

Impact reporting

In 2017, we identified 10 areas in which we believed that Standard Bank could make a significant positive social, economic and environmental (SEE) impact.

We identified these areas by looking at the overlap between our core business as a provider of financial services, and the needs of Africa's people, businesses and economies. The priority issues and targets contained in the UN's Global Sustainable Development Goals (SDGs), the African Union's Agenda 2063 and South Africa's National Development Plan (NDP) informed our thinking.

We're in the process of refining our impact areas to narrow them down for monitoring purposes and remove overlap.

For the purposes of this report, we're focusing on **six impact areas**, namely:

Financial inclusion

1



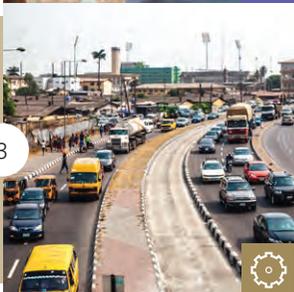

Job creation and enterprise development

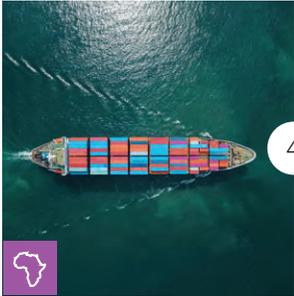
2




Infrastructure

3




4

Africa trade and investment




5

Education and skills development




6

Employee development and training

Our Reporting to Society suite provides an update on our contribution in each of these impact areas.

It also includes our environmental, social and governance (ESG) report, and an update on our progress on transformation in South Africa. The table that follows provides a summary of our reporting suite and illustrates how each theme relates to our material issues and the relevant SDGs.

SEE IMPACT AREAS

1



FINANCIAL INCLUSION

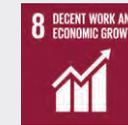
- Improving access and affordability – convenient digital products and services, accessible even without a bank account
- Rethinking security/collateral requirements for loans
- Providing consumer education to enable people to manage their finances more effectively
- Helping our customers save, invest and plan for the future, according to their individual needs

STANDARD BANK'S MATERIAL ISSUES

Deepen financial inclusion across Africa with appropriate digital offerings

Work with our customers to mitigate overindebtedness (including sales-in-execution)

ALIGNMENT TO SUSTAINABLE DEVELOPMENT GOALS



SDG 8.10 – Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all

2



JOB CREATION AND ENTERPRISE DEVELOPMENT

- Helping Africa's small businesses access the tools and resources they need to become viable and sustainable
- Providing financial products designed to meet the needs of SMEs and entrepreneurs

Contribute to job creation and enterprise development in countries of operation

Deepen financial inclusion across Africa with appropriate digital offerings



SDG 9.3 – Increase the access of small enterprises to financial services, including affordable credit, and their integration into value chains and markets

3



INFRASTRUCTURE

Working with African governments and development institutions to structure appropriate funding instruments and mobilise funding for crucial developmental infrastructure:

- Energy
- Water
- Transport (roads and railways, ports and harbours)
- Telecoms

Balancing Africa's power and energy needs with the negative impact of climate change

Adaptation to and mitigation of climate change, especially in relation to water in key sectors and markets



SDG 7 – Access to affordable, reliable, sustainable and modern energy for all



SDG 9 – Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation

SEE IMPACT AREAS

4



AFRICA TRADE AND INVESTMENT

- Enabling businesses to grow and expand into new markets, invest in innovation and improve productivity and create jobs
- Facilitating African trade and investment, particularly in the Africa-China corridor in conjunction with ICBC

5



EDUCATION AND SKILLS DEVELOPMENT

- Supporting early childhood development
- Supporting improved access to education and improved educational outcomes
- Improving access to student finance (including Feenix)
- Supporting access to work opportunities and skills development

6



EMPLOYEE DEVELOPMENT AND TRAINING

- Building and retaining local skills in our countries of operation
- Helping school leavers and graduates access the workplace

STANDARD BANK'S MATERIAL ISSUES

Contribute to job creation and enterprise development in countries of operation

Contribute to job creation and enterprise development in countries of operation

Impact of digitisation and automation on workforce requirements

Build and retain local skills and capabilities in countries of operation

ALIGNMENT TO SUSTAINABLE DEVELOPMENT GOALS



SDG 8 – Promotion of sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all



SDG 4 – Inclusive and equitable quality education and the promotion of lifelong learning opportunities for all



SDG 4 – Inclusive and equitable quality education and the promotion of lifelong learning opportunities for all

What is our 'SEE impact' all about?

Standard Bank's business activities have social, economic and environmental (SEE) impacts in the economies and communities in which we operate.

We are committed to understanding these impacts, which are direct and indirect, and using this understanding to inform our decision-making at every level. This enables us to maximise the positive impacts of our business, and minimise and mitigate the negative impacts, while simultaneously generating new business opportunities and financial returns for the group. We've adopted SEE impacts as one of the five value drivers which inform our strategy, and against which we measure our performance.

SEE provides us with a lens to assess how we create value for our stakeholders and Standard Bank:

