number of universities represented:
26



Money disbursed since 2017:
R75 million

Money disbursed in 2021:
R21 million



Partnership with The Discovery Foundation

In South Africa, the **National Student Financial Aid Scheme** provides assistance to students, where the parents' annual income is less than R350 000. However, students who fall outside this threshold struggle to access conventional bank loans, because they cannot provide surety against the loan. Standard Bank offers several finance solutions for students from low-middle income households.

One such initiative is the **Medical Student Loan Guarantee Fund**, which we have been managing on behalf of **The Discovery Foundation** since 2016. Discovery Foundation capitalised

the fund with R20 million (through interest this has now grown to over R25 million). The fund provides surety against which Standard Bank can issue student loans to students who would not otherwise be able to access such loans. The fund is a partnership with the University of Pretoria and University of the Witwatersrand medical schools, and loans are for medical students at these universities. Qualifying students can apply annually to receive loans of up to of R120 000 per student, which will be repaid upon completion of their studies. We run a similar initiative with the University of

Stellenbosch. Standard Bank holds R2.5 million in collateral directly from the university.

We are also piloting an innovative student loan (launched in 2021) that does not require students to have surety and does not require the student to have any form of income, further assisting students from low-middle income households. This student loan assists students studying towards science, technology, engineering and mathematics (STEM) subjects as well commerce and medicine at several universities.

237 students provided with loans in 2021, to the value of over R24.4 million



“Education is crucial for the prosperity and wellbeing of society, shaping the world for the better. We are committed to our mission to accelerate societal growth and contribute to South Africa’s financial health by helping individuals fulfil their aspirations around education, creating meaningful, positive change in people’s lives. We believe that every student deserves the chance to pursue their dreams and we understand that sometimes all it takes is some extra support and assistance along the way.”

Ben Pretorius

Head, Education Sector, Standard Bank



Investing in employee skills development and training

We invest extensively in employee skills development to ensure that our people remain relevant and thrive in a rapidly evolving workplace.

As part of our efforts to develop, attract and retain critical skills and to ensure that all our employees have access to tools and resources to grow and develop, we have identified **four core areas of focus**:



- Fostering a **growth mindset** across the group, through self-directed learning with a focus on future skills and bespoke learning paths, and leadership development



- Building skills to enable a platform business, inclusive of bespoke academies to build **digital skills** and leveraging strategic relationships to develop Africa's engineering skills



- Building a **future skills** pipeline, through young talent development initiatives and a focus on behavioural economics, and data and actuarial science



- Attracting and retaining **critical skills** through talent acquisition strategies, market mapping for scarce critical skills, succession planning and meaningful employee engagement.

Self-directed learning and a focus on future skills

We encourage our people to drive their own learning and development via our online learning platform, My Learning, powered by Degreed, and through conversations with peers and managers, project work and meaningful goal setting. All our employees have access to the My Learning platform, which is designed to enable them to acquire the skills needed to meet the demands of a rapidly changing and increasingly digital world of work. Topics range from general to highly specialised and include internally developed content and access to external resources. The platform uses machine learning to gather information about employees' interests and personalises development pathways based on their roles and learning goals. Each employee can generate and share a record of their completed learning.

Our learning team refreshes a list of future skills priorities every year to guide employees' learning focus. With input from the business and global research, we identify scarce skills and develop capability academies to help employees to transition into these critical roles. We have established bespoke academies to build digital skills, including Cloud, data science, experience design, AI/machine learning and behavioural economics. We are also leveraging our strategic relationships to develop Africa's engineering skills, within the group and more broadly in our communities.

Over 44 000 employees active

on the My Learning platform

5.3 million learning items completed

Employees spent an average of 95 hours on learning in 2021, up from 60 hours in 2020

41% of total learning hours were spent on future skills, up from 33% in 2020

48% of this time investment focused on building digital skills, including future-ready transformation, Salesforce, data and technology skills

114 learning assets completed per active employee (average).

We offer employed learnerships to current employees seeking to build key skills.

1 276 employees participated in 2021, in qualifications including banking, entrepreneurship, data analytics, automation and Masters programmes.

We also support employees in growing their portfolio of formal qualifications through our bursary programme. Employees have to access both long-form qualifications and shorter form certificate programmes.

In 2021

1 868 employees accessed bursaries for under-and postgraduate studies, to a value of R59.8 million

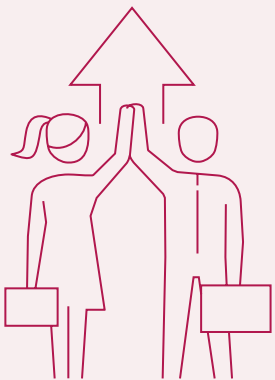
In South Africa, we awarded 1 711 bursaries to a value of R50.6 million.

Given our extensive footprint across Africa, we value multi-country experience and offer international assignments and secondments for our people. International assignments build cross-cultural awareness and support succession planning for key roles. **78** employees participated in international assignments in 2021.



Leadership development

We actively identify potential leaders and provide a range of leadership development courses at different levels. **7 565** employees took part in leadership development programmes in 2021, of whom 54% were women. We continue to refine our core leadership programmes for leaders at managerial and team leader level in line with our future-ready aspirations. Our 2021 programmes were all delivered using virtual solutions.



Examples include:

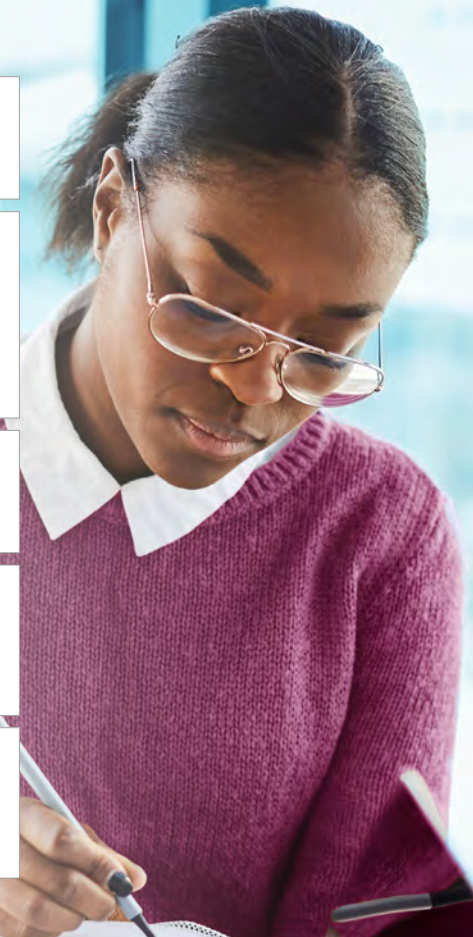
Senior executives and managers have access to **thought-leader masterclasses, virtual conferences and online international business school programmes.**

Our tailored leadership programme, **Journey to Greatness**, brings together leaders from across our geographies and business areas, drives strategic alignment and develops behaviours aligned to our leadership identity, while embedding the mindset shift required to operate optimally in a platform and ecosystem environment. **1 154** employees took part in Journey to Greatness in 2021, bringing the total over three years to **1 853**.

Our **Adaptive Leadership Experience** for senior managers and executives is delivered in partnership with GIBS and Henley Business School.

The **Last Mile programme** focuses on developing potential chief executive successors in Africa Regions. Of the **25** executives who have completed the programme to date, **7** have been promoted into chief executive roles, of whom 2 are women.

The **Breakthrough Headwinds programme**, launched in 2021, focuses specifically on the development of female leaders. A cohort of six female successors are being mentored by female members of the group leadership council.



The depth and diversity of experience in our successor pipeline is evident in the fact that **>60%** of group vacancies were filled internally in 2021.



Building skills to enable platform business

We launched our partnership with Salesforce in 2020. 36 523 (78.3%) of our employees are registered on the Salesforce Trailhead platform. 22 000 have achieved the status of Trailhead Rangers. We have more Rangers than any other company in the world, apart from Salesforce itself.



“When I started my Ranger journey, it felt like this was the opportunity that I was waiting for. So began my love for this fascinating new world. My commitment to myself was to get the best out of the learning experience. I am now a proudly double certified Salesforce Administrator and Salesforce Platform App builder. My Ranger journey also allowed me a secondment to the Salesforce program EPIC 3 as a Salesforce Quality Assurance lead. I gave my best and put all my learning to good use and have been promoted to a Salesforce Developer. I am grateful to be able to serve the bank in this capacity and to make a positive contribution to our success.”

Dennis Stanley Mbogo

Salesforce Developer, Stanbic Bank Uganda



“The Salesforce platform is an exciting platform that offers a variety of learning interests. It has enabled me to build knowledge and skills that I use every day.”

Thato Tibe

Double Salesforce Ranger, Standard Bank Botswana



“I use my lunch hour for learning, to progress and grow myself. The platform enables me to learn for free. It has eye-opening business-related topics that have enhanced my knowledge base. It’s been an awesome journey.”

Oarabile Mofaladi

Standard Bank Botswana



As part of our commitment to **continually innovate** to deliver greater convenience and value to our clients, we challenge our employees to think beyond the ordinary to deliver extraordinary solutions.

During 2021, we ran a Going Beyond challenge, in which we asked all our employees to think about non-financial solutions for our clients, to transition us to being more than a bank. Everyone was invited to think up a solution that would meet clients' needs, beyond banking, insurance and investments. We received 556 ideas. The top 10 submissions, which came from Angola, Lesotho, Nigeria and South Africa, are being supported by executive sponsors and taken forward in collaboration with the innovation team.

Standard Bank's Insurance Academy won **Digital Learning Award**, 2021 SA Board for People Practices (SABPP)



for strategic alignment and leading practice for an organisation. We established the academy to enable our people to upskill and reskill, enabling us to build a future-ready, client-orientated workforce and attract and retain talent through innovative development opportunities.



Creating work opportunities for young people

Our graduate programme, learnerships and internships, provide opportunities for young people to gain work experience and develop critical skills.

- Our graduate programme offers individual learning journeys, action learning projects, executive sponsorship, and accelerated work experience. **142** young people joined the programme in 2021 (130 from South Africa and 12 from Africa Regions).
- In South Africa, we offer internships and learnership programmes for unemployed young people from disadvantaged backgrounds. Entry requirements vary from matric to a degree, depending on the programme. **508** young people completed a learnership or internship in 2021. **54%** of them were offered employment opportunities at Standard Bank.

Since the inception of the South African Graduate Employer Association (SAGEA) awards 11 year ago, Standard Bank has won the Employer of Choice in the Commercial & Retail Banking Sector award ten times, including in 2021.



Corporate social investment

Our different countries of operation have different CSI strategies and delivery models.

In all cases, we work closely with government departments and other social partners to understand priority needs at the national and local level, and partner with local agencies and community organisations to ensure effective and sustainable delivery of our programmes.

CSI funds spent on education programmes in 2021:

South Africa
R72.4 million
(45% of total CSI SA spending)

Africa Regions
USD1.1 million
(30% of total CSI AR spending)

CSI South Africa



In **South Africa**, our CSI focus is on supporting improved access to quality education through the development of multi-year strategic partnerships with community organisations. We support programmes to strengthen the capacity of teachers and caregivers, with a focus on early childhood development (ECD) and foundation phase learning. We aim to be a contributing partner to the development and implementation of future skills curricula for ECD and foundation phase, by working with leading organisations and entities in this area. We support projects that develop teachers and teaching in early years schooling, benefitting children aged 4 to Grade 3, and we empower primary caregivers by providing them with skills to supplement early learning. These projects are run in partnerships with NGOs or academic institutions and are typically implemented over three to five years. We also provide support to a limited number of programmes designed to improve access to tertiary level education.

CSI South Africa funds spent on education in 2021

Category	Organisation	2021 Spend
ECD	Fundisani Thuto	R3.5 million
Foundation phase	Mfundo	R3.5 million
	Shikaya	R4 million
	Uplands	R2.5 million
	Edufundi	R4.75 million
	READ	R1.65 million
	NWU Little African Scientist Programme	R1 million
Future skills	The Sandbox Project (an NECT initiative)	R5.4 million
	University of Johannesburg	R3 million
Primary caregivers	Singakwenza	R800 000
	Sebofon Pilot Project	R2 million
	Seriti Institute	R5 million
Cross cutting	Early Learning Resource Unit	R3 million
University bursaries	CSI bursary programme	R6 million
	ISFAP	R26.3 million
Total education projects		R72.4 million
Total CSI spending		R158.9 million



ECD and foundation phase schooling in South Africa

In **South Africa**, our CSI activities support improved access to education at all levels, but with a focus on **ECD and foundation phase** education. We contribute to social and economic transformation in South Africa by supporting the development of future fit children who are ready for a new world of work by upskilling ECD practitioners and foundation phase teachers and empowering primary caregivers to play an active role in early learning. In 2020, we focused on supporting ECD practitioners to adapt to lockdown conditions, supporting them to develop and distribute digital educational materials to children in their homes, provide nutritional support to children who rely on school meals, and to support access to a blended learning platform, working in partnership with the Department of Education. This work continued in 2021.

Our employee community involvement programmes include a focus on education. For example, our ongoing partnership with **Nal'ibali NPO**, strives to **encourage children to enjoy reading**, by establishing reading clubs, assisting educators in running reading activities and helping to sustain an effective library book lending system in schools. During 2021, Standard Bank volunteers worked with Nal'ibali to deliver a virtual version of their reading programme to schools in four provinces. We also enabled distribution of over 90 000 reading materials to beneficiary schools.

We co-hosted two virtual campaigns, to celebrate World Read Aloud Day in February, and to celebrate and encourage storytelling during literacy and heritage month in September. We enabled employees to access training on storytelling and participate in read aloud and storytelling

sessions with children. **60** employees participated. We also hosted three live reading sessions on Nal'ibali's social media platforms with popular local performers. Each performer retold a classic fairy tale in a different South African language and with culturally relevant settings and characters. The sessions attracted an audience of over **1 700** people, and were widely covered in the media, creating positive publicity for Nal'ibali. We're setting up partnerships with community radio stations in the four focus provinces to broadcast Nal'ibali's* children's audio stories in local languages.

We also support the **Seriti Institute's** ECD programme, aRe Bapaleng (a Sesotho word meaning 'let's play'). The programme aims to build capacity among parents and caregivers of children aged six and younger to support positive childhood development. It includes active learning workshops in

marginalised communities and the establishment of networks of caregivers, with whom Seriti keeps in touch and shares information updates.

757 primary caregivers trained

135 active learning workshops

3 395 children benefitted

123 communities

65 caregiver network members

* Nal'ibali is funded from our employee community involvement (ECI) CSI budget and is therefore not reflected in the table on the previous page. Our allocation to Nal'ibali was R2 million in 2021. ECI comprises 7% of our total CSI spend.



“Reading and sharing stories with children is one of the most powerful gifts we can give them, more so in languages they can fully understand. Children who regularly read for pleasure perform better in the classroom, regardless of their family's social or financial standing.”

Kirston Greenop

Head, CSI, Standard Bank South Africa



School level programmes

Examples of our support for school level programmes include the following:




In **Uganda**, we are the lead sponsors of the **National Schools Championship**, which aims to empower the job creators of tomorrow and is the bank's flagship project. Launched in 2016, it runs countrywide and aims to equip students with life skills, career guidance, financial literacy, business and enterprise skills, to nurture entrepreneurship, creativity and long-term business thinking. To date, the initiative has reached over 300 000 students, 2 000 teachers, and 300 schools, with over 2 000 business ideas generated and 500 of those ideas translated into functional small businesses. The 2021 Championship covered 100 schools and four tiers:

- Start-up challenge for new business ideas
- Biz-grow challenge for school-based businesses looking for capital to grow
- Alum-grow challenge, for alumni personal businesses looking for investment
- Teach-grow challenge for teacher personal businesses looking for investment.





In **South Africa**, the Standard Bank  **Tutuwa Community Foundation** sponsors a high school scholarship programme, launched in 2016 in partnership with the Allan Gray Orbis Foundation. The scholarship covers all schooling expenses for five years, at some of South Africa's top achieving high schools. In March 2021, we hosted the first graduation ceremony for the eight initial scholarship recipients. The scholars all achieved bachelor degree admission passes, with a total of 23 distinctions. All are currently enrolled in South African universities, studying courses including actuarial science, applied statistics and computer science, law, engineering, nursing, biology and psychology.

A second cohort of 12 scholars graduated in 2021, having been funded and supported by the foundation since 2017. Between them, they achieved 19 distinctions and all but one achieved a bachelor degree admission.





Developing IT skills among Africa's youth

Standard Bank is one of the sponsors of the annual **UmojaHack Africa** competition, which brings together students from across the continent to compete in time-bound challenges. The objective is to build skills, create new machine learning applications to solve pressing social and economic challenges, and forge connections among the students and with industry. In 2021, students competed in Zindi's UmojaHackathon in three different machine learning challenges: a financial resilience prediction challenge, a logistics challenge, and a computational biology challenge. More than USD10 000 in prizes were awarded to data science students from nine African countries. The winning solutions will be deployed in real-world applications.

Over 1 000 students from 21 African countries participated

126 universities represented

Over 8 500 submissions received

"DiSEP is geared toward equipping the right candidates with the appropriate skills to excel in this digital era and ultimately prepare them for the future of work."

Funke Amobi

Country Head People and Culture, Stanbic IBTC Holdings Plc



"Standard Bank is deeply invested in funding and implementing critical data science skills development programmes, such as Zindi's UmojaHack Africa 2021 hackathon, to position Africa as a serious competitor in the world's rapidly emerging data-driven sector."

Adrian Vermooten

Chief Innovation Officer, Standard Bank Group

Standard Bank's **Kuunda Disrupt** team encourages employees across the group to use innovation and technology to help address societal challenges. The programme includes:

- STEAM* roadshows in schools, where teams of our employees provide learners with the tools and skills to develop technological solutions to benefit their school or community. Our technical mentors teach the learners simple coding language, provide guidance on the use of raspberry pi and a micro:bit, and support them to perfect their solutions. We held two events in 2021, with learners from five primary schools and two high schools. The winning schools were awarded a 3D printer

- Innovation events at our Digital Disruption Centre, a virtual and physical space where our employees and guests can experience cutting edge technology and develop skills in areas such as machine learning, robotics, raspberry pi coding and 3D printing
- Our annual group hackathon for employees. Participating teams are invited to a design thinking session and an immersion day with our strategic Cloud partners.
- Design thinking master classes focused on solving real problems. Participants develop a team charter, interview stakeholders and build prototypes to improve customer experience.

* Science, technology, engineering, arts, maths



In **Nigeria**, Stanbic IBTC launched the **Digital Skills Empowerment Programme (DiSEP)** in 2021, to build new tech skills and enable Nigeria's youth to compete in the global workforce. 221 young people participated, achieving professional certifications in various fields. The certification exam was fully funded by Stanbic IBTC.



Supporting access to tertiary education

Standard Bank's **bursary programmes** across Africa support efforts to achieve positive social and economic impact by helping young people to access tertiary education.

For example,



In **South Africa**, our bursary programme supports students who fall under the 'missing middle' category. In 2021, 125 students were funded to further their studies in universities across South Africa in STEM related courses.



In **Mauritius**, the Standard Bank scholarship programme enables students with limited financial means to enrol for undergraduate courses at the University of Mauritius. We cover the cost of university fees and provide each student with a monthly stipend of MUR5 000. In 2021, we provided 24 students with scholarships, at a cost of USD48 000 to the bank. To further support our scholarship beneficiaries, we run a buddy programme, whereby each student is paired with a Standard Bank employee who provides mentoring and support.



In 2021, Stanbic IBTC awarded 87 scholarships to scholars from across **Nigeria**. The scholarships will be disbursed in annual tranches over four academic years.



Standard Bank **Lesotho's** Bursary Fund provided bursaries to the value of USD55 000 to 50 students in 2021.



In **Malawi**, we are in the third year of sponsoring 30 students at five different universities, with USD409 000 disbursed in 2021.



“Stanbic IBTC appreciates the fundamental role education plays in transforming society, which is why we have chosen to institute the scholarship to encourage hard work and academic excellence among Nigerian students who desire tertiary education. The scholarship will enable them to pursue and realise their dreams of academic excellence.”

Dr Demola Sogunle

Chief Executive Officer, Stanbic IBTC Holdings PLC



HEALTH



Health



We support better health outcomes for Africa’s people by investing in our employees’ health, safety and wellbeing, financing healthcare providers and the development of health-related infrastructure and investing in health-focused CSI programmes to improve access to quality essential health-care services.



Interventions to protect our employees during the Covid-19 pandemic, keep them healthy, and promote their mental and physical wellbeing

Financial solutions to support health care providers and the development of health-related infrastructure

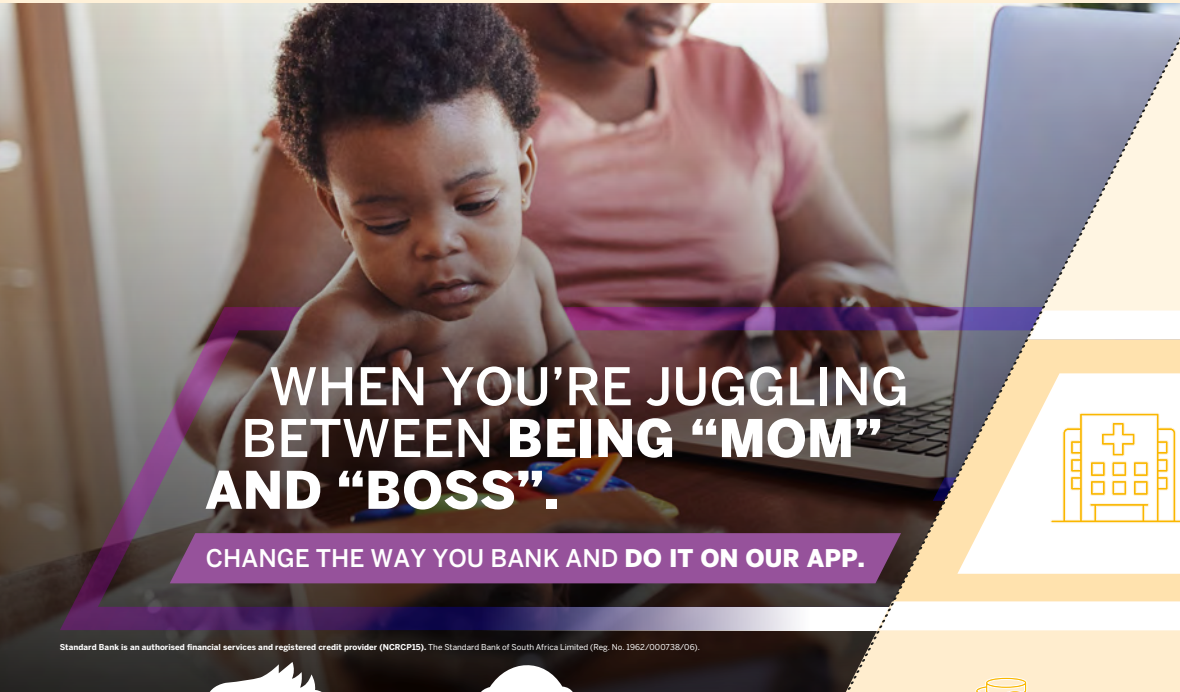
CSI initiatives in response to the Covid-19 pandemic

CSI responses to **support health and wellbeing** more broadly, including responses to humanitarian disasters.





Our impact in 2021



WHEN YOU'RE JUGGLING
BETWEEN BEING "MOM"
AND "BOSS".

CHANGE THE WAY YOU BANK AND DO IT ON OUR APP.

Standard Bank is an authorised financial services and registered credit provider (NCRCP15). The Standard Bank of South Africa Limited (Reg. No. 1962/00738/06).



Continued to follow stringent protocols to keep our clients and those of our employees who needed to work on-site, in offices or branches, **as safe as possible**



Provided **support to employees** to help manage anxiety and stress and delivered a range of wellbeing programmes



Supported the **expansion of health facilities** such as those provided by **Ongwediva Medipark in Namibia and Busamed in South Africa**



Spent **R75.9 million in South Africa**, on initiatives to promote access to **Covid-19 vaccinations**, and to provide food relief and humanitarian support to individuals and communities affected by social unrest and natural disasters

Spent **USD1.7 million (R26 million)** on health initiatives in **Africa Regions** with a focus on Covid-19, including provision of medical equipment and upgrading of hospital wards.



Interventions to promote our employees' mental and physical wellbeing

We invest in our employees' health, safety and wellbeing. This has included a particular focus on promoting their mental and physical wellbeing in the context of the ongoing pandemic over the past two years.

Keeping our people safe and healthy

Keeping our employees safe in the context of the ongoing Covid-19 pandemic remained a critical priority in 2021. Information in this regard is available in our ESG report.

We provide a wide range of **wellbeing** services to our employees. We believe it is important to adopt a holistic approach to wellbeing. Our service offerings encompass physical, mental, social, emotional and financial wellbeing. Our Employee Assistance Programme (EAP) provides confidential, personal support and information to help employees deal with everyday stressors and more serious concerns.

Services are provided through an independent, external organisation in each country. Counsellors follow a strict, professional code of ethics to protect personal privacy. All Standard Bank employees and their immediate dependants can use EAP services, at no cost to the employee. Employees can also participate in wellbeing days, medical assessments for executives and senior managers, and a range of training and upskilling initiatives focusing on financial wellbeing, dealing with loss and bereavement and finding hope and positivity in difficult times.

In 2021, we worked with **our culture, leadership and insights practice to incorporate the concepts of compassionate leadership** and building a virtual culture of care into our management and leadership development programmes.

We are working on developing a framework for the management of mental health in the workplace.



Financial solutions to support health care providers and the development of health-related infrastructure

Standard Bank supports better health outcomes for Africa's people by financing healthcare providers and the development of hospitals and other health-related infrastructure.



Ongwediva Medipark

Ongwediva Medipark (OMP) is a state-of-the-art private hospital in Namibia, that provides quality accessible and affordable healthcare to the community. OMP opened its doors in 2006. It has since established itself as a centre of excellence. The staff complement has grown from 250 in 2017 to 430 staff members, of whom 32 are medical specialists. Services provided include intensive care, paediatrics, maternity, neurosurgery, gynaecology, plastic surgery, cardiology, physiotherapy, psychology, ophthalmology and renal dialysis.

Standard Bank's relationship with OMP began in 2013 with the provision of finance to enable expansion of the hospital. We have worked closely with OMP's management in the years since to clearly understand and better meet their needs, and the needs of their patients and service providers. We've also gathered market insights on the local healthcare sector, and engaged with Namibia's Health Council, medical aid schemes, pharmacies and other hospitals, to understand sector opportunities and challenges.

Since becoming OMP's primary banker in 2017, we have:

- **Provided N\$84 million to fund new hospital infrastructure**, N\$28 million to fund medical equipment, including credit and leasing options, and N\$15 million overdraft facility for working capital
- Provided solutions to optimise income per bed through improvements to administration and operational efficiency. This has supported an **increase in hospital beds from 80 in 2017 to 150 beds** in 2021
- **Worked with the hospital management and staff to provide specialised financial solutions for medical practitioners**, including on-site visits from relationship bankers, to avoid clients having to visit the branch; convenient international banking, forex, and international payments (many of the specialists are from outside Namibia); tailored home loans with reduced deposit requirements; and equipment and vehicle finance. By helping these medical practitioners take care of their finances, we're helping OMP retain their specialists, ensuring local communities have access to excellent care
- **Provided specialised financial solutions for nurses** and for enterprises servicing the OMP value chain
- **Provided Financial Fitness Academy sessions** for Medipark employees.



Busamed partnership

Busamed is a black-owned and managed private South African healthcare group. Five Busamed hospitals have been ranked by Discovery Health as being within the Top 20 hospitals in South Africa. For over a decade, we have acted exclusively as Busamed group's corporate and investment bank. During this time, we have successfully structured and financed four greenfield hospital project financings, two expansion acquisitions, and new oncology centres and medical equipment. Three of the four project financings won project finance awards in the Healthcare and Infrastructure categories.

We are proud to have supported Busamed's growth into what is now a nearly 1 000-bed national private healthcare group, with 149 ICU and High Care beds, providing critical healthcare infrastructure to South Africans.

In 2021, Standard Bank acted as sole MLA in the consolidation of Busamed group's underlying senior debt facilities into a **R677 million term debt facility** at the group level.

Standard Bank and Busamed group concluded a **R55 million Covid-19 loan**, providing critical liquidity support for operational expenditure of the Busamed group during the pandemic. This was the first Covid-19 loan implemented within Wholesale Banking under the National Treasury Loan Guarantee Scheme.





Corporate social investment

Standard Bank's CSI strategy is aligned to our SEE impact value driver, focusing on improving access to good health and wellbeing, good quality education and decent work, and economic growth.

In South Africa, our 2021 health-related CSI initiatives continued to focus on responses to the pandemic. In Africa Regions, CSI programmes included Covid-related initiatives and broader initiatives related to community access to health services.

CSI South Africa funds spent on health programmes in 2021

Organisation	2021 Budget
Pandemic relief programmes	
Vaccination programme (Dis-Chem)	R6 million
Vaccination programme (Pink Drive)	R2 million
Disaster relief	
OneFarm Share	R26 million
Gift of the Givers	R19.5 million
UNICEF	R6 million
SABRI Crowdfunding SME support	R5 million
Others	R11.4 million
Total health & disaster spending	R75.9 million
Total CSI spending	R158.9 million
Health and disaster as a % of total CSI spending	47%

CSI funds spent on health-related initiatives in Africa Regions in 2021: **USD1.7 million (R26 million) of a total of USD3.7 million** (46%), including provision of PPE, funding to improve testing capacity and hospital infrastructure, and food donations and humanitarian support.



CSI initiatives in response to the pandemic

The private sector continues to play a key role in responding to Covid-19. By partnering with those in the frontlines, we helped ensure that crucial medical supplies, including vaccinations, were available to support communities.

For example



In **South Africa** we partnered with the Dis-Chem Foundation, to establish 32 vaccination sites across the country.

The funding enabled medical personal to be hired and for appropriate furniture, fittings, technological infrastructure, medical equipment, personal protective equipment and other consumables to be purchased. Bookings were managed through the government's Electronic Vaccination Data System. We also donated to the Pink Drive Foundation for mobile medical teams, employing previously unemployed nurses and drivers, and reaching over 37 000 people.



In **Eswatini** we are working with the Ministry of Health and other partners to support the government's vaccination programme.



In **Lesotho**, we donated to Sesiu, a fund established by the private sector to support the government's efforts to vaccinate the nation.



Stanbic Bank **Uganda** donated items worth UGX200 million (R900 000) to complement government efforts to combat the spread of Covid-19. Donations included PPE, distributed to Mulago and Entebbe Hospitals and 40 oxygen regulators and 98 oxygen cylinders, distributed to hospitals with the greatest need.





CSI responses to support health and wellbeing more broadly

We continue to fund programmes to improve access to health care in several of our countries of operation. In 2021, we also provided humanitarian relief in response to a natural disaster in the **DRC**, and social unrest in South Africa.

For example,



In **Angola**, through our ongoing Blue Heroes programme, we deliver Health in Community, which delivers community medical consultations and Covid-19 prevention education and guidance through our 72 partner organisations. Through the programme, we also provided hospital supplies and support for testing and vaccination programmes. The programme benefitted over 2 000 people in 2021, across the country.



In **Nigeria**, our ongoing partnership with Together4ALimb saw us sponsoring 12 children in 2021, with clinical treatment and prosthesis. We also partnered with the Nigerian Institute of Virology, to sponsor hepatitis screening in Cross River and Rivers State. 14 000 people participated in the screening programme.



In **Uganda**, we partner with the Ministry of Health to promote maternal health, under the banner *'Every Mother Counts'*. During 2021, we sponsored the provision of UGX145 million (R600 000) of hospital equipment to Kawempe hospital; provision of 'Mama kits' for over 2 300 new mothers; community outreach programmes; and staff welfare initiatives, including 500 Christmas food hampers, and information sessions to build financial literacy and associated life skills.



Humanitarian relief



Standard Bank **DRC**, together with other banks who participate in the Banking Association of Congo, partnered to provide USD500 000 to support the large number of people evacuated and displaced as a result of the volcanic eruption in the Goma region of the DRC in June. Standard Bank donated USD33 000 of the total amount.



In **Mozambique** we donated 100 tents (accommodating five people per tent) to people displaced by the insurgency in Cabo Delgado.



In **South Africa**, Gauteng and KwaZulu-Natal provinces were severely impacted by social unrest in July. Many shops were looted and damaged, supply chains were disrupted, and major roads were closed. For a period of just over a week, many people were unable to buy food or other essentials. SBSA donated funds to Gift of the Givers, FoodForward SA/OneFarm Share, UNICEF and Save the Children to provide impacted communities with humanitarian relief, including food supplies and other essentials.



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