

Type:	Policy Summary
Name:	SBSA Stakeholder Engagement Policy
Key search items:	Stakeholder Engagement/ King IV/ Stakeholders

1. Policy Statement

The Standard Bank South of Africa (SBSA) recognises that effective stakeholder engagement is essential to our purpose “Africa is our home, we drive her growth”. It is also at the heart of our Group Values and Code of Ethics. Stakeholder engagement maintains and strengthens our legitimacy and social licence to operate, builds trust with stakeholders, and enhances our reputation as a socially relevant and responsible corporate citizenship wherever we operate.

Our stakeholders are those individuals, groups, and organisations that materially affect or could be materially affected by our business activities, products and services and associated performance. Our stakeholders provide us with the resources we need to achieve our strategy and purpose; influence the environment in which we operate our business; and confer legitimacy on our activities. Our business activities directly and indirectly impact on our stakeholders’ own wellbeing and success. We have a responsibility to minimise any harmful impacts, and optimise the positive impacts, on our stakeholders.

1.1 We have categorised our stakeholders into two primary groups:

The first group comprises stakeholders with which we have a direct, contractual relationship: namely, our people, our clients, our partners, our suppliers, and our investors.

The second group comprises stakeholders who do not necessarily have a contractual relationship with the bank, yet fall within the bank’s sphere of influence, and thus have a stake in our performance; namely civil society organisations, professional bodies,

regulators, policymakers, academia, legislators, the diplomatic community, political parties, special-interest and advocacy groups, analysts, researchers and think tanks, the media, and non-governmental organisations.

1.2 The objectives of this Stakeholder Engagement policy (“the policy”) are to:

- Clarify roles and responsibilities for stakeholder engagement;
- Clarify the ethos and principles underpinning all stakeholder engagement;
- Promote adherence with the requirements of the King IV Code of Corporate Governance in relation to stakeholder centricity and stakeholder engagement.
- Provide guidelines for stakeholder engagement, in general, as well as for specific types of stakeholder engagement;
- Establish a framework for stakeholder engagement to manage the associated risks and opportunities in a consistent manner across all business units; and
- Promote stakeholder engagement that aligns with the Group Code of Ethics as well as other relevant governance standards and policies, enhances the bank’s reputation, and underpins the achievement of our strategy and purpose.

2. Applicability

This policy applies to all employees of the Standard Bank South Africa, regardless of location, business segments and group functions, in all their interactions with stakeholders.

This policy sets minimum requirements and is supplemented by further governance requirements at business unit, or corporate functions, levels.

3. Minimum requirements to comply with this policy

3.1 Principles

SBSA is committed to engaging with its stakeholders in a constructive manner, and listening to concerns and suggestions with an open mind;

- SBSA strives to be accessible to its stakeholders;
- SBSA strives to be responsive to legitimate stakeholder concerns;
- SBSA is transparent in its stakeholder engagements;
- The Group's Code of Ethics and eight values underpin and inform our engagements with stakeholders; and
- All legal entities, business units, and corporate functions are primarily responsible for managing engagement with their material stakeholders in line with the SBSA 's architecture and organising principles, and in conjunction with the prescripts of this policy.

3.2 Policy

Given the scale of the SBSA's operations and the number of different stakeholders relevant to different parts of the bank, SBSA has adopted a de-centralised stakeholder engagement model.

This means that each Business Unit, and Corporate Function is primarily responsible for identifying and engaging with its stakeholders, in accordance with standards and policies.

Furthermore, relationships with certain specific stakeholders are the primary responsibility of specific teams within the SBSA, given the specialized nature of these relationships.

Underpinning the de-centralised operating model is:

- The group ethos of listening to, and constructively engaging with legitimate stakeholders, and
- Quarterly reporting on material stakeholder engagements and activities.

In certain instances, it may not be possible or appropriate to fully comply with this policy. Such exceptions must be approved by the Policy Owner for reporting to the Social and Ethics Management Committee. All exceptions must have a clear action plan and timelines for closure.