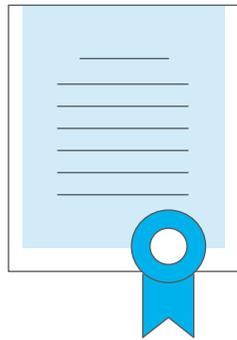




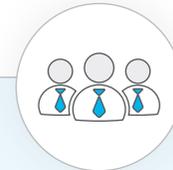
Promoting sound governance and integrity



The group social and ethics committee is responsible for ensuring that we act ethically in relation to internal and external stakeholders, and society more broadly.

The committee meets quarterly and includes executive and non-executive directors. Key issues discussed by the committee during 2018 included progress on embedding an ethical culture in Standard Bank; group-wide principles for stakeholder engagement; measures to accelerate gender and racial transformation within South Africa, and gender equity across the group; effectiveness of group policies and processes to minimise instances and support the victims of discrimination and sexual harassment; issues raised by environmental and social rights groups; and employee wellbeing.

Governance structures and accountability



Client risk committees operate in each of the business units to address client risk management matters. These committees include specific consideration of ethical considerations. The bank may choose to exit a client relationship based on consideration of commercial factors, contractual obligations to the client, compliance, reputational and other risk considerations.

Our **supplier risk committee** oversees supplier relationships, including risks arising from the ethical behaviour of suppliers, as well as financial crime and reputational risks including conflicts of interest, anti-competitive practices and human rights violations. A new third-party risk management framework has been approved by the group risk oversight committee.

Our **group procurement policy** is based on the matrix operating model of the organisation. All procurement transactions must be objective, transparent and fair, in line with sound corporate governance principles, and the highest procurement and ethical standards must be applied to all such transactions. We require all our suppliers to respect basic human rights and establish a clean and safe working environment. This includes not allowing forced labour, child labour or discrimination, and paying appropriate wages, regulating working hours and respecting everyone's freedom of association. Suppliers, consultants and contractors to the bank must comply with all the environmental and social legislation applicable, and they must follow good environmental and social practice that applies to their sector and to the goods or services supplied. The bank strives to procure goods and services that have a lesser or reduced impact on the environment and on the health and safety of workers and communities.



Privacy and confidentiality are core to the way we do business. We are committed to protecting client information, and adhere to the relevant codes and regulations, including South Africa's Code of Banking Practice. Standard Bank's data privacy policy provides for measures to ensure that the group processes personal information in a lawful and responsible manner. These measures, together with other relevant policies, inform the security safeguards necessary to protect personal information from unlawful and unauthorised access, use, destruction or loss. These measures cover all processing activities within the group. South Africa's Protection of Personal Information Act (POPIA) has been a driver for the implementation of further controls to protect client privacy. We are well prepared to meet the requirements of POPIA, and the European General Data Protection Regulation in the relevant jurisdictions. Our privacy statement and Standard Bank South Africa Limited's Privacy Statement is published on the following websites:

[www | standardbank.com](http://www.standardbank.com) standardbank.co.za

Employees and other stakeholders can seek advice or report concerns about unethical or unlawful behaviour anonymously. Information on our policy and processes for **whistle-blowing** is readily available to all employees. Employees have access to an independent, confidential whistle-blowing hotline. They are actively encouraged to make use of this should they feel that the group's values or code of ethics is being compromised. Standard Bank commits to protecting employees who whistle blow in accordance with the procedures set out in our whistle-blowing policy.