



WE ARE MORE THAN A BANK

– A LETTER FROM OUR CEO

STANDARD BANK IS A UNIVERSAL FINANCIAL SERVICES GROUP. We provide a wide and diverse range of financial services, including large-scale project finance and transactional services for the biggest corporations; affordable banking and enterprise development support for small businesses; and personal banking services, including savings, current and card accounts, home loans, vehicle finance, insurance, estate planning, long-term savings and a great deal more. Over the past few years, we've worked to make sure that we provide these diverse services in a much more unified, client-focused way.

We want to ensure we're drawing from the wide range of skills and expertise available in our business to provide a tailor-made, comprehensive financial services solution for every client, in line with our commitment to place our clients at the centre of our business.

Our sustainability and success are inextricably linked to the prosperity and wellbeing of the societies in which we operate. We are clear that our core business activities must support and contribute to this prosperity and wellbeing. This understanding defines our purpose – **Africa is our home, we drive her growth.**

To assess how we're performing against our purpose, we identified these five critical measures of success:



We're working towards every part of our business measuring and reporting on its performance against these five measures. Over the past 18 months, we've started to identify measurable targets for each area, against which we aim to assess the performance of individual employees and teams as the value drivers mature. It's a challenging process. These are metrics not typically measured by businesses. It requires us to look beyond traditional financial indicators and deepen our understanding of the indirect impact of who and what we finance. For example, to understand our impact on the natural environment, including waste, emissions and pollution, we need to look beyond our own footprint in offices and branches, and assess the kinds of projects and firms we're financing and how they impact on the natural environment. Similarly, we want to get a sense of our impact on job creation, on working conditions in the projects we fund, and in the firms we bank. This requires us to partner our clients more closely and to better understand their businesses. It's a journey, and we still have a long way to travel, but this holistic understanding of our broader impacts and the associated deepening of client relationships is fundamental to becoming **more than a bank**.



As part of this journey, we're working to embed our SEE framework to help us assess the social, economic and environmental impacts of our decisions and how best to create value for the business in a way that also produces value for society.



SEE IS CORE TO OUR PURPOSE AND COMMITMENT of being a catalyst for economic change in Africa. It requires us to take a long-term view, and to assess the impacts of decisions not just for the bank, but for the communities in which we operate. It requires us to ensure that our stakeholder engagement processes are robust and inclusive.

SEE HELPS DECISION-MAKERS ACROSS STANDARD BANK think rigorously about the positive and negative social, economic and environmental impacts associated with our business, **to weigh up commercial and societal impacts and to make appropriate decisions** – be it to fund a new project, enter into a business relationship, select one supplier over another, or to foreclose on a debt or restructure it. SEE will also help us identify commercial opportunities to address societal, economic and environmental challenges. And it will strengthen our ability to provide a balanced and objective account of our impacts to our diverse stakeholders.



We are proud that the Standard Bank Group was recently certified as a Level 1 BEE company, under the newly revised Financial Sector Code.



Sim Tshabalala
CEO