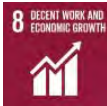




ONE

# INCLUSIVE ECONOMIC GROWTH

Standard Bank was recently certified as a **Level 1 BEE company**, under the newly revised Financial Sector Code.

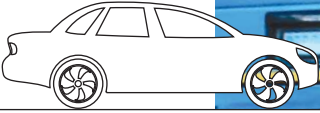


SDG 8 prioritises inclusive and sustainable economic growth, full and productive employment, and decent work for all. Our core business supports economic growth by providing financial services for the needs of businesses, enabling them to expand, be innovative and improve productivity, create jobs and meet changing customer needs. By providing financial solutions that meet diverse client needs, we enable individuals to grow their savings, buy homes, invest in their futures and insure their assets.

## COST EFFECTIVE TRANSPORT DRIVES JOBS AND BUSINESS GROWTH

  
**Finance for Uber drivers in Kenya**


**STANBIC KENYA** partnered with Uber to help driver-partners buy their own cars.

  
Just over **100 drivers** accessed the **loan facility** within the first three months. We expect uptake to continue growing in 2018.

The Vehicle Solutions Programme offers qualifying drivers up to **100% financing** for loans. Loans are available for up to KES1 million.

Only Uber drivers with a passenger **rating above 4.6 out of 5** and who have made KES300 000 within the last three months qualify for the credit facility.



 *Contributing towards Stanbic Bank achieving an impact in facilitating inclusive economic growth just makes good business sense and it is something I believe in. In order for us to remain sustainable in the long term, we must be relevant in the environment we operate in and should purposefully provide services and products that get the job done in meeting the needs of our stakeholders and that enhance the lives of the community as a whole.*

– **Lillian Mbindyo, Company secretary, Stanbic Kenya**





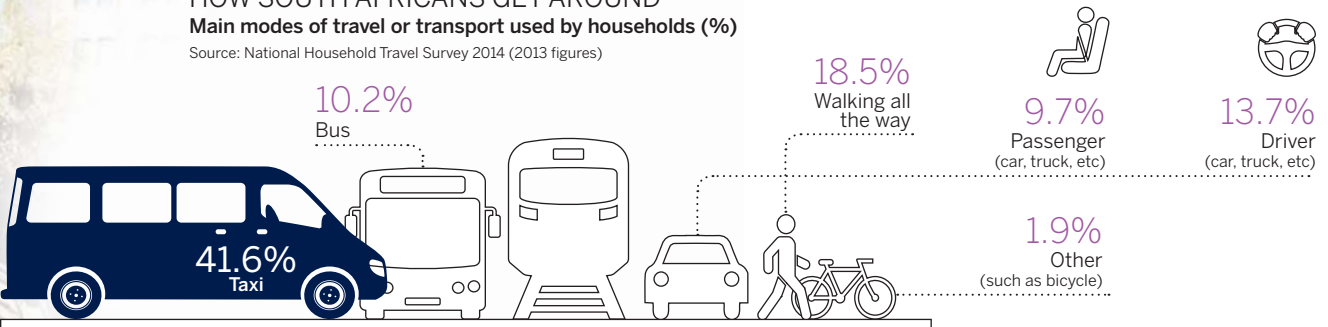
## A better deal for the taxi industry

In 2017, South Africa's Minister of Transport called on financial institutions to 'give taxi operators a better deal' in financing new vehicles. The taxi industry plays a significant role in Africa's economies, as an employer and as a primary provider of transportation for many.

### HOW SOUTH AFRICANS GET AROUND

#### Main modes of travel or transport used by households (%)

Source: National Household Travel Survey 2014 (2013 figures)



#### AFTER ENGAGEMENTS WITH THE TAXI INDUSTRY IN 2017:



We are refining our credit application processes to make accessing finance easier for taxi operators within South Africa's strict regulatory requirements.



Standard Bank has appointed a dedicated portfolio manager for the taxi industry.

We are working proactively to provide solutions, including: finance through taxi companies, cooperatives and taxi associations, which provide surety for people to purchase taxis.



Many applicants are drivers and queue marshals who want to become taxi operators.

### Supporting South Africa's black industrialists

Enabling black economic empowerment over the past 15 years

Standard Bank South Africa has made great strides enabling BEE through equity, debt lending and acquisition finance.

Growing businesses

These deals underpin the creation of medium and large businesses that help grow South Africa's economy.

The next wave of empowerment

We're now getting involved in the next wave of empowerment, ranging from emerging investment companies to black industrial firms.

Identifying potential partners

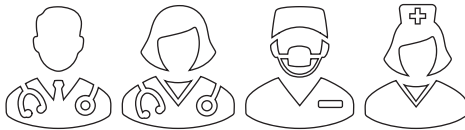
A multidisciplinary client service team identifies suitable candidates for capital lending and facilitation. The BEE transaction committee makes the final credit approvals.

### Supporting better health services in Africa

**Healthcare is a priority in Africa.** Standard Bank and GE Healthcare are working together to develop more medical practices across Africa, staffed with growing numbers of local medical professionals.

In South Africa, Standard Bank and GE Healthcare are developing a country-first 'Health Accelerator' programme to provide technical, clinical and business support for South African healthcare professionals.

Announced in November 2016, the first intake of



## 30 participants

commenced training in February 2017.

The programme is aimed at medical practitioners who want to transition into private practice. Participants learn from experts in enterprise development, management, human resources, marketing and business governance. The programme has 24 modules, delivered weekly at the GE Africa Innovation Centre and at the Standard Bank Incubator. We support these through e-learning platforms and masterclasses.



# MAKING BANKING MORE ACCESSIBLE

## Affordable and value-adding alternatives to cash

Cash remains the preferred form of transacting in Africa, but it carries inherent security risks, and is not always accessible. Commercial banks have difficulty assessing individuals for credit worthiness when they transact in cash. Loans are then considered high risk, which raises interest rates on these loans to accommodate these risks.

Standard Bank is partnering with technology companies to develop digital payment solutions. Our digital wallets and apps – **SnapScan, Instant Money, Mastercard, Shyft and WeChat wallet**– enable our customers to transact efficiently, safely and conveniently. Customer data is protected and they can easily pay everyday household accounts such as electricity and airtime. We've also introduced a system that tracks individual customer behaviour and enables us to price products and services according to customer risk profiles. Those with good payment track records benefit from lower fees.

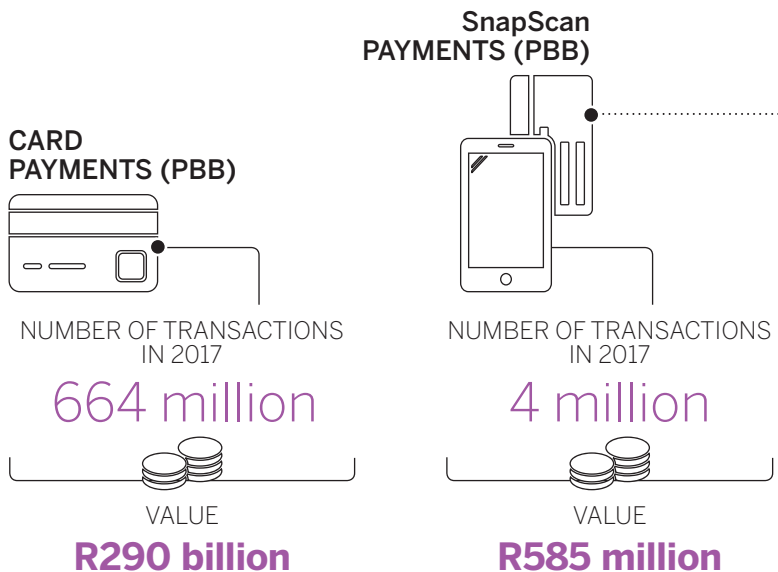
### SnapScan

We introduced SnapScan in 2015 as our cashless, cardless payment app. It is now used by approximately 40 000 merchants across South Africa. Merchants can transact cost-effectively without needing to accept cash or pay for point of sale devices and card machines.

### Shyft

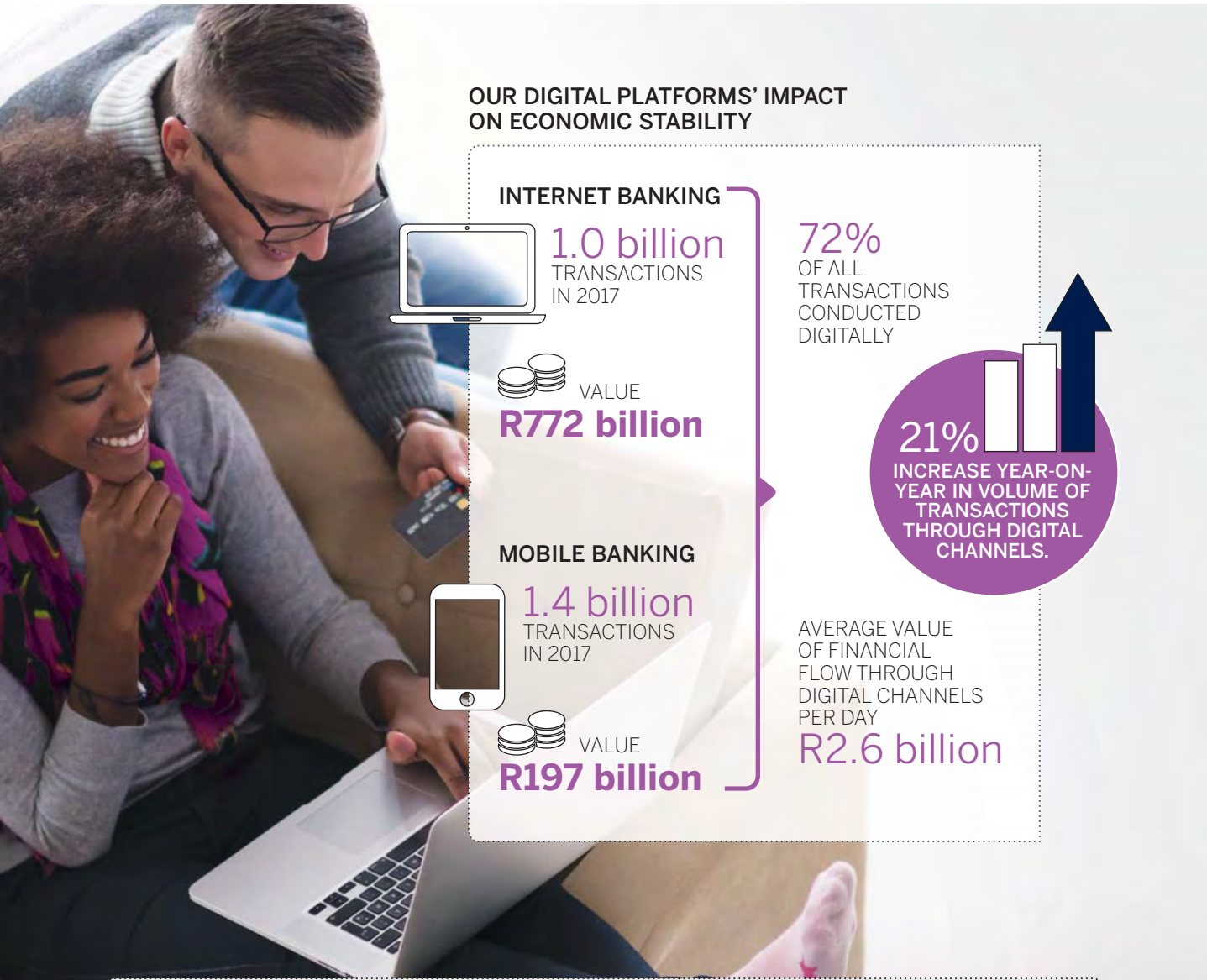
Shyft makes it easy to transact forex in US and Australian dollars, euros and pounds, with live rates and funds available within 30 minutes after deposit. Clients can make online purchases or pay international beneficiaries in a spread of currencies. They can also use the Shyft card in ATMs outside of South Africa. Users register online and transact in real time, eliminating unnecessary paperwork and fees associated with traditional fund transfers. Shyft won Gold in South Africa's #MTNAppAwards in October 2017.

The Standard Bank mobile banking app makes it easier for customers to manage their accounts. Using their cellphones, they can sign up for new products, get the latest forex rates, track vehicle loans and pay multiple beneficiaries. In 2017, Forrester Research's global mobile banking benchmark ranked Standard Bank 16 out of 53 banks; the highest ranking African bank. The survey noted our app's ease of use and accessibility to the bank website. The annual Intellidex-FM Investors Monthly named Standard Bank's online share trading platform as South Africa's Top Stockbroker in 2017. We received the first award in 2010 and again in 2014 and 2016.



**INCLUSIVE ECONOMIC GROWTH**

Making banking more accessible Affordable and value-adding alternatives to cash continued



**OUR DIGITAL PLATFORMS' IMPACT ON ECONOMIC STABILITY**

**INTERNET BANKING**



**1.0 billion**  
TRANSACTIONS  
IN 2017

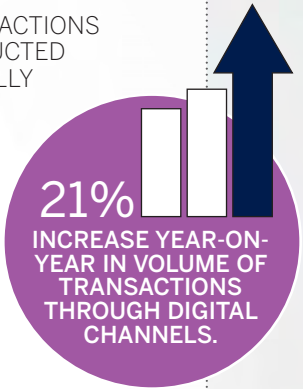


VALUE

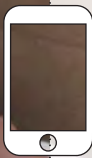
**R772 billion**

**72%**

OF ALL  
TRANSACTIONS  
CONDUCTED  
DIGITALLY



**MOBILE BANKING**



**1.4 billion**  
TRANSACTIONS  
IN 2017



VALUE

**R197 billion**

AVERAGE VALUE  
OF FINANCIAL  
FLOW THROUGH  
DIGITAL CHANNELS  
PER DAY

**R2.6 billion**

**CASHLESS PAYMENT OPTIONS**



Organisations can make online payments from their Stanbic accounts to Tigo Pesa, Airtel Money, Ezypesa and M-Pesa, through the Mobile Bulk Payments option on the Business Online platform.



**Tanzania**



**Ghana**



Cashless payment options include the Gold Visa Card, internet banking, Slydepay, E-ZWISH, and mobile money.



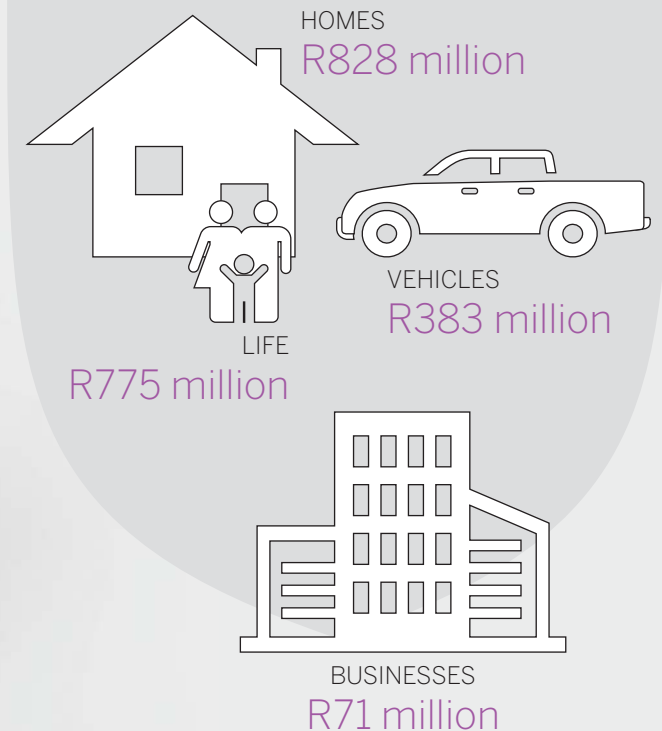
Inclusive economic growth



## Protecting people's wealth

Standard Bank's insurance business exists to protect our customers' families, livelihoods and property. We provide an insurance **safety net** to help them protect their wealth and dignity in the face of unforeseen circumstances, and to ensure their loved ones are financially secure. Many small business owners are underinsured or uninsured. For such individuals, a burglary or damage to premises or stock may be impossible to recover from. We're engaging with this market, particularly in township economies, to develop affordable and accessible plans to provide that safety net.

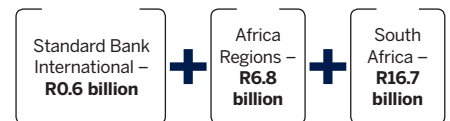
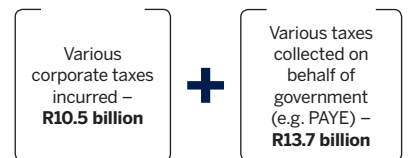
### WEALTH PROTECTED AND RESTORED THROUGH INSURANCE



## Generating revenues that drive economic growth

Standard Bank contributes towards the development and growth of the economies in which we operate by paying direct and indirect tax revenues to governments, salaries to our employees, payments to suppliers and dividends to our shareholders.

We are a major investor, taxpayer, employer and purchaser of goods and services. We contribute directly to public finances through corporate and employee taxes, as well as indirect taxes paid by the suppliers we support. We also collect other taxes, including withholding taxes, on behalf of revenue authorities. Standard Bank assists tax authorities with tax administration, collection processes and by obtaining independent verification of third-party data. We participate in industry forum meetings with revenue authorities to ensure tax policy objectives are achieved. In our dealings with tax authorities, we are committed to transparent and constructive relationships based on accurate, transparent and timely compliance with tax laws.



TOTAL TAX  
**= R24.2 billion**  
IN THE 2017 FINANCIAL YEAR