



Standard Bank Group

# REPORT TO SOCIETY 2020

Standard Bank **IT CAN BE™**

Also trading as Stanbic Bank

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## The purpose of this report

**Standard Bank's purpose is to drive Africa's growth.** We've identified seven areas in which we believe we can best achieve this purpose, while making a substantial positive impact on society, the economy and the environment, through our core business activities. The areas are financial inclusion; job creation and enterprise growth; infrastructure; Africa trade and investment; climate change and sustainable finance; education and health. Our annual **report to society** provides an update of our activities in each area.

### How to navigate our reports

The following icons refer readers to information across our suite of reports:



Refers readers to information elsewhere in this report.



Refers readers to information in our other reports, which are available online.

# Standard Bank Group

Africa is our home, we drive her growth. We aim to make life better for our fellow Africans by doing the right business, the right way, contributing to the financial wellbeing of our clients, and supporting sustainable and job-creating growth of the economies in which we operate. We are more than a bank. We are an integrated financial services organisation, deeply rooted in Africa. We strive to be the leading financial services organisation in, for and across Africa, delivering exceptional client experiences and superior value.



We have a 158-year history in South Africa. Over the past 30 years, we have been building our franchises across sub-Saharan Africa, and extending into key international markets. We operate in 20 sub-Saharan African countries and are headquartered in Johannesburg. Our primary listing is on the Johannesburg Stock Exchange (JSE) in South Africa. We have a secondary listing in Namibia. Subsidiary banks are listed on exchanges in Kenya, Malawi, Namibia, Nigeria and Uganda.

We also have operations in Beijing, Dubai, London, New York and Sao Paulo, and offer international financial services from our offices in the Isle of Man, Jersey and Mauritius.

Standard Bank Group (SBG) is the largest African banking group by assets, with a market capitalisation of **approximately R208 billion (USD14 billion) at 31 December 2020**, offering a range of banking and related financial services across sub-Saharan Africa.

Standard Bank employs over **47 000 people (excluding Liberty)**. We have **1 124 branches (540 in South Africa, 584 in Africa Regions)**, and **6 774 ATMs across Africa (4 444 in South Africa, 2 330 in Africa Regions)**.

This enables us to deliver a complete range of services across personal and business banking, corporate and investment banking and wealth management.

**Standard Bank Group is 52% owned by South Africans and 48% by international investors, with China (20%), USA (13%), Namibia (2%) and UK (2%) comprising the top investors.** Industrial and Commercial Bank of China Limited (ICBC), the world's largest bank by assets, is a 20.1% shareholder. This strategic relationship enables us to work with ICBC to facilitate investment flows and commercial relationships between China and Africa, to the benefit of African countries. Our second largest shareholder is the Government Employees Pension Fund of South Africa which holds 12.4% of shares.

We are committed to doing the right business the right way, in line with the UN Principles for Responsible Banking, South Africa's Code of Banking Practice, and Nigeria, Ghana and Kenya's Sustainable Banking Principles.

# Integrated financial services

We are accelerating the modernisation of the group to better engage with our clients, strengthening our relationship with them. We have made internal structural changes to move the group from operating through our business lines, as described below, to a structure built round three core client segments, effective from 2021. A new Client Solutions business is being set up to deliver innovative and cost-effective solutions that deliver an improved client experience using technology.

## Personal & Business Banking (PBB)

Provides banking and other financial services to individual clients and small and medium-sized enterprises (SMEs).

## Corporate & Investment Banking (CIB)

Offers corporate and investment banking services to clients, including governments, parastatals, larger corporates, multinationals and financial institutions

## Wealth

Offers insurance, investment, fiduciary, bespoke banking and multi-generational wealth preservation solutions to high net worth, retail, business and commercial and corporate clients across the group's footprint.

## Liberty

Our subsidiary, provides life insurance and investment management. Please refer to [www.libertyholdings.co.za](http://www.libertyholdings.co.za) for more information

### Our value creation

We create value by living our purpose and achieving our vision through the diligent execution of our strategy. Our strategic value drivers measure our strategic progress, allowing us to focus on the value we aspire to create for all our stakeholders.



#### VALUE FOR CLIENTS

Delivering relevant and complete digital solutions to our clients

#### VALUE FOR EMPLOYEES

Shaping a workforce that is ready to meet our clients' needs, now and in the future

#### VALUE FOR STAKEHOLDERS

Doing the right business, the right way

#### VALUE FOR SHAREHOLDERS

Striving to generate sustainable returns

#### VALUE FOR SOCIETY

Driving positive SEE impact

### Material issues and stakeholder engagement

For information on Standard Bank's material issues, and the ways in which we engage our stakeholders to inform these issues, please see our [ESG report](#).

### Assurance

We have a series of internal policies, procedures and controls in place to ensure that accurate data is provided. Our group social and ethics committee provides oversight of this report.

PricewaterhouseCoopers provided limited external assurance on selected performance data in this report, indicated by a ✓ in accordance with the International Standard on Assurance Engagements (ISAE 3000). [The scope of the assurance engagement and the statement of assurance are provided on pages 8 – 10 of this report.](#)

# Our reporting suite

We produce a full suite of reports to cater for the diverse needs of our stakeholders.

## **Annual integrated report**

– our primary report to stakeholders, providing a holistic view of our ability to create sustainable shared value in the short, medium and long term



## **Environmental, Social and Governance (ESG) report**

– overview of the processes and governance structures the group has in place to support our commitment to doing the right business, in the right way. Includes information about how we ensure that a strong ethical and conduct culture is embedded across the group, and on how we support the development of our employees, as well as information aligned with the recommendations of the Task Force on climate related disclosures.

## **SBSA transformation report**

– update on our transformation journey and performance against the pillars of the Financial Sector Code

## **Governance and remuneration report**

– discusses the group's governance approach and priorities, as well as the remuneration policy and implementation report. Includes information on how the group applies the principles of the King IV™ Report on Corporate Governance for South Africa

## **Risk and capital management**

– sets out the group's approach to risk management, including the risk universe.

## **Annual financial statements**

– sets out the group's full audited annual financial statements, including the report of the group audit committee.

# A message from Sim Tshabalala, Chief Executive Officer, Standard Bank Group

Standard Bank is committed to driving sustainable and inclusive economic growth, as reflected in our purpose – Africa is our home, we drive her growth. As Africa’s largest banking group by assets, we recognise the impact of our business activities on the societies, economies and environments in which we operate. We have embedded social, economic and environmental (SEE) considerations into our corporate strategy and day-to-day decisions, and have identified seven core business areas in which we believe we can make a SEE impact.



These areas are **job creation and enterprise growth**, which is in turn driven by **infrastructure development, support for African trade and investment**, and **greater financial inclusion**; the **health** and **education** of our own people, and of society more broadly and climate change and sustainable finance.

The development of sustainable finance solutions, which will help our clients and the group itself to mitigate and adapt to the impacts of climate change, is a key priority,

and has received substantial attention from the board and executive management over the course of the year. The pandemic illustrated in the starkest possible terms how vulnerable our societies and economies are to environmental shocks. Global warming and related environmental risks were already the dominant issues of our time. Covid-19 has moved them even higher up the agenda. In the wake of the pandemic, we’re seeing growing investor and client interest in products that support the transition to a more sustainable economy, including impact

investing and ESG-linked products and services. We support the commitment, voiced by stakeholders around the world, to build back better.

The integration of SEE considerations into our core business and decision-making helps us to manage risk and ensure our continued longevity and relevance. SEE is a mainstream agenda item for both our risk oversight and our social and ethics board committees, and for our group executive committee.

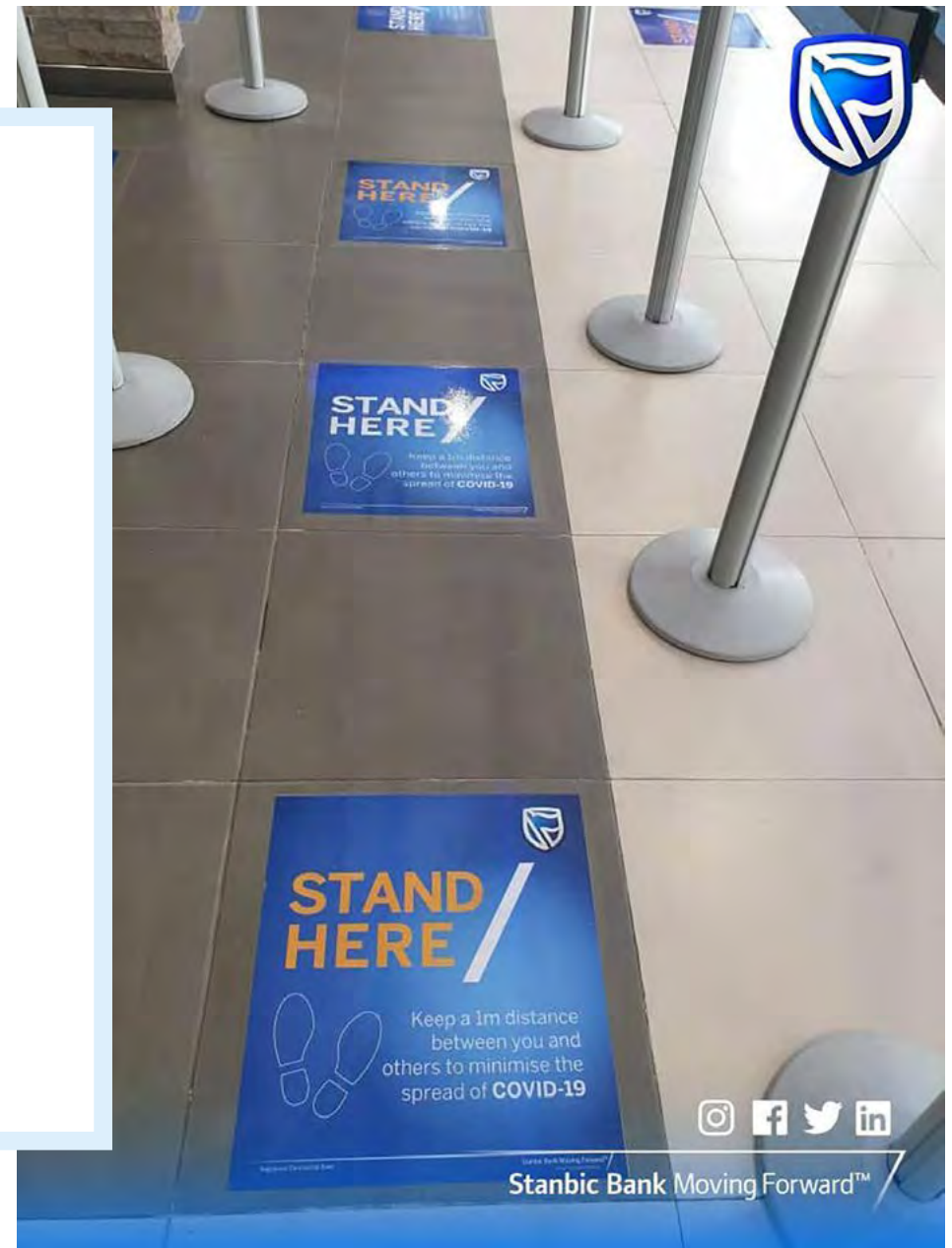
We realise that we need to enhance how we measure our SEE impacts to improve transparency and accountability. This has been a challenge given that the methodologies, particularly when it comes to social impact, are not yet well developed. But we are making good progress. During 2020, we further integrated our SEE strategy into individual performance agreements for all our employees, from executives to frontline employees, across the group. Performance against our five value drivers, including SEE, is a consideration in remuneration committee discussions.

Our business depends on us being recognised as a trusted partner to a broad range of stakeholders, including our clients, our regulators, our business partners and the communities in which we operate. We earn and build this trust by finding innovative ways to address SEE challenges in our markets, and by working closely with our clients and customers to determine how we can make their lives easier, better, and more fulfilling. We know Africa and her people as only a business with an almost 160-year history on the continent can.

Covid-19 has created an economic and humanitarian crisis like no other in our lifetime. In addition to the tragic loss of lives, it has robbed millions of families of their livelihoods and set back Africa's growth. But, in almost equal measure, it will be remembered as a turning point in history as governments, businesses, NGOs and citizens around the world rallied together behind a common cause to save lives and livelihoods in ways we have never seen before. In that sense, the crisis we find ourselves in is a story of hope, and further evidence of Africa's remarkable resilience in the face of adversity. Businesses across Africa have stepped up to help their employees and communities. Going forward, we need to support the kind of economic recovery that will drive sustainable and inclusive economic growth.

The pandemic has also underlined the importance and value of digital inclusion. Health authorities in several countries, including South Africa and Kenya, successfully used mobile phone networks to communicate information and guidance on Covid-19. In the education sector, however, the gaps were glaring. Only a small minority of schools and universities across Africa were able to shift to online learning. There is great potential for a revolution in access to education and skills development, but right now we're only skimming the surface.

Standard Bank aspires to be a truly digital as well as a truly human group, serving our clients predominantly online, processing in the cloud, embracing open innovation and partnerships, underpinned by data and personalised insights, and thereby providing services, solutions and opportunities that our clients and employees need to achieve growth, prosperity and fulfilment. In these uncertain times, we are committed to doing everything we can to support our people, clients, and communities. I remain deeply optimistic about Africa, and I am certain that the lessons we have all taken from the crisis will put us on track for an even better future.



# Assurance statement








Independent Auditor's Limited Assurance Report on the Selected Sustainability Information in Standard Bank Group Limited's Report to Society, Environmental and Social Governance Report and Standard Bank South Africa Limited's Transformation Report

## To the Directors of Standard Bank Group Limited and Standard Bank South Africa Limited











We have undertaken a limited assurance engagement in respect of the selected sustainability information, as described below, and presented in the Report to Society, Environmental and Social Governance Report of Standard Bank Group Limited (the "Group", "SGB" or "you") for the year ended 31 December 2020 and the Transformation Report of Standard Bank South Africa Limited (the "Company" or "SBSA") for the year ended 31 December 2020 (the "Reports"). This engagement was conducted by a multidisciplinary team including social, environmental and assurance specialists with relevant experience in sustainability reporting.

### Subject Matter

We have been engaged to provide a limited assurance conclusion in our report on the following selected sustainability information, marked with a '✓' on the relevant pages in the Reports. The selected sustainability information described below has been prepared in accordance with the Group and Company's reporting criteria that accompanies the sustainability information on the relevant pages of the Reports (the accompanying Group and Company reporting criteria).

Nr	Selected Sustainability Information	Unit of measurement	Boundary	Report and Pages
<b>Employment</b>				
1	Percentage of black employees in: <ul style="list-style-type: none"> <li>• Top management</li> <li>• Senior management</li> </ul>	%	SBSA	 <b>Transformation Report</b> page 18
2	Percentage of women in: <ul style="list-style-type: none"> <li>• Executive management</li> <li>• Senior management</li> </ul>	%	SBG	 <b>ESG report</b> page 89
3	Employee voluntary turnover rate	%	SBG	 <b>ESG report</b> page 85
<b>Human Capital</b>				
4	Percentage of women on the SBG board	%	SBG	 <b>ESG report</b> page 88
5	Percentage of women Chief Executive Officers in Africa Regions	%	SBG	 <b>ESG report</b> page 88
<b>Education, Learning and Development</b>				
6	Percentage of black staff who completed SBSA leadership training	%	SBSA	 <b>Transformation Report</b> page 24
<b>Good Governance</b>				
7	Number of regulatory issues assessed for impact in a calendar year	#	SBSA	 <b>ESG report</b> page 18



Nr	Selected Sustainability Information	Unit of measurement	Boundary	Report and Pages
<b>Financial Inclusion</b>				
8	Number of affordable housing clients where the bank restructured accounts within the reporting period	#	SBSA	 <b>Transformation Report</b> page 31  <b>Report to Society</b> page 29
9	Total number of students who received funding by FEENIX in 2020	#	SBSA	 <b>Report to Society</b> page 14
<b>Environmental, Sustainability and Climate Change mitigation and adoption</b>				
10	Total number of Equator Principle projects that reached financial close within 2020	#	SBG	 <b>ESG report</b> page 63  <b>Report to Society</b> page 14
11	Total carbon footprint for 2020	tCO <sub>2</sub> e	SBSA	 <b>ESG report</b> page 74
12	Energy produced through SBSA renewable energy systems	MWh	SBSA	 <b>ESG report</b> page 74
<b>Infrastructure</b>				
13	Ratio of green (renewables) versus brown (fossil fuel based) energy projects financed by Standard Bank from 2012 to 2020	%	SBG	 <b>ESG report</b> page 58
<b>Responsible Investment</b>				
14	Alignment with the Use of Proceeds Eligibility Criteria and commitments outlined in the Standard Bank Sustainability Bond Framework.	# and ZAR	SBG	 <b>ESG report</b> page 53
<b>Materiality</b>				
15	Alignment to Global Reporting Initiative (GRI) disclosure guidance 102-46.	Management assertion	SBG	 <b>ESG report</b> page 12

We refer to this information as the “selected sustainability information for Limited Assurance”, respectively, and collectively as the “selected sustainability information”.

### Your responsibilities

The Directors are responsible for the selection, preparation and presentation of the selected sustainability information in accordance with the accompanying reporting criteria which can be found at [https://www.standardbank.com/static\\_file/StandardBankGroup/filedownloads/Indicators.pdf](https://www.standardbank.com/static_file/StandardBankGroup/filedownloads/Indicators.pdf).

This responsibility includes:

- the identification of stakeholders and stakeholder requirements, material issues, commitments with respect to sustainability performance, and
- the design, implementation and maintenance of internal control relevant to the preparation of the Reports that is free from material misstatement, whether due to fraud or error.

The Directors are also responsible for determining the appropriateness of the measurement and reporting criteria in view of the intended users of the selected sustainability information and for ensuring that those criteria are publicly available to the users of the Reports.

### Inherent limitations

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining, calculating, sampling and estimating such information. The absence of a significant body of established practices on which to draw allows for the selection of different but acceptable measurement techniques which can result in

materially different measurements and can impact comparability. Qualitative interpretations of relevance, materiality and the accuracy of data are subject to individual assumptions and judgements. The precision of different measurement techniques may also vary. Furthermore, the nature and methods used to determine such information, as well as the measurement criteria and the precision thereof, may change over time.

In particular, where the information relies on carbon and other emissions conversion factors derived by independent third parties, or internal laboratory results, our assurance work will not include examination of the derivation of those factors and other third party or laboratory information.

## Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Professional Conduct for Registered Auditors, issued by the Independent Regulatory Board for Auditors' (IRBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. The IRBA Code is consistent with the corresponding sections of the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards).

The firm applies the International Standard on Quality Control 1, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

## Our responsibility

Our responsibility is to express a limited assurance conclusion on the selected sustainability information based on the procedures we have performed and the evidence we have obtained. We conducted our assurance engagement in accordance with the International Standard on *Assurance Engagements 3000 (Revised)*, *Assurance Engagements other than Audits or Reviews of Historical Financial Information* (ISAE 3000 (Revised)), and, in respect of greenhouse gas emissions, International Standard on Assurance Engagements 3410, *Assurance Engagements on Greenhouse Gas Statements* (ISAE 3410) issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform our engagement to obtain limited assurance about whether the selected sustainability information is free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3000 (Revised), and ISAE 3410, involves assessing the suitability in the circumstances of the Group and Company's use of its reporting criteria as the basis of preparation for the selected KPIs, assessing the risks of material misstatement of the selected sustainability information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the selected sustainability information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both risk assessment

procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks. The procedures we performed were based on our professional judgement and included inquiries, observation of processes followed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- interviewed management and senior executives to obtain an understanding of the internal control environment, risk assessment process and information systems relevant to the sustainability reporting process;
- inspected documentation to corroborate the statements of management and senior executives in our interviews;
- tested the processes and systems to generate, collate, aggregate, monitor and report the selected sustainability information;
- performed a controls walkthrough of identified key controls;
- inspected supporting documentation on a sample basis and performed analytical procedures to evaluate the data generation and reporting processes against the reporting criteria;
- evaluated the reasonableness and appropriateness of significant estimates and judgements made by the directors in the preparation of the selected sustainability information; and
- evaluated whether the selected sustainability information presented in the Report are consistent with our overall knowledge and experience of sustainability management and performance at the Group and Company.

The procedures performed in a limited assurance engagement vary in nature and timing and are less in extent than for a reasonable assurance engagement. As a result, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Group and Company's selected sustainability information have been prepared, in all material respects, in accordance with the accompanying the Group and Company's reporting criteria.

## Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, and subject to the inherent limitations outlined elsewhere in this report, nothing has come to our attention that causes us to believe that the selected sustainability information as set out in the Subject Matter paragraph above for the year ended 31 December 2020 is not prepared, in all material respects, in accordance with the reporting criteria.

## Other Matter(s)

Our report includes the provision of limited assurance on Alignment with the use of proceeds eligibility criteria and commitments outlined in the Standard Bank Sustainability Bond Framework and Alignment to Global Reporting Initiative (GRI) disclosure guidance 102-46. We were previously not required to provide assurance on this selected sustainability information.

The maintenance and integrity of Standard Bank Group Limited's website is the responsibility of Standard Bank Group Limited's directors. Our procedures did not involve consideration of these matters and, accordingly we accept no responsibility for any changes to either the information in the Report or our independent assurance report that may have occurred since the initial date of presentation on Standard Bank Group Limited's website.

## Restriction of liability

Our work has been undertaken to enable us to express a limited assurance conclusion on the selected sustainability information to the directors of the Group and Company in accordance with the terms of our engagement, and for no other purpose. We do not accept or assume liability to any party other than the Group and Company, for our work, for this report, or for the conclusion we have reached.

## PricewaterhouseCoopers Inc.

**Director: Jayne Mammatt**

**Registered Auditor**

**4 Lisbon Lane, Waterfall City, 2090**

**31 March 2021**

# Standard Bank's SEE Impacts

Standard Bank has identified seven areas in which we believe we can best achieve our purpose, to drive Africa's growth, while making a substantial positive impact on society, the economy and the environment. We selected these areas based on their relevance to our core business as a provider of financial products and services, and the priority needs of Africa's people, businesses and economies.

Our thinking has been informed by the priority issues and targets contained in the United National Sustainable Development Goals, the African Union's Agenda 2063, as well as the various national development plans and policies of the countries in Africa in which we operate. This includes the Nationally Determined Contributions to lowering carbon emissions in line with the Paris Agreement.

Impact area	Standard Bank's impact
 <b>Financial inclusion</b>	We enable more people to access financial products and services, supporting economic development and reducing inequality
 <b>Job creation and enterprise growth</b>	We work with our clients to understand their challenges and priorities, provide them with appropriate financial solutions to support their growth and expansion and deliver digital solutions to meet their unique needs. This includes targeted support to enable SMEs to develop and grow their businesses
 <b>Infrastructure</b>	We support the development of infrastructure to enable inclusive and sustainable industrialisation by financing large-scale infrastructure projects, and partnering with our clients to ensure environmental and social risks are appropriately managed and minimised
 <b>Africa trade and investment</b>	We facilitate the deepening of trade and investment flows between African countries, and with key global markets including China, through the provision of innovative trade finance solutions and cross-border payments and investment solutions
 <b>Climate change and sustainable finance</b>	We work with our clients to develop appropriate solutions for mitigating and adapting to the effects of climate change and develop innovative financial products and services that support the green economy, reduce carbon emissions, increase climate resilience, and enhance and socioeconomic development
 <b>Education</b>	We support access to inclusive, quality education and the promotion of lifelong learning opportunities, and help Africa harness the opportunities of the fourth industrial revolution
 <b>Health</b>	We support better health outcomes for Africa's people by financing healthcare providers, and health infrastructure and equipment, providing business development support to healthcare practitioners, investing in our people's health, safety and wellbeing and investing in health-focused corporate social investment (CSI) programmes.

## SUSTAINABLE DEVELOPMENT GOALS



## Our SEE impact at a glance

We create SEE impact by finding innovative ways to address social, economic and environmental challenges in our markets and solutions to help our clients and employees achieve growth, prosperity and fulfilment.



This was particularly important in 2020, as governments, businesses and individuals grappled with the twin challenges of the social and economic fallout of Covid-19, and accelerating climate-risk. When the pandemic reached Africa, we acted quickly to protect our employees and support our clients across the group through these difficult times. We mobilised additional CSI funds to support Covid relief efforts across our countries of operation. We facilitated greater use of online/contactless transaction channels for individuals and businesses, and supported small businesses to move online. We pivoted to online channels for a wide range of services, from the provision of enterprise development support and financial literacy training to investment advice – greatly

expanding our reach and introducing unanticipated efficiencies for the group and our clients. We supported our CSI partners to switch to virtual service provision where possible, particularly in the education sector, and to mobilise their resources to support efforts to tackle the pandemic. At the same time, we strengthened governance of ESG risk across the group, and introduced new oversight mechanisms, and new policy frameworks to enable us to assess and monitor ESG risks more effectively. We continued to support skills development and the evolution toward new ways of work for our employees and communities, and we did all we could to keep our clients and customers as safe as possible in the context of unprecedented risks to public health.

### Financial Inclusion



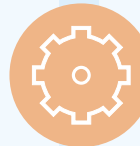
29% market share of **affordable housing sector** (South Africa)



7 848 people reached through **81 financial fitness sessions** (group)



### Infrastructure



3 project finance deals for **infrastructure related projects**, in South Africa and Kenya



### Africa trade and investment



Over 4 000 African businesses supported with **trade finance solutions**



R166.8 billion in **trade finance lending** in 2020

R2.23 trillion in **cross-border payments** in 2020

### Job creation and enterprise development



R147 million lent to **black-owned SMEs** in South Africa



R6.4 million spent on **business development support services** for supplier development programmes in South Africa

R14.2 million of enterprise development **lending to black-owned SMEs** in South Africa



R37 million spent in 2020 on **enterprise development initiatives** in South Africa



### Climate change and Sustainable finance

USD385 million sustainable finance capital raised, **comprising 21% of total funds** raised in 2020



6 Sustainable finance deals in 2020 valued at USD647.68 million



USD200 million sustainable bond arranged, **comprising 2.41% of annual total**



1 Equator Principles advisory deal closed



### Education



R677.5 million invested in skills development in the group



CSI spending on education programmes of R79.5 million in South Africa, and USD1.1 million in Africa Regions



R275 million in student loans to students without traditional forms of collateral



632 students received funding valued at R26 million via the Fenix platform



### Health



R10.3 million spent on employee assistance programmes across the group



16% of employees used employee assistance programme services



CSI spending on health-related projects of R27 million in South Africa, and USD2.7 million in Africa Regions

IMPACT AREA

STANDARD BANK'S IMPACT



Financial inclusion

**Accessible and affordable digital financial solutions**

- Three million active clients are using our digital financial solutions.
- There are over 15 000 Instant Money cash points at major retailers in South Africa.
- Our pre-loaded virtual card available in several countries enables easier and safer online shopping.
- Unayo allows subscribers to be connected to their families, business, and communities by offering services that create personal and financial wellbeing.
- Trader Platform provides stock advance loans for informal sector retail traders in several countries.
- SimplyBlu partnership with Mastercard and Google helps South African SMEs move online and accept digital payments

**Supported clients through tough times**

- We implemented relief measures for retail clients across the group. In South Africa, we provided over R50 million in fee waivers and moratoriums. We provided a 10% excess waiver for homes loans of R1 million or less and for vehicles with a sum insured of R150 000 or less. Credit life premiums on all student loans for three months delivered client saving of R1.4 million.

**Launched the African Women Impact Fund Initiative**

- We're working in collaboration with the UN Economic Commission for Africa, to raise USD1 billion over ten years for women-owned and managed asset management firms.

**Financial literacy**

- Programmes were delivered virtually. In South Africa we reached over four million individual users on social media and recorded over 500 000 engagements. Across Africa 9 718 individuals participated in our Financial Fitness Academies.



Our SEE impact at a glance continued

IMPACT AREA

STANDARD BANK'S IMPACT



Job creation and enterprise growth

**Supported clients through tough times**

- We provided cumulative relief of R24.8 billion for corporate clients.
- In South Africa, over R27 million was allocated to SMEs in funding agreements with government entities; 111 SMEs benefitted from credit rehabilitation, creating 880 jobs; we disbursed SME loans worth R7.1 billion under the SME Guarantee Loan Scheme; we facilitated payments of SASSA grants and the government's special grant through Instant Money.
- We signed a USD185 million loan with International Finance Corporation (IFC) to provide relief and ongoing support for eligible SMEs and corporates impacted by Covid-19.
- In Ghana, we partnered with Investing for Employment to facilitate grants worth USD7 million for SMEs in need of assistance, benefitting 40 SMEs across sectors.

**Online enterprise development support**

- Incubators in Botswana, Mozambique, Zambia and Zimbabwe, and enterprise development programmes in Nigeria and South Africa, provided ongoing services to SMEs by switching to online channels.

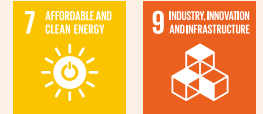
**Partnerships with small-scale farmers**

- In Uganda, the OneFarm Agri platform connects smallholders to start-ups and enterprise services. We expanded the client base from 200 farmers in 2019 to 500 in 2020.
- In partnership with the UN Women Climate Smart Agriculture Flagship Programme, we continued to support the 50 000 women farmer beneficiaries through various initiatives, despite modifications required as a result of the pandemic.



Infrastructure

- Planned infrastructure developments were delayed by the Covid-19 pandemic and lockdown measures in 2020.
- We facilitated Airtel Malawi PLC's USD38 million IPO, and provided vehicle and asset finance to enable road infrastructure developments in various countries.
- We continue to work closely with partners in the public and private sectors to address Africa's infrastructure deficit.



Africa trade and investment

- We implemented digital matchmaking events to connect our African clients to trade opportunities with China, addressing supply chain disruptions.
- We're working to support the digitisation of trade, and testing digital trade services with regulators in Ghana, South Africa and Uganda, including the use of artificial intelligence, blockchain, cloud computing and data analytics.





Our SEE impact at a glance continued

IMPACT AREA

STANDARD BANK'S IMPACT



Climate change and sustainable finance

- We published our sustainable bond framework and adopted new policies governing new investment in coal mining and fossil fuels.
- We issued sustainability-linked loans, structured to incentivise borrowers to improve their sustainability or transformation profiles (including a R2 billion sustainability-linked loan for the Vodacom Group, a R1.6 billion loan for Equites Property Fund, South Africa's first BBBEE performance incentive linked loan for Isanti Glass and a USD130 million sustainability-linked facility for Maersk).
- We launched ESG Deposit Issue 1, an ESG linked investment – return on the US dollar deposit is linked to the market performance of the S&P 500 ESG Index.
- We developed the PowerPulse platform, which connects business and industrial-scale energy users to solar photovoltaic engineering, procurement and construction partners.



Education

- We invested R677.5 million on employee learning across the group.
- In South Africa, we have raised over R47 million through Feenix, supporting over 1 300 students, over the past three years.
- We partnered with Microsoft and Pioneering Solutions Studio to launch a Microsoft Digital Literacy course, which is freely available to anyone.
- We worked with our CSI partner organisations to help them adapt services for virtual delivery.
- We ensured the tertiary students supported through our CSI programmes had laptops, data and funds for food.



Health

- We engaged our CSI partner organisations to understand their priorities and challenges, and how we could best support them to respond constructively to the pandemic. We also worked with governments and other social partners to identify national priorities and areas of need, and identified appropriate NGOs and initiatives for additional funding, over and above our CSI budgets. Our strategy focused on providing relief and meeting the immediate needs of our communities, including humanitarian support, access to food and medical care, and provision of PPE and sanitiser.



## UN Principles for Responsible Banking

Standard Bank is a founding signatory of the UNEP FI Principles for Responsible Banking (PRB), launched in September 2019. We are co-chair of the Banking Board, which is responsible for overseeing effective implementation of the Principles. The Principles set the global benchmark for what it means to be a responsible bank. They make it clear that banks' indicators of impact and success should be much broader than their financial results.

Our progress in relation to the six principles is summarised below. More information in relation to our performance is available [here](#).



UN Principles for Responsible Banking continued

Principle	SBG Progress
<p><b>1 Alignment</b> We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the SDGs, Paris Climate Agreement and relevant national and regional frameworks</p>	<p>SEE impact is one of five value drivers against which we measure our strategic progress</p> <p><b>2018:</b> • Identified SEE impact areas, informed by the SDGs, aligned to NDP 2030 and AU Agenda 2063, and directly relevant to our core business</p> <p><b>2019:</b> • Country level prioritisation of impact areas takes into account local context and opportunities, together with relevant national sustainable banking principles</p> <p><b>2020:</b> • Developed performance dashboard to measure progress against our strategy; developed non-financial metrics for each of our five value drivers; developed country-led SEE strategies</p>
<p><b>2 Impact and target setting</b> We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. We will set and publish targets where we can have the most significant impacts</p>	<p><b>2019:</b> • Committed to tracking, assessing and reporting on our SEE impacts, positive and negative</p> <p><b>2020:</b> • Defined SEE metrics to assess and track progress; participated in working group on collective progress</p>
<p><b>3 Clients and customer</b> We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations</p>	<p><b>2018:</b> • Adopted environmental and social (E&amp;S) risk governance standard and policy</p> <p><b>2019:</b> • Expanded integration of E&amp;S screening, management and monitoring across business and credit functions (beyond CIB)</p> <ul style="list-style-type: none"> <li>• Established sustainable finance business unit mandated to partner with clients to develop tailored sustainable finance solutions</li> <li>• Expanded mandate of client risk committees to include assessment of ethics and E&amp;S risks in relation to new and existing client relationships</li> </ul>
<p><b>4 Stakeholders</b> We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals</p>	<p>Ongoing stakeholder engagement is part of everyday business</p> <p><b>2020:</b> • Increased, regular engagement with investors on SEE impacts</p>
<p><b>5 Governance and culture</b> We will implement our commitment to these Principles through effective governance and a culture of responsible banking</p>	<p><b>2020:</b> • Adopted ESG governance framework, recognising ESG as separate risk type within non-financial risk and assigning clear accountability. Expanded board and management committee mandates to include oversight of ESG risk management</p> <ul style="list-style-type: none"> <li>• Integrated SEE metrics and ESG performance into SBG performance metrics</li> <li>• Included SEE and ESG considerations in executive performance assessment</li> <li>• Hosted internal PRB webinars for employees</li> </ul>
<p><b>6 Transparency and accountability</b> We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals</p>	<p><b>2020:</b> • Report to society shows activities under SEE impact areas</p> <ul style="list-style-type: none"> <li>• ESG report provides overview of the processes and governance structures to support commitment to doing the right business, the right way</li> <li>• Reports on PRB progress are submitted to group social and ethics committee.</li> </ul>

A woman with long, dark braids is sitting at a wooden table in a cafe. She is smiling and looking down at a smartphone in her left hand and a red credit card in her right hand. In front of her is a cup of coffee on a saucer. The background is a blurred cafe interior with warm lighting and wooden furniture. A large, stylized graphic element consisting of orange and blue lines frames the text.

# FINANCIAL INCLUSION



# Financial inclusion

Financial inclusion supports economic and human development and reduces inequality: access to relevant and affordable financial products and services, including payments, savings, credit and insurance, enables individuals and businesses to transact conveniently and cost-effectively, save and plan for the future, and deal with unexpected emergencies. Standard Bank has identified financial inclusion across Africa as a material issue.



## Our focus is on:



Implementing **accessible and affordable digital solutions** to under-banked and unbanked individuals



Implementing **digital solutions for entrepreneurs and small businesses** to support business formalisation and growth



Providing **affordable and convenient savings and investment solutions** to help individuals prosper



Providing **affordable and tailored insurance products** to help people and business owners cope with life's uncertainties



Providing **mortgages for the affordable housing market**, with a particular focus on South Africa



Providing **consumer education and financial literacy** to help people make informed decisions

## How we drove financial inclusion in 2020



In South Africa, **3 million** digitally active customers, up **15%** from 2019, and digital transaction volumes up **29%**

In Africa Regions, **47%** increase in number of transactions conducted via mobile banking, and **26%** increase in transactions via Internet banking



## INSTANT MONEY™

More than **R21.2 billion** processed via Standard Bank South Africa's **Instant Money** transfer service.

**5 730** new affordable home loans registered in South Africa at a total value of **R3.1 billion**



**R720 million** in **67 000** tax free investment accounts



**R600 million** in **16 400** auto-share investment accounts



Establishment of the **African Women Impact Fund**

**22 747** credit life claims paid



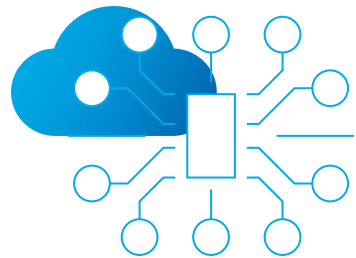
**34 035** funeral claims valued at **R550 million**



**Over 40 million** individuals and **101 entrepreneurs/SMEs** reached through **WalletWise** consumer education

**110** Financial Fitness online webinars for employees and clients, with **9 718** attendees





## Affordable and accessible digital services

We are committed to improving access to and the affordability of financial services, including through digital products and services that are accessible even without a bank account.

We partner with fintech companies to provide safe and secure digital solutions. Our digital wallets and apps enable our customers to transact efficiently, safely and conveniently, while Business Online provides convenient digital banking for small businesses.

The group has **six guiding principles** that guide how we deliver digital products and services to our clients

1

Our services are consistently **available, anywhere, anytime**

2

We use data to guide our decisions, create valuable insights and **deliver personalised experiences**

3

We **build enterprise assets** that can be leveraged across the group

4

We make it **easy for our customers to interact with us** through intuitive, easy to use, reliable interfaces

5

We are **proactive in understanding client needs** and continually learning and improving

6

We create an environment that encourages **curiosity, digital thinking and continuous improvement**

**In 2019**, we reported that 99% of Standard Bank client transactions in South Africa, and 92% in Africa Regions, were done using digital channels.

**In 2020**, digital transactions in South Africa increased by 13%, and in Africa Regions by 11%, compared to 2019. Physical transactions decreased by 26%. We now have three million digital active customers. By October, PBB Africa Regions had exceeded R2 billion in digital disbursements since the beginning of the year.



# INSTANT MONEY™

## Instant Money, South Africa

**In South Africa, Standard Bank's Instant Money transfer service enables customers to send and redeem money transfers at major retailers including Spar, Game, Builders Warehouse, Cambridge Food, Rhino Cash and Carry and Makro without needing a bank account.** Average charges are between R8 and R12.50 per transaction, with no fee to the beneficiary.

In 2020, we extended the partnership to include Pick n Pay and the Shoprite Group, and selected spaza shops around the country, increasing the number of cashout points from 6 500 to more than 15 000 across the country.

Average user transaction values have grown by 4.6% year-on-year with an average value of R788, with

over R21 billion send transactions processed in 2020.

Around 20 000 registered customers use Instant Money Wallet monthly. Customers can store their vouchers, at no charge, and only cash the money they need. The pay as you transact solution includes prepaid services like airtime, data and electricity, and free wallet to wallet transactions.

Instant Money for Businesses continues to show great growth. Bulk Instant Money allows businesses of any size to disburse funds through the Instant Money platform to any person in real time. Recipients don't need a bank account and can collect their funds at a date and time of their convenience.



'Standard Bank prioritises innovation and access to financial services. The full range of Instant Money products, from our business Bulk Payments solution, the personal Instant Money Wallet, to Instant Money Transfer, offers a range of affordable, convenient and trusted solutions for those who need to send and receive money on the move. We have expanded our retailer footprint to offer our customers more options. We want to empower more people who may not have access to traditional banking methods to send and receive money, helping to make their lives easier.'

– Ethel Nyembe, Head of Card and Payments, Standard Bank South Africa<sup>1</sup>

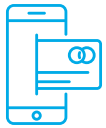
<sup>1</sup> Appointed Head of Card and Payments, Standard Bank Group, March 2021





## Other digital solutions

### Other digital client solutions implemented or expanded in 2020:



We rolled out our **virtual card** in several Africa Regions countries, making it easier and safer for customers to make purchases online. The virtual card, first launched in South Africa in 2018, can be pre-loaded with funds from any account that a customer has with Standard Bank. It is accessible on the Standard Bank mobile app, where it can be created, at no extra charge, and topped up on a regular basis. Customers can use their virtual card to make purchases online and access popular apps without exposing details of their main accounts. Within the Standard Bank app, users can select a generic virtual card that allows domestic and international online shopping or opt for a store-only card through Standard Bank's partnerships with popular e-tailers.



We have partnered with MoneyGram, a leading international **money transfer** company, since 2005 to enable customers to send and receive cash worldwide. Transaction volumes increased significantly in 2020 as consumer behaviour adapted to the pandemic and lockdowns.



#### GHANA

**Ghana: MobyCash** provides clients with secure and convenient on-location cash management. It was recognised as the most innovative digital product in the cash management sector by the Global Finance magazine. On-location cash management brings the cash value chain to clients' doorstep, removing the need to travel to branches.



#### MALAWI

**Malawi:** We piloted **Unayo** (which means 'you have it' in several Nguni languages). All that's needed to use the Unayo global wallet account is a mobile phone and number, allowing subscribers to connect, trade and transact. Money is redeemed into the client's wallet when received in the form of a voucher or sent from another client or by a donor institution/grant provider. The client can cash their funds at any merchant in the Unayo network/ecosystem. Anyone can sign up as long as they meet the regulatory requirements. This provides communities with a simpler means of transacting and accessing cash and drives financial inclusion. Following a successful pilot, Unayo was launched in Malawi in November, and will be rolled out in other markets in 2021.

#### NAMIBIA



**Namibia: PayPulse** enables clients to use their phones to pay anyone, at any time. Customers can link up to three debit or credit cards from any bank to the service and can access the full transactional capability of each card using PayPulse. This allows them to pay for goods quickly and easily, to send money to other PayPulse wallets, pay their municipal and other bills, buy airtime, pay for parking and top up electricity. They can also deposit and withdraw money at 1 460 PayPulse merchants, including Pick n Pay and Shoprite stores. Individuals can use the service to send a BlueVoucher to someone else, via that person's mobile phone number, to be redeemed at any Standard Bank ATM within 30 days. By the end of December, we had 475 000 active wallets, up from 104 000 in January 2020, with a total value of N\$38 million (up from N\$8 million). We enabled over one million transactions in 2020, up from 480 000 in 2019. The total value of transactions increased by 222%, to N\$522 million.

PayPulse can also be used by government agencies, companies and SMEs to make bulk and individual payments to any Namibian cell phone number, and can therefore be used to pay wages and social grants, and to buy airtime for employees. They can issue a blue voucher (instant money) to a beneficiary or credit a PayPulse wallet of a beneficiary. The recipients do not require bank accounts to receive funds, only a valid Namibian mobile number. By the end of 2020, 107 companies were using PayPulse Business to pay salaries, to over 6 400 employees.



Other digital solutions continued

NIGERIA

**Nigeria:** Stanbic IBTC @ease is an electronic wallet that has been designed to meet the lifestyle needs of the unbanked, underbanked and multi-banked using a unique combination of technology and Agent network. Using the last ten digits of a phone number, customers can pay their bills, buy airtime, do interbank transfers, receive money, and make cardless withdrawals from ATMs or the agent network. They can also get an @ease debit card, which they can use to withdraw from an ATM, or transact at a merchant or agent. The account can be opened using a feature phone/USSD application or at agent locations around the country. The product was launched in October 2019. By December 2020, over 1.1 million wallets had been opened, with a wallet balance of over N414.7 million. During 2020, 1.9 million transactions took place, with a total value of over N9.2 trillion.



SOUTH AFRICA

**South Africa:** We launched **MyMo** in 2019 – a low-cost transactional account which can be opened online. At the end of 2020, we had 659 352 clients with a total client balance of R1.3 billion. Our partnership with technology company **iIDENTIFii** enables new customers to open accounts remotely, using biometric digital identity verification. Customers can open an account in under 60 seconds, from wherever they are, with no need to visit a branch. All they need is a mobile phone and an official identity document. They are able to transact the same day.



SOUTH AFRICA

**South Africa's** small businesses had to accelerate their digital transformation in response to the pandemic. Standard Bank, Mastercard and Google partnered to help businesses move online, accept digital payments and attract more customers. The collaboration provided SMEs with free access to Standard Bank's **SimplyBlu** e-commerce solution, powered by Mastercard Payment Gateway Services, plus free Google Ads to the value of R500. **SimplyBlu** enables SMEs to create an online presence through a plug-and-play e-commerce store builder, which is interfaced with an instant online checkout. Users can set it up and start accepting payments within minutes. The **SimplyBlu** platform saw over 100% growth during the year.

SOUTH AFRICA

**South Africa: Daily Stashing** enables our customers to automatically stash from as little as R5 per day. Partnerships with third parties allow our customers to convert their third-party rewards points into Stash investments. Stash has grown to over 35 000 tax-free invest accounts, attracting over R75 million in investment inflows since inception and processing over 160 000 investment transactions per month.

UGANDA

**Uganda:** We provided the Ministry of Health and other partners (including Plan International, Uganda Virus Research Institute, Infectious Disease Institute, Infectious Disease Research Collaboration and African Initiatives for Relief and Development) with 1 000 prepaid Visa cards to facilitate cashless payments for frontline medical staff and other essential workers. The initiative was aimed at reducing use of cash to help stop the spread of Covid. Stanbic Bank Uganda also waived card issuance fees and encouraged all customers without debit cards to obtain one at no cost to promote the safety of customers.

ZIMBABWE

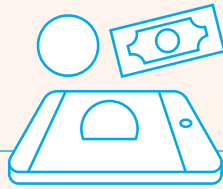
**Zimbabwe: BluEase** is a low-cost transactional account targeted at low-income earners including university students and informal and sole traders. We've made the know-your-customer process as quick and easy as possible, to ensure the account is accessible. Customers receive a debit card and can access a variety of digital banking platforms.



Other digital solutions continued

Standard Bank's commercialised **Trader Platform Solution** enables informal sector retail traders to apply for stock advance loans in the form of virtual stock (airtime) and physical stock (FMCG). We assess the applications using the Nomanini platform – we analyse 30 days of 'health and wealth' trading data, derived from the way in which the traders sell prepaid airtime and other services to their customers. This provides us with appropriate information to make a loan decision. The loans are provided quickly and digitally, enabling traders to minimise the downtime that would usually be created by stock shortfalls and the need to close shop in order to restock. The solution was launched in Zambia, Eswatini and Lesotho in 2019, and was rolled out to several additional African countries in 2020.

**Trade Up** addresses the challenges faced by informal traders, who are unable to access finance for growth, handle cash and may suffer from a shortage of stock. Consumer brands also lack insights from product sales in these informal outlets. Our Trade Up platform enables informal traders to access real-time ordering, payment, clearance and stock delivery, while using brand and product insights that this digital offering provides.



The Asian Banker Middle East and Africa Financial Technology Innovation awards 2020 recognised Standard Bank and Infosys Finacle as the winner of 'Best branch digitisation implementation in Africa' and 'Best lending implementation in Africa'.

Stanbic Zimbabwe's team at Mutare Branch needed to find a way to assist their client, a dairy farm and a coffee plantation with 250 employees, to find an effective way to pay their employees. The client used to use Ecocash, but changes in national regulations meant this was no longer a viable solution. Cash was not an attractive alternative, as drawing the necessary funds was time-consuming. Cash payments also prevented the employees being able to pay for goods using digital solutions and forced them to travel to buy goods, which had a negative impact on harvesting. Stanbic facilitated the opening of BlueEase accounts for the employees. The farmer can now pay them on time, conveniently and cost-effectively, while the employees in turn can access Stanbic's digital banking channels for ease of transacting.



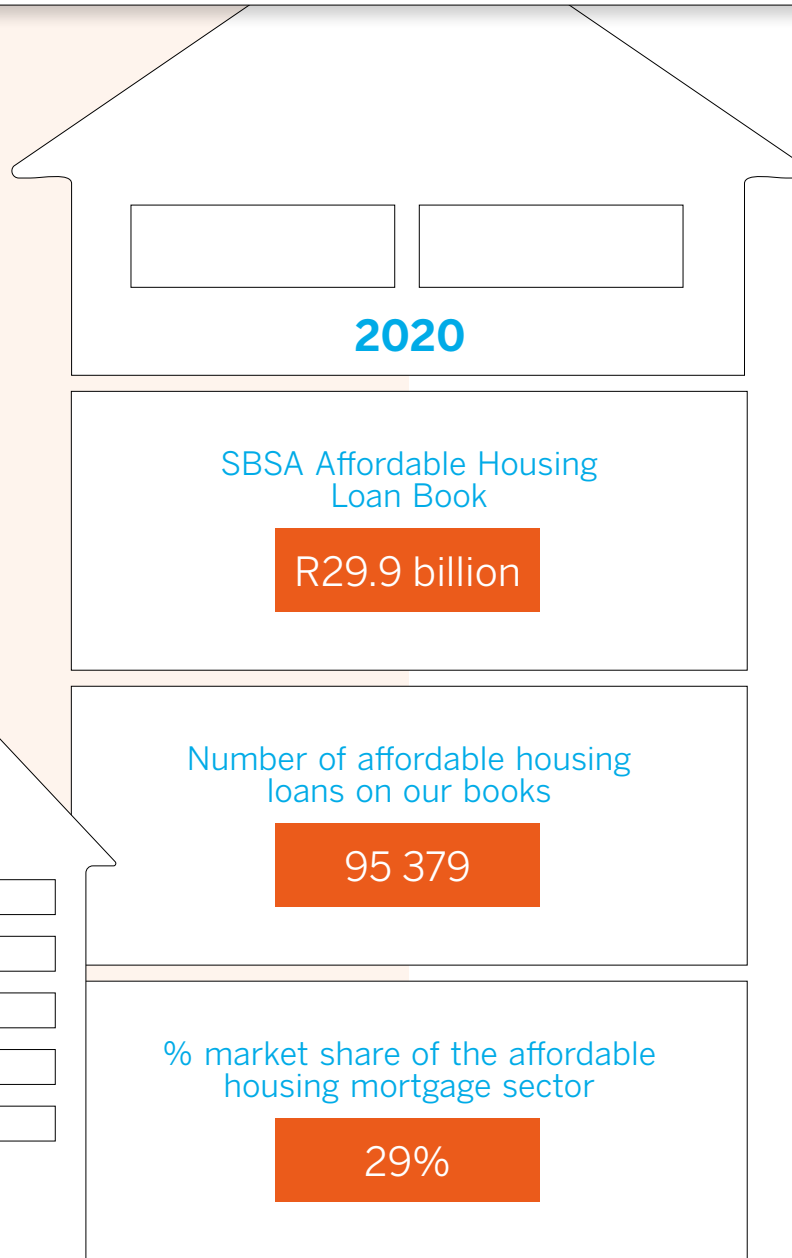
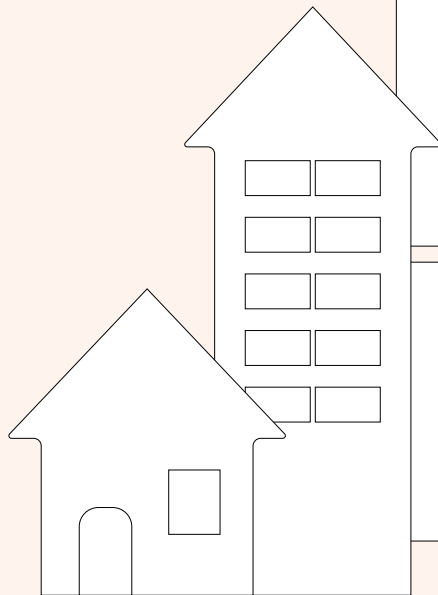
Our internal **Out of the Blue** competition created a platform for employees to share their ideas to improve customer and employee outcomes. Employees were invited to access the Out of the Blue app, select a challenge, fill in their submission details and submit their ideas. Challenges included, for example, 'Seeing our Clients Differently', with a specific focus on using data differently to understand what our clients need as individuals, to show up in the moments that really matter to them and to partner with them and help them achieve their goals. All employees were challenged to take the opportunity to transform how and when we use data to deliver for our clients, submit their ideas and, if successful, pitch those ideas to the Blue Dragons' Den to compete for an opportunity to take them forward. We received around 200 submissions, the large majority from general staff and junior managers, most of them under the age of 40, and many having been with the group for less than five years – bringing new fresh perspectives and fresh ideas to tackle customer challenges. Ideas came from across the group, and we were immensely impressed with the quality and creativity of the submissions received.





## Affordable housing, South Africa

The Financial Services Code requires banks to provide affordable housing for consumers that earn a gross income between R3 500 and R25 400.



South Africa's deeds offices were closed during Q2 as a result of the national lockdown. Improved registrations in the second half of the year and very good registrations in the last quarter saw the average performing affordable housing book balance increase by 2% compared to 2019. The total value of registrations for 2020, at R3.1 billion, increased by 16% compared to 2019 registrations, while the total number of registrations, at 5 730, increased by 1% compared to 2019.

We work closely with the National Department of Human Settlements, National Housing Finance Corporation and the provincial housing departments to help our customers access the Finance Linked Individual Subsidy Programme (FLISP) offered by the government. The programme targets the 'gap market' – households earning more than

R3 501 but less than R22 000. These families find it hard to qualify for housing finance, as their income is regarded as too low for traditional mortgage finance from banks, but too high to qualify for the government free basic housing subsidy scheme. Qualifying households can access a FLISP subsidy, ranging between R27 960 and R121 626, depending on the applicant's monthly income.

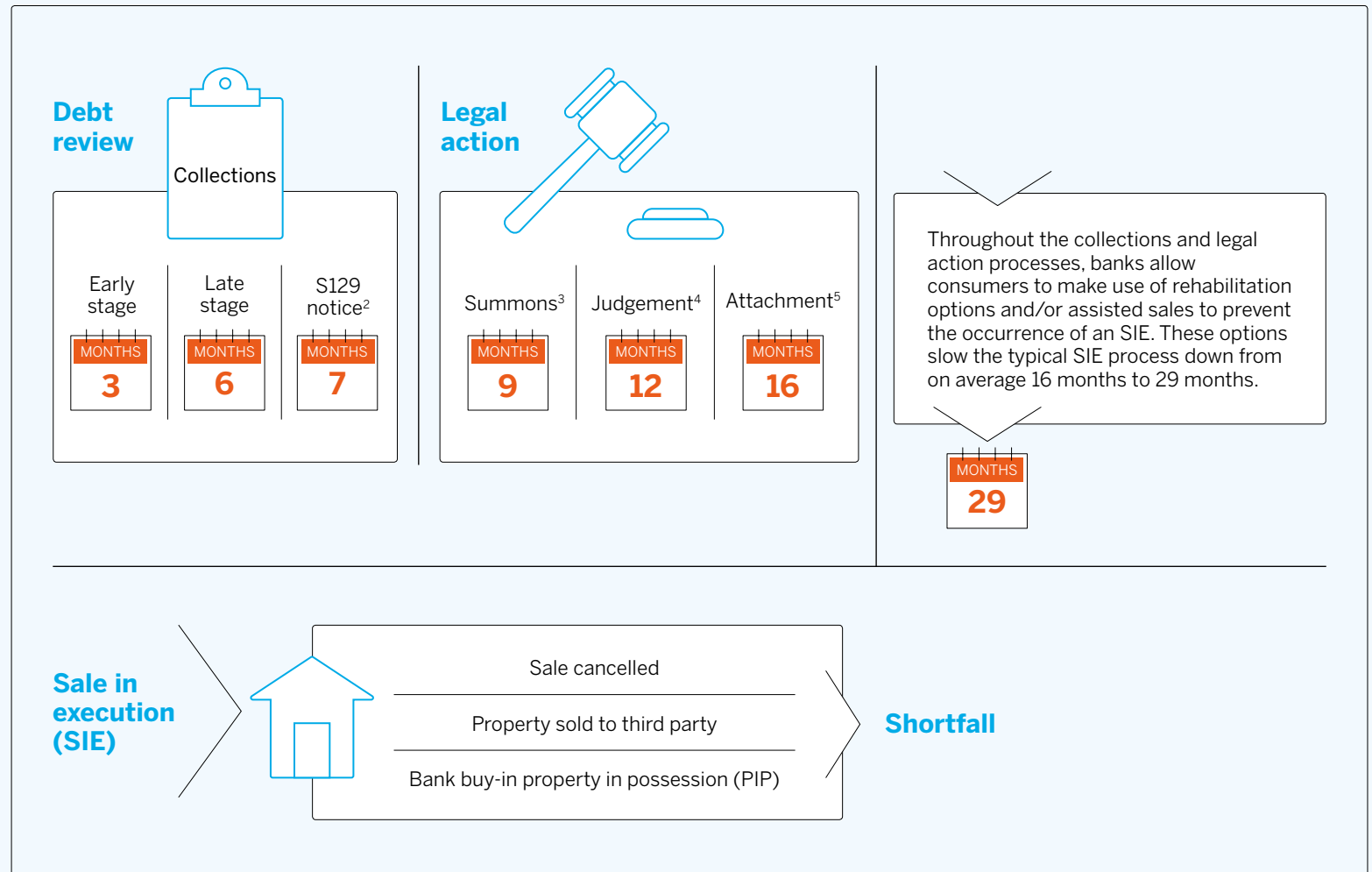
Standard Bank offers our affordable housing mortgage customers training to help manage their home ownership obligations. Training is provided by the external service providers and funded by the bank. While training is usually offered online or in-classroom, Covid-19 restrictions required all training to be online during most of 2020. 1 000 clients participated in online training, slightly down from 1 037 customers in 2019.



### Keeping people in their homes: the legal process we follow when clients fall behind on their mortgages

Given the very tough economic conditions created by Covid-19, we actively engaged with customers to try identify those requiring assistance in the form of payment holidays. In 2020, we assisted 23% of our affordable housing customers (16 928 customers✓) with loan restructuring (i.e. suspending customer repayments for a period of time). Unfortunately, despite these measures, 8.3% of customers (7 560) went into default. We are working with them to try to help keep them in their homes.

Due to the Covid pandemic, SBSA extended financial relief to its clients across all its personal banking products. The number of affordable housing clients where the bank restructured accounts within the period incorporates all affordable home loans restructured, including Covid-related restructures, non-performing loans and the home loans where clients could not make the minimum outstanding payment.



<sup>2</sup> Section 129 notice is the first step in the legal process when one has defaulted on a loan repayment. It is the notice issued in terms of Section 129 of the National Credit Act (NCA), advising a consumer that they are in arrears of a certain amount in unpaid instalment(s) at a given date. A credit provider, or an attorney appointed by the credit provider, may issue a notice according to Section 129 of the NCA at any time after the client has been in arrears for more than 20 business days. The credit provider may not proceed with any legal action without having fully complied with NCA requirements as contemplated in Sections 129 and 130.

<sup>3</sup> An order to appear before a judge or magistrate.

<sup>4</sup> Decision by the court.

<sup>5</sup> The transfer of the property to the creditor or the sale of such property to recover outstanding debt.





## Buy-a-Brick Namibia

**Standard Bank's Buy-a-Brick Initiative raises funds from corporates, communities and individuals to build houses for those in need.**

During 2020, Standard Bank **Namibia** relaunched the Buy-a-Brick campaign, which raises funds for the construction of houses for Namibia's shack dwelling community. The campaign was launched in March to mobilise schools in the nationwide effort to raise funds for the construction of low-cost housing. In-person activities were suspended due to Covid, and the campaign shifted focus – raising funds through the selling of Footprint Socks. The socks come in

various designs and include the Buy-a-Brick logo. The name 'footprint socks' was chosen to encourage and motivate learners and Namibian society to leave a footprint in the lives of families living in shacks by helping them to acquire affordable houses. Since the launch of the initiative in 2015, the campaign has collected around N\$20 million (R20 million), translating into close to 600 new homes for Namibian families who previously lived in shacks.



In **Zambia**, we partner with Zambia Homeless, Poor Peoples Federation and Peoples Process on Housing and Poverty in Zambia, toward reducing the housing deficit in the country. Under the project, launched in 2019, Standard Bank aims to build 1 000 houses for disadvantaged people in five years.



## Investment solutions

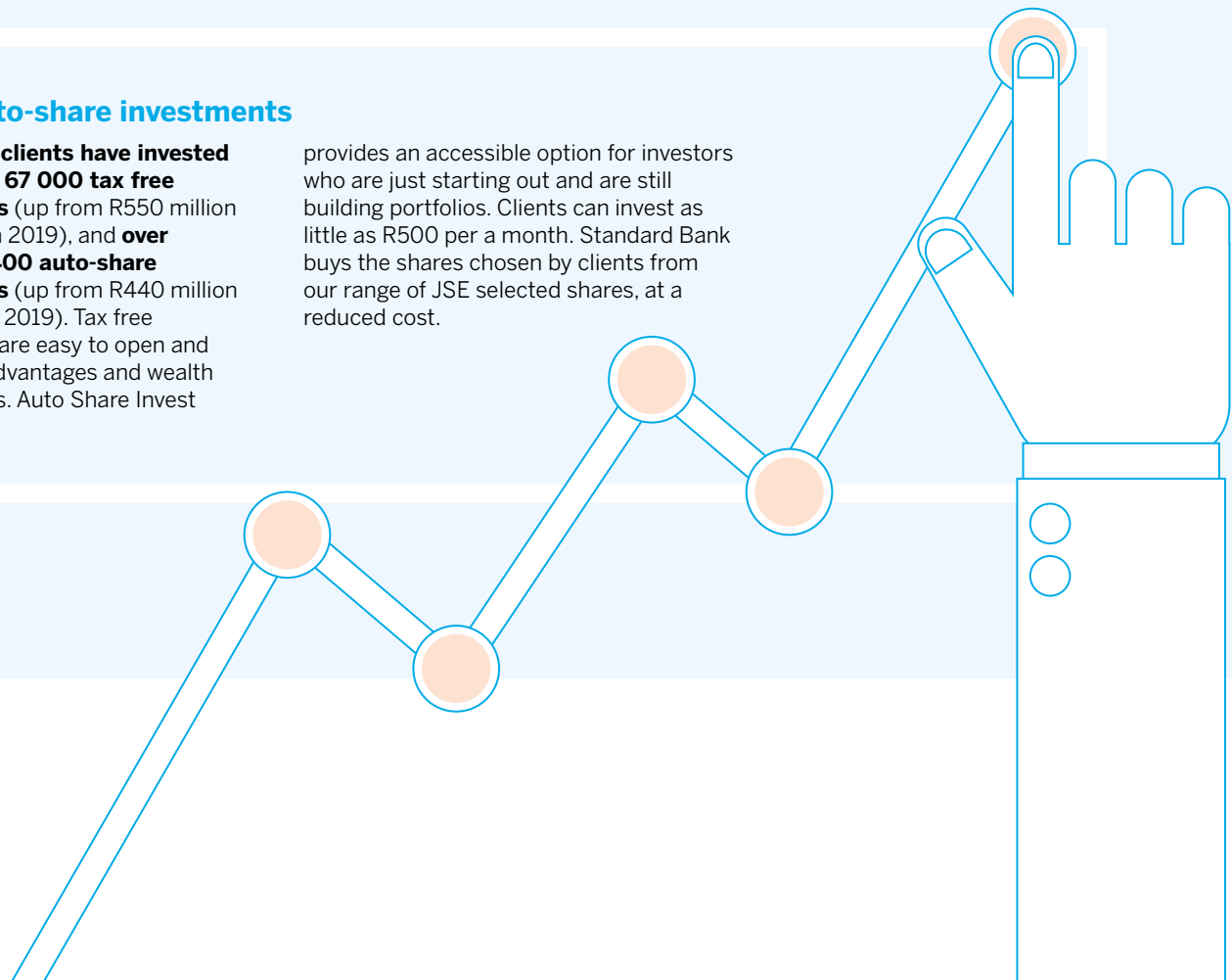
We work with our clients to develop personalised savings and wealth solutions tailored to their unique aspirations.



### Tax free and auto-share investments

**In South Africa, our clients have invested over R720 million in 67 000 tax free investment accounts** (up from R550 million in 63 000 accounts in 2019), and **over R600 million in 16 400 auto-share investment accounts** (up from R440 million in 13 000 accounts in 2019). Tax free investment accounts are easy to open and offer significant tax advantages and wealth accumulation benefits. Auto Share Invest

provides an accessible option for investors who are just starting out and are still building portfolios. Clients can invest as little as R500 per a month. Standard Bank buys the shares chosen by clients from our range of JSE selected shares, at a reduced cost.





### African Women Impact Fund (AWIF)

The African Women Impact Fund (AWIF) is an initiative of the UN Economic Commission for Africa (UNECA) and its partners: UN Women, the Office of the Special Envoy on Women, Peace and Security of the African Union Commission and the African Women Leadership Network.

It was established in collaboration with Standard Bank Group. AWIF aims to accelerate the financial inclusion of women in Africa by promoting the UN's Sustainable Development Goals (SDG 5 and 8), and the AU Agenda 2063, while generating competitive real returns for investors over the long term.

The Fund, launched in 2020, aims to uplift female-owned and managed asset management firms by providing capital to invest in underlying managers where women are the key investment decision makers or there is women ownership. It aims to raise up to USD1 billion over ten years (R19 billion) for women fund managers, who in turn will invest in high-impact businesses and projects across the continent, thus driving entrepreneurship.

The focus on women fund managers seeks to address a significant imbalance in the fields of finance and investment, where women are grossly under-represented. Its primary objective is to strengthen the economic empowerment of African women by accelerating the growth in the number of African women fund managers while increasing the assets managed by African women. This will help address the fundamental gap in women managers' access to the private and public investments ecosystem. The secondary objective is to generate competitive real returns for investors over the long-term.



AWIF is anchored on the following pillars which shape the strategy of the Fund:

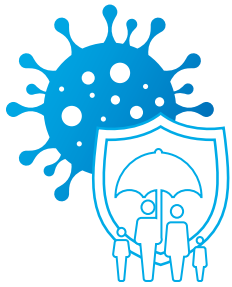
#### PILLARS

- 1 Creating opportunities for capable women asset managers focused on investing in women-owned and women-led companies
- 2 Providing capital to develop track records, accelerate fundraising and increase scale
- 3 Providing technical assistance to accelerate the fund management learning curve, and to support growth and expansion
- 4 Focusing on sustainability and scalability of the platform.

While the fund is sector-agnostic, it will have a preference towards high-impact sectors including manufacturing, education, healthcare, renewable energy, and technology. Under this first phase of the AWLF Initiative's implementation, funding will be allocated to asset managers in listed markets across North, East, Southern and West Africa. Allocations will be made with a view to achieving the best possible regional and geographic diversification. Applicants must be female, reside in Africa or be willing to relocate to Africa, and need to have proven fund- or asset-management experience. The Fund will expand into women-owned or women-managed private equity and venture capital in phase 2, in 2021, and into incubating women fund managers through the AWIF Foundation Development Programmes in phase 3, in 2022. In 2020, the African Women Impact Fund Foundation (AWIFF) was established to support the impact objectives of AWIF. Its main objective is to deliver the technical assistance, capacity building, training and mentoring needed for the women managers to become investable.







## Insurance

Standard Bank's subsidiary Liberty offers life, disability, terminal illness and income protection cover online. Standard Bank complements Liberty's offering with bespoke services for targeted client groups.

### Personal insurance

Insurance played a significant role in helping individuals and businesses to weather difficult economic conditions created by Covid-19. In the first few months of lockdown, we saw a marked increase in call centre volumes in South Africa, with a threefold increase in calls related to funeral policies, and numerous requests for additional insurance cover, including retrenchment cover. In the first six months of 2020, retrenchment claims linked to the bank's credit book doubled year-on-year as many companies were forced to downsize or close. The group's short-term and life insurance businesses (excluding Liberty) paid R1.1 billion in insurance claims in the first half of 2020 and provided over R50 million in fee waivers and moratoriums.

### SOUTH AFRICA

We provided our clients with various relief measures and increased our capacity to process claims. **In South Africa,**

- Recognising that clients were using their vehicles less during the lockdown period, we provided 25% rebates on car insurance premiums between 27 March and the end of May 2020, and a 10% rebate for June 2020. 50 000 car insurance policy holders benefitted from premium cashback totalling R32 million.
  - We provided a 10% excess waiver for homes loans of R1 million or less and for vehicles with a sum insured of R150 000 or less.
  - We waived credit life premiums on all student loans for three months, saving our customers R1.4 million.
  - We granted funeral plan customers additional leeway on missed premium payments to ensure that they retained their cover, extending the lapse period to three months (delayed lapses amounted to R7 million).
  - We proactively engaged with clients who were struggling to make loan repayments to remind them that they may have valid credit insurance claims.
  - We identified clients needing payment and loan restructures and assisted 497 customers to the value of R2.9 billion.
  - Despite the credit insurance policies of some clients being limited to cover for retrenchment, we took the decision to expand their cover to include loss of income.
- In addition to assisting customers, we made upfront payments and settled the invoices of our service providers, such as plumbers and electricians, immediately to improve their cash flows.

We have 1.2 million clients with **funeral policies**. We paid 34 035 funeral claims in 2020, valued at R550 million, a year-on-year increase of 20% in the amount of funeral claims paid. This included:

- 22 618 cash value claims, to ensure clients could be buried with dignity (over R440 million)
- 11 417 claims for monthly grocery and memorial benefits, ensuring families' wellbeing following the loss of a loved one (over R150 million)

We launched our Flexi Funeral solution in 2020. It allows customers the flexibility to select their own cover amount based on affordability and personal circumstances. Policy holders can cover up to 20 family members, and choose their cover up to R100 000. They select their monthly premium and benefits and can choose from catering grocery and memorial benefits. The product is available through our branches, contact centres and digital channels. The NeverLapse benefit helps clients to retain their policy during challenging times. By the end of 2020, 260 000 policies had been sold.

### AFRICA REGIONS

**In Africa Regions,** clients benefitted from credit life premium relief totalling R10 million; car insurance policy holders benefitted from premium cashback totalling R1 million; funeral and education plan clients benefitted from premium holidays and waived surrender penalties totalling R1 million; and we reduced fees on electronic and digital channels.



**Personal insurance** continued

Our clients hold 1.4 million **credit life policies**, which include claims for death, disability, retrenchment, loss of income and dread disease. We also hold over 200 000 credit life policies on behalf of our clients that enable lending to the low-income segment. Our customers can now use digital channels to take out credit life insurance on our personal unsecured lending products.

We paid 22 747 credit life claims in 2020, enabling our clients to protect their assets and ease the burden of debt on their families in the event of unexpected events. These claims included:

<b>769</b> claims paid under home loan protection plans (R199 million)	<b>3 994</b> claims paid under unsecured loans and credit cards (R251 million)	<b>115</b> claims paid under vehicle and asset finance protection (R11 million)	<b>90</b> claims paid under hospital cash plans (R3 million)	<b>17 222</b> paid under retrenchment and loss of income
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Standard Trust Limited provides **Beneficiary Care** to 13 000 orphaned children, providing much needed monthly distributions to the guardians of these children to fund their basic education and other needs.

Our insurance teams had to quickly adapt to the new environment, with the vast majority working from home. They adapted well, and so have our clients. Processes, including client onboarding, have become highly digitised.



**Business insurance**

As more business moved online as a result of the pandemic, the risk of cybercrime increased. We responded by launching a standalone cyber insurance product for businesses in South Africa. The Commercial Cyber Insurance policy provides cover for cyber extortion, hacking, physical theft and loss of devices and physical hard copy data. Standard Bank collaborated with UK-based insurance platform INSTANDA and Hollard in developing the new product.

Businesses are covered for costs and damages arising from a privacy breach or a network security breach – events which were previously not covered by insurance. The policy also provides comprehensive first- and third-party coverages with an expert incident response. Services include the costs to investigate and mitigate a cyber extortion threat and where required, costs to comply with a cyber extortion demand, and the costs to restore, re-collect or replace data lost, stolen or corrupted due to a systems security incident.

'Cybercrime is a very real threat. For many individuals and commercial entities, data and information are just as important as any asset they own. Protecting that asset is where we come in. As more data and business functions are moved to digital, the risk to individuals and businesses will increase. Protection from that risk is paramount.'

– Leon Vermaak, Global Head of Insurance, Standard Bank Group





## Financial literacy and consumer education

Consumer education and financial literacy initiatives aim to enable people to manage their finances responsibly and effectively, encourage saving and future planning, and raise awareness of cost-effective transactional channels.

Standard Bank participates in a variety of consumer education initiatives and financial literacy initiatives in our countries of operation. In addition, our wealth and investment business offers Financial Fitness Academies for the employees of our corporate clients. This service is also offered to Standard Bank employees.

### Financial literacy initiatives in Africa Regions

#### ANGOLA

In **Angola**, we partner with the Central Bank, CMC and other institutions to improve the financial literacy of their employees and the public more broadly. We also run a ABC Alfabetizar, a basic literacy project in public markets for sellers (formal and informal) to capacitate them on the optimisation of their daily business activities.

#### BOTSWANA

In **Botswana**, our financial literacy programmes included:

- Hosting 60 business studies students from **Mahupu Unified Secondary School**, Takatokwane, at our head office. During the all-day event, we engaged with the students on money, banking and finance, relating our presentations to their school curriculum with the aim of helping them improve their academic performance.
- Hosting our fifth season of the six-month radio financial literacy series, **Better My Lebotha (BML)** on Yarona FM. Our 2020 theme was 'Let's Talk Youth Employability + Entrepreneurship' and included information on how young people can better prepare themselves for the job market and develop an entrepreneurial mindset. Expert guests discussed issues like looking for a job; starting out as a new employee; career development, upwards or outwards; and giving SMEs access to markets. Content was informed by feedback from young people through previous youth platforms and digital feedback.
- Financial literacy training for **the media**, focusing on money management, personal finances, savings and investments – empowering journalists to better report on such topics, and to improve their individual money management skills.
- Partnering with **Junior Achievement Botswana** on their programme to drive entrepreneurship and financial literacy training in secondary schools across the country. We engaged with 45 schools, and formalised our collaboration through a memorandum of understanding toward supporting youth employability and entrepreneurship and financial inclusion.

#### GHANA

In **Ghana**, our Sunyani branch employees undertook an outreach to educate a resettlement community on financial health management. We engaged with 400 resettlers from the Bui Dam project, providing them with financial tips on effective investment options for their compensation packages.





## WalletWise, South Africa

In South Africa, all financial institutions have a regulatory obligation to provide financial literacy training. Standard Bank's programme, WalletWise, aims to help people use financial services effectively and affordably by providing information about financial products and services and raising awareness of digital platforms and how to use them. The programme targets those with a household income of less than R15 000 per month, and includes content tailored for young people, small enterprises and people without formal bank accounts, with a focus on rural and non-metro areas. WalletWise raises awareness through edutainment, using print and digital media, social media, radio and television, community outreach, and in-branch training in selected communities. Content is provided in nine of South Africa's official languages.

Given the restrictions on in-person contact in 2020, we implemented alternative ways to reach people, including new television formats, distribution of printed information which would usually have been delivered via in-classroom training, new forms of social media engagement, webinars with live Q&A, a microsite, a WalletWise newspaper and street art.

We reached 18.5 million people through television campaigns and 21.5 million through radio, and received 375 000 unique visits to the website. We made an impressive impact on social media, achieving over 32 million Facebook impressions, over 105 million Google Display impressions and almost three million YouTube impressions. We reached over four million individual users on Facebook, Twitter and Instagram, and recorded over 500 000 engagements (up from about 35 000 engagements in 2019). We also distributed 279 000 WalletWise Blitz Packs – financial education survival kits providing printed reading material packaged together with sanitiser, earphones and a face mask.

The programme includes financial literacy and basic business skills training for **start-ups and small businesses**. We aim to educate and empower small businesses in low-income areas through online-based classroom training and mentoring sessions. We run two Consumer Education for Business programmes: The Start-up programme and Business Growth programme. In 2020, Mudzi Business Consulting was appointed to facilitate both programmes, which ran from August to November.

### Start-up programme

**57 participants**, in Mpumalanga, Eastern Cape and Free State provinces

Targets businesses generating up to **R10 000 per month in profit**

**Focuses** on developing business ideas and goals, designing business plans, and effective pricing of products and services

### Business Growth programme

**44 participants**, in Northern Cape and Free State provinces

Targets businesses generating **R1 000 to R15 000 per month in profit**

**Focuses** on growing the business, including developing growth goals and strategies and financial management skills

All participants received tablets and data to enable them to participate in the online classroom sessions.

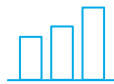
Participants used the skills they learned to pitch their businesses in a competitive process. The winners received a share in Enterprise Development funding to the value of R1.5 million, to be used to assist the business to acquire additional skills (e.g. Microsoft training) or equipment to grow the business. The graduation ceremony took place in November 2020. Standard Bank provided R3 million to finance the programmes, in addition to the R1.5 million in enterprise development funding.



## Financial Fitness Academy

**Standard Bank's Financial Fitness Academy, established in 2017, offers seminars and webinars by financial experts, advising individuals on how to best manage their finances and navigate their financial journey.** We aim to create awareness of holistic financial principles and wealth management for individuals; present financial insights relevant to create an engaging and meaningful goals-based financial journey for adults and children and create a platform for individuals to identify their personal financial needs and partner with Standard Bank Group to achieve them. The Academy is available to Standard Bank employees, and to the employees of many of our corporate clients. 110 Financial Fitness webinars were held for employees and clients in 2020, with 9 718 attendees.

We offer **three modules**, each of which is designed to meet specific needs with tailored outcomes:



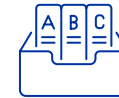
### Financial Fitness session

This 1.5 hour online session is suitable for all employees. It introduces our wealth framework and goals-based wealth management model; develops key principles in the planning and management of individual wealth; provides an opportunity for individuals to reflect on their finances and facilitates a wealth needs identification process. It includes a focus on saving and investing to achieve long term value creation and goals, and how to make a difference and leave a legacy for future generations.



### Master classes

Our master classes offer the opportunity for online engagement with an expert, to further explore specific topics, address top-of-mind questions, identify individual financial needs and how Standard Bank Group can assist. They cover topics such as navigating and managing one's debt, investing, retirement planning, wills and trusts, international diversification and investing offshore, insurance and financial planning.



### Financial Fitness for kids

This 20 minute, fun and interactive online engagement introduces basic financial principles for kids aged six and up, including practical tools to start understanding money and the power of saving and investing. It also provides parents with tips and tools to teach financial fitness.



Wealth and Investment also hosts **Leadership Academies**, empowering young people with information on the principles of leadership, social entrepreneurship, investing and financial planning. We held three leadership academies in 2020, targeting 18 to 24 year olds, 13 to 17 year olds, and 10 to 12 year olds, and their partners. The sessions attracting over 1 000 client attendees from across Africa.

We are currently piloting the **WhatMatters app** among employees, after which it will be made available to clients. By the end of December, 1 584 had employees downloaded the app, and used it to identify over 5 000 needs.

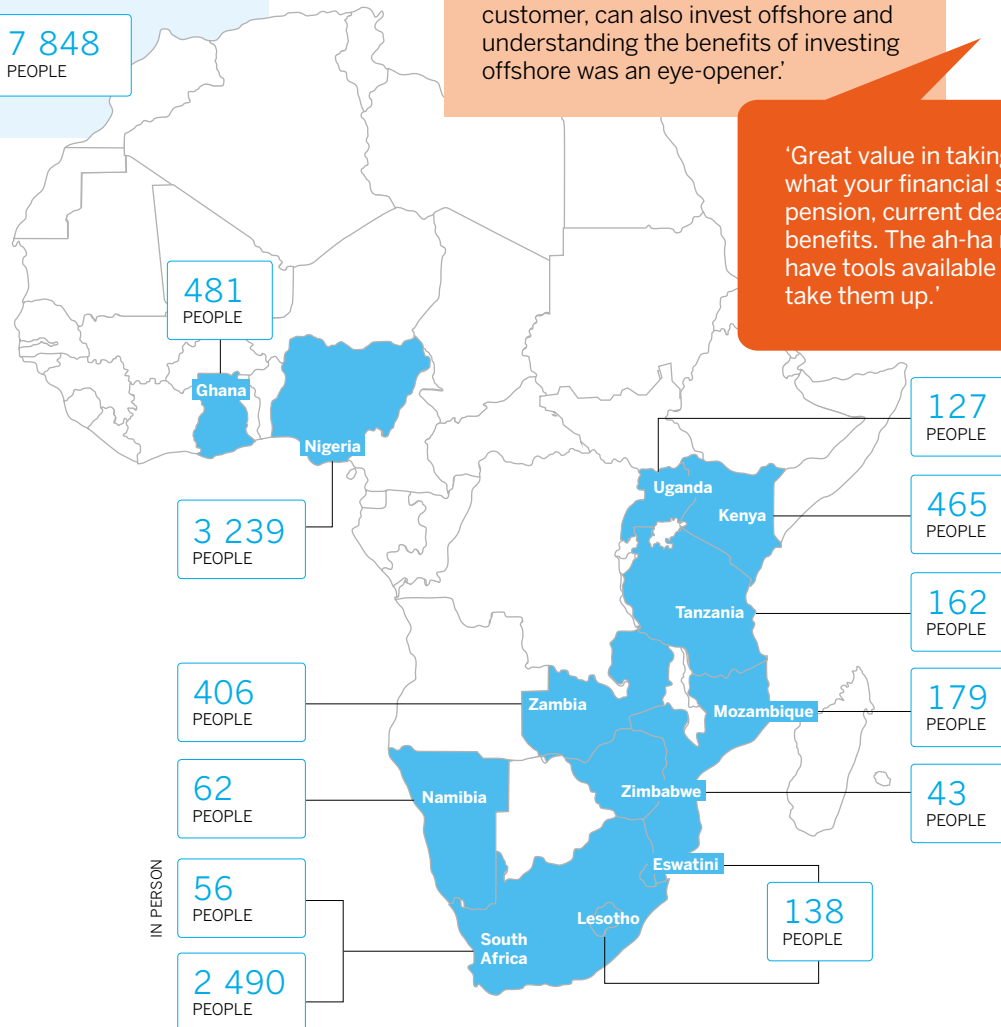


Financial Fitness Academy continued

## Financial Fitness sessions

– online webinars

**Total: South Africa**  
(online + in person numbers);  
and **Africa Regions**



'The session helped me reflect on my life, my future and most importantly the ones I love. It empowered me on my financial goals for the future.'

'The realisation that I, as a retail customer, can also invest offshore and understanding the benefits of investing offshore was an eye-opener.'

'Great value in taking time to go and see what your financial situation looks like: pension, current death and disability benefits. The ah-ha moment that we all have tools available to us, we just need to take them up.'

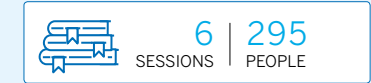
## Master classes

– online webinars

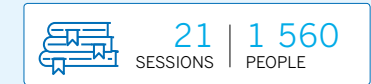
South Africa



Africa Regions



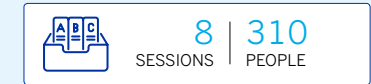
**Total**



## Financial fitness for kids

– online webinars  
(launched October 2020)

South Africa and Africa Regions



## Total financial fitness webinars





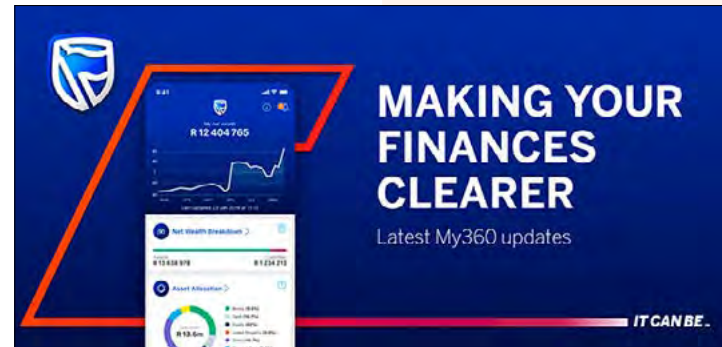
## App-based tools to understand personal financial behaviour

Standard Bank's My360 app offers clients a consolidated view of their net worth across different financial service organisations and geographies. It covers more than 20 000 global financial institutions.

Customers can track and access their assets and liabilities, regardless of institution or geography where their accounts reside, and can directly save and invest using the app's robo advisor capability.

It includes an educational element, providing clients with insights to help them better understand financial terminology and explain key concepts, such as good asset allocation, for example. The app is available across our countries of operation.

It has 42 000 active users.



The My360 app was recognised with the **Most Innovative International Fintech award** at the sixth Bezinga Global Fintech awards. This category recognises financial institutions that have recently implemented technology that allows users to improve their financial wellness.

**1 FINANCIAL TERMINOLOGY REFRESHER**

Knowing the basics can help you interpret your own financial health and set your goals for the future. So, we have added helpful tips to explain complex personal finance terms and provide a definition for each concept.

**2 MAKING FINANCIAL CONCEPTS EASIER TO UNDERSTAND**

You've added market class orders to help you realise your finances.

**WATCH NOW**

**3 NEED A HAND**

Find answers to common questions on our Frequently Asked Questions My360 Support page.

Still need help? Get in touch with a My360 expert consultant!

**4 SEAMLESS SIGN-IN FROM YOUR BANKING APPS**

You'll enjoy a new 'Net Worth' tile in your banking app. Simply click on this tile and you'll be redirected seamlessly to the My360 app.

If you cannot remember your password for My360, simply click on the 'Sign in via banking app' option.

**COMING SOON**

**GET EXPRESS SUPPORT VIA WHATSAPP**

Instantly connect with a My360 support agent!

**SET YOUR FINANCIAL PLAN IN MOTION**

Time for a financial healthcheck? Speak to a financial advisor to be connected to a team of experts who will talk you through all the details associated with finance planning.

**What are your financial goals?**

We have a wide range of tools and products to help you achieve your financial goals.

With our new Save & Invest feature, you will be able to choose your specific goals and we will then assist in selecting the correct investment product to help you realise them. The application process is automated – no paperwork required.

All the goals you create will be tracked within the My360 post view dashboard.





# JOB CREATION AND ENTERPRISE GROWTH





# Job creation and enterprise growth



One of the ways we drive Africa's growth is by providing financial solutions that support business growth. We work with our clients to understand their challenges, priorities and aspirations, and design solutions to support growth and sustainability.

We commit to always ensuring fair outcomes for our clients and supporting them during difficult times. This has been a top priority in the context of the Covid-19 pandemic and the associated economic slowdown.



## Our focus areas include:



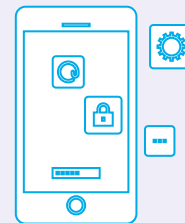
**Providing loan restructures and relief measures for businesses clients** hard hit by the pandemic and national lockdowns



Providing **tailored support for SME clients**, including access to finance and skills development, access to markets, and cash flow solutions, through our incubators in Africa Regions and our enterprise development team in South Africa



**Understanding and strengthening client value chains** by solving for challenges faced by suppliers, distributors, employees and consumers



**Partnering with fintechs** to deliver improved access, convenience and affordability for our clients and ensuring they have everything they need in one place

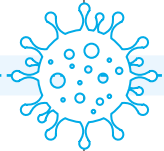


**Partnering with small-scale farmers and other stakeholders in the agriculture value chain** to improve productivity, profitability and food security

## How we preserved jobs and supported enterprise growth in 2020

**R118 billion** in South Africa relief to personal and SME clients

**R10.9 billion** in relief to personal and SME clients in Africa Regions



Cumulative relief of **R24.8 billion** for corporate clients

**SMEs and entrepreneurs** continued to receive business development support and training through our incubators in Botswana, Mozambique, Zambia and Zimbabwe, through online delivery channels, enabling us to expand our reach



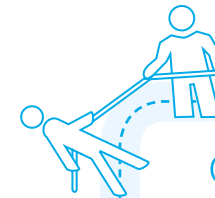
In South Africa, **the enterprise development team provided 69 SMEs** with coaching/mentoring, and **111 SMEs** with credit rehabilitation support



**19 African** start-ups invested in and grown through our partnership with **Founders Factory Africa**



**550 young people** participated in **virtual bootcamps** in South Africa



**Over R27 million** allocated for **credit solutions/bridging finance for SMEs**, in partnership with government entities in South Africa



**R50 million** **asset finance** for a 100% wholly owned and managed female, black-owned mining services company in South Africa



**500 farmers** in Kasese, Uganda participated in **OneFarm**, increasing productivity and yields

**USD3 million** committed over 2 years (2019–20) to support **50 000 women farmers** in Malawi, Nigeria, South Africa and Uganda, in partnership with **UN Women**





## Supporting our clients in difficult times

The economic impacts associated with the Covid-19 pandemic impacted our clients across all parts of our business. Many businesses were unable to operate during hard lockdowns in the early months of the crisis.

Supply chain disruptions were experienced across sectors, and the subsequent slowing of economic activity continues to impact profitability. From April 2020, Standard Bank Group implemented various interventions, including payment holidays for qualifying SMEs; waiving of electronic/digital processing transaction fees; short-term moratoriums on principle and interest for specific schemes; loan restructuring for severely impacted clients; and reduced banking fees. Our teams continue to proactively engage with clients to provide tailored funding, liquidity and risk management solutions.

Over the first six months of the year, we provided client relief worth R118 billion to personal and SME clients in South Africa; R10.9 billion in relief to personal and SME clients in Africa Regions; and provided cumulative relief of R24.8 billion for corporate clients, mainly for clients in the real estate, retail, hospitality, industrial and power and infrastructure sectors.

We worked with our business and commercial clients to provide relief, liquidity and working capital solutions, and waived certain fees for businesses who were unable to operate owing to national lockdowns.

‘What has been helpful has been the way in which banking institutions have done their best to assist businesses of all sizes. We saw across the board that because of our relationships, specifically with Standard Bank, we were able to apply and get payment holidays. The bank really did come to the party and we were very grateful for the service we received.’

– John Nicolakakis, franchisee of 60 Roman’s Pizza stores

‘Our small business operation has been active for less than two years. We sell fresh fruit and vegetables. Before the lockdown started in March, we were thinking of expanding. But with lodges and guesthouses closed for months, and people losing their jobs and income, even our regular customers were struggling to pay. It had such a negative impact on the business – even though fruit and vegetables are essential. On 1 June we finally got some good news – a tender from the Department of Education to supply food for around 1 500 children, five days a week for a full

year. The only problem – we were on the verge of bankruptcy. I forwarded the contract from the education department and all of our other documentation to my business banker at Standard Bank in Upington. I was prepared for the worst, but just a few days later – by 10 June – my loan of R30 000 had been approved, with a six-month payment holiday, and paid into my account. I was overjoyed – it was just in time for me to prepare for my first delivery to the school feeding scheme. And we’re still going strong.’

– Norman Philander, Kalahari Desert Trading



We also provided online support, advice and tools.  
**This included:**

**'Business Insights for Extraordinary Times Vodcasts'** by industry experts and entrepreneurs, and accounting support for small businesses.

Stanbic **Zambia** held weekly webinars for clients to discuss challenges and opportunities associated with the pandemic.



In **Uganda**, we partnered with ConsumerCentriX to launch a Covid-19 Business Info Hub targeting small businesses. Through a partnership that also includes the African Management Institute (AMI), the Hub offers informative virtual training sessions, advice, and webinars to help entrepreneurs through the crisis.

In **Nigeria**, Stanbic IBTC Bank held a series of webinars focused on personal finances and wealth, as part of the bank's Financial Fitness Academy. These online sessions focused on goal setting, planning and the market environment amid Covid-19. They were very well received by clients, with attendees noting useful information about the importance of investment diversification, investment opportunities in recessionary periods, retirement planning, insurance and the drafting of wills.

We worked with our **wholesale clients** to help them manage their risk and supported our clients to enable them to continue to trade through this volatile time. We provided client specific relief solutions, including payment holidays, term extensions and covenant waivers. And we provided ongoing and enhanced client access to international investors and capital.

The **Wealth and Investment team** launched a **Covid-19 chatbot** on WhatsApp in the early stages of South Africa's lockdown. Within two weeks, more than 100 000 conversations had been facilitated, with over 91 000 users.

The Standard Bank **Financial Consultancy team** designed a new virtual engagement and on boarding platform in just one week. To maintain physical distance, clients can now e-sign documents, among other functionalities. The ability to undertake client engagements virtually has enabled more engagements to take place, and more teams to be involved. The shift to digital has also made it easier for clients to attend seminars and events. With many clients feeling uncertain about their financial wellbeing amidst the crisis, we held weekly Financial Fitness Academy sessions and regular investment webinars. We continue to serve our clients based on their preference, whether that be in person, virtually, or both.

**'I valued the opportunity to get reliable and reassuring financial information during this pandemic without compromising social distancing.'**

*– Financial Fitness Academy attendee, Nigeria*



We supported various industry initiatives.

**For example, in South Africa:**

SOUTH AFRICA

We supported the R200 billion SME Covid-19 Guarantee loan scheme, the payment of SASSA grants, and support of the payment of a special grant from government through Instant Money.

The SME Guarantee loan scheme was launched in mid-May. Standard Bank disbursed approximately R7.1 billion in funding for clients who qualified and met the credit requirements.

We were a participating bank in the South African Future Trust (SAFT), which extended direct financial support to the employees of SMEs who were at risk of losing their jobs or income. We were appointed to act as an agent of SAFT in approving and dispersing loans to our customer base. The full R250 million assigned to Standard Bank by SAFT was allocated to employees of qualifying SMMEs within six weeks. The bank supported more than 3 500 small businesses and 22 000 employees with SAFT loans.

We partnered with the Small Enterprise Finance Agency (Sefa) to help spaza shops purchase stock through government funding from Sefa-approved wholesalers at discounted prices. This helped to address the problem of food shortages in townships and rural communities.

We signed a USD185 million, three-year Covid-19 Relief Loan with the IFC. We used the proceeds of the facility to provide immediate relief and ongoing support for eligible SMEs and corporates in South Africa, assisting them with the purchase and production of goods and services needed to cope with the crisis, and measures to stimulate long-term investments in affected industries. The transaction enabled us to increase the availability of finance for sectors heavily impacted by the Covid-19 crisis, including the healthcare industry, and in turn helped the private sector contribute to economic recovery.

**In Africa Regions:**

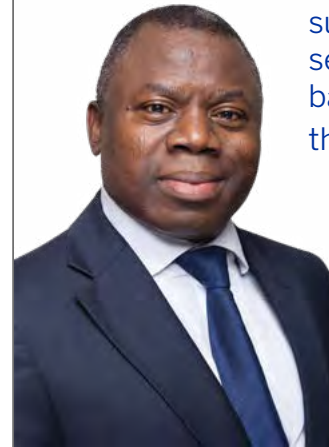
AFRICA REGIONS

In **Zimbabwe**, we funded USD2.8 million through credit and allocation of foreign currency to our clients in the medical industry to acquire health care equipment.

Stanbic Bank **Ghana** in partnership with Investing for Employment, an offshoot of KFW, the German Development Bank, made grants worth USD7 million to SMEs in need of assistance to safeguard jobs in the sector. Stanbic Bank Ghana also provided credit relief to SMEs in the form of extended loan tenors. 40 SMEs, across various sectors, benefitted from the programme. When including the employees of suppliers and other partners to the beneficiary SMEs, we estimate that the project preserved more than 12 000 jobs.

**'Whatever threatens the stability and sustenance of the SME sector threatens the stability of the entire Ghanaian economy. We believe that when our SME sector is supported in a way that moves them from surviving this pandemic to thriving businesses, the sector will be uniquely positioned to not only be the backbone of the Ghanaian economy, but to also take this economy to the next level.'**

*– Alhassan Andani, Chief Executive Officer, Stanbic Bank Ghana<sup>6</sup>*



<sup>6</sup> Retired 30 November 2020

## Incubators, Africa Regions

Standard Bank provides enterprise development support services to our clients across our countries of operation. These services include Incubator Hubs in several countries.



Our service offering includes capacity building and business development support services; access to mentoring and coaching; access to market opportunities in the Standard Bank value chain, and the value chains of our business and commercial clients; access to finance, either directly from the bank, or with the bank acting as a funding facilitator/intermediary, and free access to working space, wi-fi and meeting rooms.

In **Botswana**, our incubator, AcceleR8, serves as a dynamic platform for young people to fuel innovation and ideation, and as a space to incubate impactful businesses. We work with partners and stakeholders across the public and private sectors to create solutions to encourage youth employability. In 2020 we established a dedicated advisory board to help ensure best practice and governance.

Events and initiatives supported by Stanbic Botswana and AcceleR8 in 2020 included:

- Hosting the Project 124 Entrepreneurs Conference, themed *Accelerating Entrepreneurs Towards Better Futures*, and focused on training entrepreneurs to refine their business ideas, models and strategies
- Financial support to Ngwana Africa toward the e-Connecting the City Challenge, in partnership with Botswana Innovation Hub, and focusing on generating solutions to local challenges and opportunities in Francistown, via a virtual workshop
- The #Conversations Instagram series, a platform profiling some of Botswana's most notable entrepreneurs. Seasoned and aspiring entrepreneurs discussed their personal journeys and issues affecting young entrepreneurs in Botswana and encouraged conversations with young entrepreneurs
- Platforms for authors, artists and new entrepreneurs to market their talents
- Coaching, mentorship and advice on access to markets and funding

In **Lesotho**, our Entrepreneurship Development Project aims to support entrepreneurs through:

- Our Enterprise Hub (at Maseru Mall)
- Our partnership with Lioness of Africa
- Coaching and mentoring through The Entrepreneurship Network
- The Bacha Entrepreneurship Project in collaboration with Lesotho Revenue Authority and BEDCO, which assists young entrepreneurs to access start-up capital



**Standard Bank Mozambique's Incubator** was launched in 2017. It aims to enable young entrepreneurs, start-ups and SMEs to establish themselves and become successful companies, with a focus on youth employment, economic empowerment of women and development of local content.

**In 2020:**



**250 people** received mentorship



**+500 people** participated in networking events



**+400 women** were directly impacted



**8 capacity building programmes** took place

**+300 youth** were impacted

**Events hosted by the incubator included:**

**Fintech week**, covering topics such as pitch your start-up, accessing credit; and global trends in insurtech and fintech.

**StartUp girl**, a leadership programme for young women aged 15 to 30. **50** women participated.

**GDG Devfest Maputo**, a technology festival by Google bringing together developers, designers and entrepreneurs. **100** people participated.

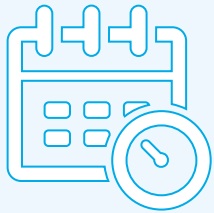
A **virtual HSSE programme**, in partnership Shell. **35** people participated, of whom five were selected for a four-month technical assistance and mentoring programme in HSSE standards.

A **virtual iDeate bootcamp** over five days, in partnership with ENI, to build SMEs' technical and managerial capacity and capacitate them to access the value chains of oil and gas multinationals. The virtual format enabled us to open participation to SMEs from across the country. Of 128 applications, **52** were selected, and **46** graduated from the five-day bootcamp (37 men and 15 women).

**With Lioness of Africa** and the **Embassy of the Kingdom of the Netherlands**, three virtual editions of Lioness Lean In Breakfasts, enabling women entrepreneurs to share experiences and build networks despite being physically apart. **259** women attended.

**Four iDeate bootcamps** in partnership with Idealab, designed to cultivate entrepreneurial mindsets, ideation and pipeline creation. **238** entrepreneurs participated.





Stanbic **Zambia** leveraged its **Anakazi Banking platform**, which seeks to empower women entrepreneurs by giving them access to capital, education and business mentorship opportunities, to assist clients battling the impacts of the pandemic. The platform provides women with access to training, mentorship and networking events to help them build knowledge in business management and access to markets. From the early stages of the Covid-19 crisis, Stanbic Zambia hosted weekly online webinars to discuss the challenges and opportunities facing clients.

‘The Anakazi Banking platform has given me more financial knowledge as well as invaluable connections with other women in the business community. As women in business, the learning and knowledge-sharing opportunities help us become more independent and unlock financial services, such as savings and credit. The crisis presents budding entrepreneurs with fresh opportunities, particularly in the digital space.’

– Rose Sibisi, CEO of CBC Television Zambia and an Anakazi Banking customer

We launched our **Zimbabwe Incubator Hub** in 2019, to help young people tackle the challenges they face when starting or growing a business, and to support the Central Bank’s National Financial Inclusion Strategy as it relates to SMEs. Services include workshops and training, coaching and mentoring, support to access markets and access to finance.

**During 2020, we:**



- Partnered with Shared Value Africa Initiative to host The Shared Value Africa Breakfast Meeting, the first event of its kind in Zimbabwe. The meeting, themed ‘profit with purpose’, brought together corporates and small business to share experiences and network. 60 people attended.



- In response to lockdown, we initiated a digitisation plan, enabling us to conduct our programmes remotely. We hosted seven free entrepreneurial development and training programmes online, covering topics ranging from accounting to crop production.



- In May, we launched The Hub monthly e-newsletter, which is emailed to SMEs and entrepreneurs registered with the Hub and is available on the bank’s website and on social media platforms. The newsletter offers free advertising space to our business subscribers.



- We’re expanding Stanbic Zimbabwe’s website to include a library of events, videos and learning material, to make our programmes available to all at no cost.





## Enterprise development programmes, South Africa

South Africa's national lockdown had a severe impact on the country's small businesses, in both the formal and informal sectors. Standard Bank South Africa supported the sector with a range of enterprise development programmes and relief interventions during 2020.

### Mentoring and coaching

Over the past three years, Standard Bank South Africa has been partnering with the Black Management Forum on their **Innovators and Inventors** programme. The programme aimed to grow and support black owned businesses that offer novel and efficiency-improving products, services, processes and ways of working. **40** small businesses participated during 2020, receiving business development and coaching. Five were selected to take part in a competitive pitch, with the winner securing prize funding to expand their operations. The programme's focus on sustainability aimed to ensure that participating businesses were able to grow, create jobs and stimulate the economy. We invested R460 000 into the programme in 2020.

Our partnership with the **National Mentorship Movement** provides a business mentorship platform to our small business customers. The platform also offers business content, toolkits, and business templates. The first phase of the partnership involved a six-week pilot, during which 20 Standard Bank senior managers acted as mentors to 20 of our enterprise development customers. The programme was successful and will be offered to more of our clients going forward.

Read our SBSA Transformation Report to find out about Standard Bank's supplier development programme, which supports increased participation of black-owned SMEs within our supply chain and in the broader economy

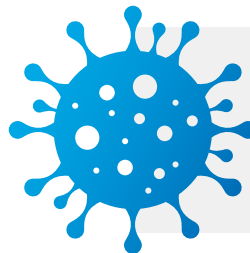
Standard Bank is partnering with **Aurik Investment Holdings** to help develop and grow small businesses through three custom pilot programmes in Gauteng. Standard Bank agreed to subsidise up to 30% of the cost of each programme for our business clients. The programmes were scheduled to start at the beginning of 2020. However, the impact of the Covid-19 pandemic saw many businesses that were initially interested in the programme dropping off due to challenges in business operations and cash flow. Several businesses indicated that they would delay their participation until they get back on their feet.

### Six businesses participated:

One business successfully completed the three-month *Traction* programme, which focuses on improving marketing systems and strategies. A final bootcamp session and close out interview took place in November, to assess whether the business had implemented learnings from the programme and achieved growth in sales.

Three businesses started the 12-month *Builder* programme. The pandemic and lockdown saw one of these businesses close. Another opted to delay continuation of the programme until 2021. The third business is progressing well, and has completed goal setting and diagnostic assessment of sales and marketing systems.

Two businesses signed up for the two-year *Accelerator* programme. One started the programme in April and has completed their goal setting, business strategy, financial analysis and diagnostic assessment sessions. The other started the programme in Q4 2020.



The pandemic has made it difficult to measure progress and impact of the programmes on the success of the participating businesses. All participating businesses reported a decrease in turnover by more than 80% in Q2 2020, leading to programme cancellations and delays. We will monitor the remaining businesses closely in 2021.



**Mentoring and coaching** continued

We developed the **2nd Life Fund** to cater for individuals impacted by early retirement or retrenchment, who have the passion and commitment to start their own businesses. The programme offers access to information and business development support which prospective entrepreneurs can make use of, prior to making the financial commitment of launching a new business. To date, three of the participants who have been through the programme have decided to make the leap and have accessed finance from Standard Bank. Their businesses are up and running and in sound financial health.

South Africa is grappling with an extremely high youth unemployment rate. We recognise that young people themselves are central to finding solutions to this challenge. RLabs leverages the potential of the youth to unlock future employment and economic pathways through technology, innovation and skills development. Standard Bank partnered with **RLabs** to host a co-creation **virtual bootcamp** for the youth over three days in June. We targeted young people between the ages of 18 and 34 and worked with them to build creative ideas to address skills and employment challenges. We took participants through the process of human-centred design and principles of design thinking. They had the opportunity to grow their professional experience and skills, solve social challenges that affect their peers and communities, design, develop and implement their ideas and connect with other young people and mentors. 200 young people participated, using their mobile devices, basic writing materials and WhatsApp, creating a highly interactive and fast-paced experience. A wide range of ideas were generated. Three ideas were selected. The idea owners will participate in a six to eight week incubation period to refine and build on their ideas, with support through the RLabs Sandbox programme, and the potential to partner with Standard Bank to take the winning idea forward.



Standard Bank and the City of Tshwane partnered to host seven **youth idea validation bootcamps** across the metro during 2019/2020. The bootcamps, facilitated by an independent business development service provider, aimed to assist aspiring youth entrepreneurs to interrogate their business ideas to determine whether they could be turned into a viable business. **350** young people attended the bootcamps (which fortunately took place prior to lockdown restrictions being implemented). A winner was selected at the close of each bootcamp. These seven entrepreneurs went on to participate in four months of online training, covering modules such as marketing, finance, business models, strategy and more. They also engaged in three rounds of virtual practice pitching, to prepare them for the final pitch, in which they competed against one another. The seven finalists are all young black entrepreneurs, four are women, and five had no prior business experience. Standard Bank invested R400 000 in the programme.





### Credit solutions

Our enterprise development team has established funding agreements with various government entities, to enable small black-owned businesses with **government related purchase orders and/or small contracts** to access the finance needed to get these jobs done. The agreements have seen the bank disburse R6.9 million to assist 49 small businesses, which would not have met traditional bank criteria for loan finance. As a result, 392 jobs have been created.

The enterprise development team partners with the **Northern Cape provincial government** to provide small black-owned

businesses, which have secured contracts with the provincial government, with collateral-free bridging finance and business development support services. We have allocated a R20 million facility for this purpose. These businesses would struggle to raise a bank loan under normal conditions, and lack the working capital needed to see them through until the job is completed and payment received. Our solution offers short-term purchase order/contract financing to enable these suppliers to fulfil their contracts successfully.

At a local level, Standard Bank's Enterprise Development team partnered with the Midvaal Local Municipality in Gauteng, to create the **Sebenza Mbokodo Women's Fund**. The fund provides funding for local women in the

informal trading sector to a maximum of R10 000 per business. The fund beneficiaries can also access business development support where needed. Standard Bank and Midvaal Municipality have each made R500 000 available to the Fund, allowing up to 100 women to benefit

We created a **rehabilitation fund** to provide finance to SMEs with impaired credit history records, including judgements against them. We use the fund to assist SMEs to settle bad debt and clear their names. We disbursed over R10 million to 111 SMEs, resulting in their rehabilitation and the creation of 880 jobs.



'At Standard Bank Enterprise Development, we aim to make funding more accessible and affordable for qualifying businesses. 2020, as a year, has tested our ability and resolve to operate and think differently, without losing sight of our dreams and vision – both as a bank and as business owners. We believe that our focused efforts, appreciation of the circumstances, and quick and agile response to customers has assisted in keeping many business doors open and helped maintain jobs. Being pushed to the limit has shown us what we are capable of collectively as a nation, and is the start of building new propositions and initiatives that aim to help businesses stay in business and grow.'

– Jenine Zachar, Head of Enterprise Development, Standard Bank South Africa<sup>7</sup>



### Job preservation

We launched a **Targeted Enterprise Development Fund** in April 2020 to support SME job preservation. The fund targeted small and micro businesses, which were heavily impacted by lockdown restrictions and had difficulty accessing financial support, as some of the businesses are informal, and many lacked the necessary paperwork to access other schemes. The fund is available across eight provinces, disbursing loans to a maximum value of R1.3 million, at 0% interest and 0% initiation fee, to qualifying SMEs, with an average loan size of R30 000. The fund has provided both loans and non-financial support where needed, including assistance with CIPC, tax, PAYE and SARS compliance. By December, 84 SMEs had benefitted from the fund and R5.8 million had been disbursed.



<sup>7</sup> Head, Enterprise and Direct Banking, Standard Bank South Africa, since October 2020

## Value chains to support business growth

Standard Bank is committed to supporting the growth and sustainability of all businesses, from micro-enterprises to large corporations. We work with our clients to understand their value chains and find innovative ways to grow and develop the suppliers, service providers and distributors that support the business ecosystem.

In South Africa, for example, we collaborated with **Glencore Operations South Africa (GOSA)** to offer an Enterprise and Supplier Development (ESD) solution to enable small businesses afforded an opportunity by GOSA to access funding at a favourable rate of Prime -2% up to R10 million, subject to both Standard Bank and GOSA's assessment of the business and ask. GOSA and Standard Bank work collectively to share the associated credit risk, support the business with developmental support, and look at ways in which these customers are best enabled for future growth. One of the companies to benefit from this solution is TauSadi Mining and Engineering, a 100% wholly owned

and managed female, black-owned mining services company based in Mpumalanga. Its key areas of operation include consulting, materials handling, mineral processing, process engineering, opencast and underground mining operations. During the first half of 2020, TauSadi was able to purchase over R50 million in assets thanks to this tailored solution, including a grader, bulldozer and excavator, trucks and delivery vehicles. As a result, the company is not only delivering on its existing contract but has also secured another significant contract on the basis of its enhanced capacity and has created 42 new, permanent jobs.



In Kenya, we partnered with **Meru Central Dairy** Co-operatives Union, the fifth largest milk processor in the Kenya. The union is owned by 53 societies and 30 groups, which are in turn owned by over 60 000 farmers.

The dairy has 17 centres across Meru where farmers take their milk. The milk is transported to the factory for processing. Distribution is through salesmen, agents and milk distribution centres.

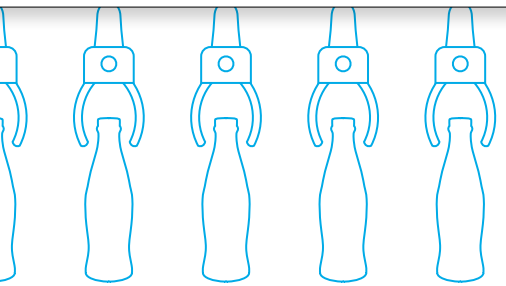
These solutions helped Meru to improve milk intake capacity to 250 000 litres per day (from 50 000 litres). Over 500 jobs have been created. With Standard Bank's support, Meru has also actively identified ways to support local communities. It organises an annual Farmers Day, co-sponsored by Standard Bank, which brings together industry stakeholders to educate farmers on how to improve their production and to showcase modern dairy farming techniques. Over 53 000 farmers have benefitted.

Meru's future plans include forging partnerships with government to provide all students in Kenya's public and private schools with access to a school milk programme.

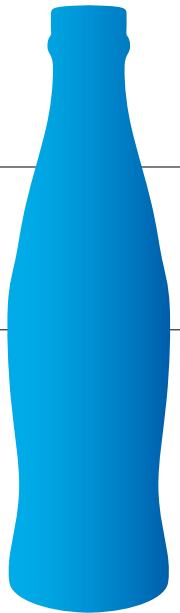
### Standard Bank partnered with Meru Central to develop and implement:

- More efficient, convenient and timely payments to farmers
- Working capital solutions to help Meru manage cash flow while meeting monthly supplier payment obligations
- A working capital solution for distributors, to ensure they can pay Meru promptly
- The opening of bank accounts for staff members, and salary processing
- Support for increased processing capacity, in the form of asset financing for additional processing lines and equipment, which has enabled an expansion in product lines and access to new markets.





**Crown Beverages Limited (CBL)** is Uganda's market leader in the manufacture of carbonated soft drinks. Our relationship with the company started over 20 years ago and has evolved in tandem with CBL's evolving financing needs. Over the past two years, we've been working with CBL and its value chain to understand how we can better meet a wider range of financial needs.

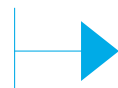
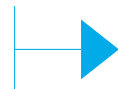
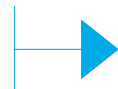


### CBL's need

**Increased PET<sup>8</sup> production capacity**, to enable CBL to meet growing market demand and a growing preference for plastic rather than glass. Production capacity needs to be increased from 48 000 bottles daily to 78 000

**Consistency in the supply of the inputs for the production process**, including ability of suppliers to meet the planned increase in production capacity

**Working capital solutions** for distributors, together with improved warehousing capabilities across different geographies

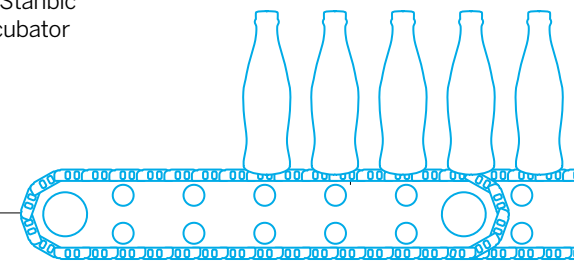


### Stanbic Bank Uganda's solution

- Finance to develop a new plant to meet expanded PET bottle production requirements and enable development of new product lines
- An interest rate swap solution to shield CBL from rates volatility over the five-year loan term
- Trade finance and asset finance to import components for the new line.

- A credit solution and trade finance solution for one of CBL's major raw materials suppliers, enabling them to guarantee consistent supply, and an asset finance solution to enable them to expand their fleet with 20 new trucks.

- Working capital solution for CBL distributors, backed by a CBL corporate guarantee. CBL does enhanced due diligence on distributors wanting to access working capital and provides Stanbic with a recommendation letter
- Business development training for a cohort of CBL distributors through the Stanbic Business Incubator
- Working on a warehousing solution for distributors.



### Impact

The new plant will employ **400 people** directly and over **10 000 along the value chain**, from input material suppliers to distributors.

The new plant will introduce 30 000 new plastic bottles into the environment each day, in addition to the 48 000 bottles currently produced. CBL in partnership with PepsiCo International have agreed to build a **recycling plant** at the new premises to curb the environmental impact. The plant will be commissioned before the end of 2021.

<sup>8</sup> Polyethylene terephthalate.





## Vehicle and asset finance for business growth

Affordable and accessible vehicle and asset finance (VAF) solutions enable businesses to improve productivity and expand their operations. Some of the ways our VAF team in Uganda helped drive Africa's growth in 2020 included:

**Vehicle finance for a packaging company,** enabling them to buy five new trucks, thereby increasing their capacity to supply and distribute clean bottled water, grow their business, employ more people, and help fight the spread of Covid-19.

**Asset finance for a farmers' cooperative society,** enabling them to buy heavy duty milk coolers to preserve their milk for longer, enabling them to sell to more established bulk buyers, increasing income for the cooperative and the individual farmers.

**Vehicle finance for a construction company,** enabling them to purchase ten new trucks, which they used to supply sand and aggregates to a large-scale building development, creating direct employment for local people.

**VAF facilities for a vehicle supplier of trucks, trailers, construction machines and buses,** which provides transport services for agriculture, industry and construction, and subcontracts local transporters. Standard Bank provides finance for the company to purchase fleet for their own use; and a facility to enable them to provide credit sales to vetted clients and sub-contractors. By the end of 2020, 60 local transporters had acquired trucks through the latter facility.

**Vehicle finance for schools,** enabling them to buy buses for safe transportation of students and staff.

**Lease financing for a grain company,** to procure silos and a grain processing line to support value addition, enabling the business to improve quality of output, grow the business, employ more people, and provide more local farmers with a market for their products.

**Asset finance for a privately owned dental hospital** to acquire state of the art equipment which has greatly improved their efficiency, reduced their operating costs, shortened procedure times and enabled them to undertake more complex procedures in-house.





## Partnering with Africa's fintech entrepreneurs

Standard Bank works with Africa's fintech entrepreneurs to deliver improved access, convenience and affordability for our clients, while boosting process efficiency, mitigating risk and reducing costs for the bank. We partner with third-party service and product providers to ensure our clients have everything they need in one place, while ensuring the security of our clients' data.

We established the Standard Bank **Moonshots** division in 2017. It is tasked with starting new products or businesses that drive growth and create jobs across Africa, while also generating material new revenue streams for the bank. The Moonshots team develops its own ideas and where appropriate will also partner with innovative local and international businesses to deliver improved client solutions.

One of our moonshots is our partnership with  **Founders Factory Africa (FFA)**, a South African company operating across Africa to deliver accelerator and incubator services. We became their first investor in 2018. Our partnership aims to build and grow over 100 disruptive tech start-up companies across Africa over five years, and in the process to nurture the startup ecosystem in sub-Saharan Africa and attract foreign capital to local

ideas. Fintech start-up businesses receive their initial funding from FFA. Standard Bank further supports them by providing access to our subject matter experts, financial services products and distribution channels. Businesses are fast-tracked through a bespoke eight-month incubation programme (new start-ups) or a six-month acceleration programme (early stage start-ups). Through leveraging the FFA network, businesses also have access to tailored support from a specialist FFA team throughout the programmes' duration, which includes product design, tech engineering, data science, growth marketing and investment support. We work with FFA portfolio businesses (entrepreneurs) to rapidly build and test solutions that solve customer and societal challenges across the continent. To date we have invested in and grown 19 start-ups, many of which have gone on to raise external capital.

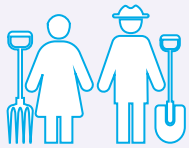
'There has never been a more critical time to continue investing in the growth of Africa's economy through entrepreneurship. Small businesses are the life blood of an economy and will need to be supported and accelerated during these times.'

– Larry McCarthy, Head of Strategic Investments and Alliances, Standard Bank Group



In Nigeria, Stanbic IBTC Bank partners with the **Founder Institute** to support tech entrepreneurs. The Founder Institute provides high-potential entrepreneurs and teams with the support network and structured process needed to build an enduring company. Individuals participate in an intense 14-week programme. The programme has come to be known as the Stanbic IBTC Founder Institute, Lagos Cohort. In 2020, the Institute held its first online graduation ceremony, to celebrate 23 Cohort II graduates who made it through the programme despite the challenges imposed by the pandemic. Stanbic IBTC works with each of the graduates to provide business development support, including access to markets and partners, to scale up their businesses.





## Technological solutions for small-scale farmers to improve productivity and access to finance

Agriculture is a major productive sector in African economies and the main contributor to pro-poor growth and poverty reduction, especially in rural areas.

The sector employs 65% of the continent's labour force and accounts for 32% of GDP, according to the World Bank. Africa's estimated 50 million smallholder farmers are responsible for 80% of its food supply. These farmers face an ongoing struggle to access finance, quality inputs, a fair market, quality training and

infrastructure. Multinationals, in turn, struggle to sell services to or source produce from these markets because they are disparate, often unbanked and difficult to access.

Standard Bank created the OneFarm platform to connect smallholders to an ecosystem of start-ups and enterprise services.








UGANDA

**Standard Bank launched OneFarm as a pilot in Kasese, Uganda, in August 2019.**

We worked with a maize aggregator, five cooperatives, 350 farmers and a local tech start up. The bank purchased seeds, fertiliser and pesticides on the farmers' behalf. Farmers repaid the bank when they delivered their maize to the aggregator. Increased access to working capital enabled the farmers to cultivate more land, leading to a demand for tractor services to plough larger areas. Through the local start up, a team of 16 local agents was chosen from the co-operative leadership, empowered with training and smartphones, and employed to do farmer profiling, manage input distribution and support farmers. The team also employed an agronomist to provide training on best practices to the farmers and manage demo farms. Access to finance and expertise enabled the farmers to substantially increase their capacity. Productivity on many of the farms improved, and yields increased by an average of 38% per acre. In 2020, we refined the model and data-intelligent selection criteria, enabling us to reduce unrecovered loans from 50% in the first season to below 20% in the second season. We are now rolling out OneFarm with two more local start-ups acting as enablement partners and 500 farmers. We've launched pilots in crop insurance, and agronomy, where short training sessions are provided to farmers linked to rewards.

In South Africa, we're using the platform to launch a  **relief marketplace** to match farmers with aid organisations.



MOZAMBIQUE

In **Mozambique**, we are working with partner organisations to improve and extend linkages within the agribusiness value chain, from input suppliers and primary agriculture to agro-processing/value addition, exports, logistics and warehousing. We aim to address fragmented value chains, provide access to finance, and support Mozambique's food security, employment creation and foreign exchange revenue through exports. We're working with farmers in several agricultural sub-sectors, including grains, cassava, sugar, poultry, tobacco and banana. We are using remote sensing technology to support farmers to improve crop production and increase yields. We're also developing digital solutions to improve access to market for emerging farmers and bring efficiencies in the 'last mile' – the transaction between buyers and smallholder farmers. By supporting this sector, Standard Bank hopes to trigger a positive impact on other related and associated industries including transport, logistics, technology, wholesale and retail, as well as promoting rural and country development.



ESWATINI

In **Eswatini** we partnered with the Women Farmer Foundation, donating E500 000 (R500 000) to fund the purchase of production tunnels for women and young people across the country's four regions. The programme will enable 1 000 women to undertake intensive capacity building training on tunnel farming production. Standard Bank Eswatini also donated E60 000 toward the annual sugar cane growers competition in collaboration with Eswatini Sugar Association, sponsoring the 'most consistent grower category'. The funds will go toward the purchase of farming inputs to help the winner expand their operations for an increased yield.



NIGERIA

In **Nigeria**, we are a leading disbursement partner of the Central Bank of Nigeria intervention fund programme, and have disbursed over NGN 55 billion (R2.2 billion), of which N38 billion (R1.5 billion) was disbursed in the past five years. We have a dedicated loan portfolio to of N50 billion to support agribusiness through the Nigeria Incentive-Based Risk Sharing System for Agricultural Lending (NIRSAL) credit risk guarantee and interest drawback schemes. Our financial solutions include:

- Import substitution: support for processors and their direct/indirect backward integration structures impacting positively on the Federal Government of Nigeria's import substitution objectives
- Digital payment solutions for 'last mile' and other activities to over 30 000 smallholder farmers in the ecosystem of one of our aggregators during the Covid-19 lockdown in Q2 2020
- Digital payment solutions for agricultural ecosystems (benefitting thousands of smallholder farmers).



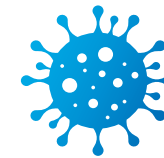
## Partnership with UN Women to improve women farmers' productivity through climate smart agriculture

African women, on average, make up 40% of the agricultural labour workforce and produce 70% of Africa's food. Standard Bank has partnered with the UN Women Climate Smart Agriculture (CSA) Flagship Programme Initiative to increase women farmers resilience and productivity in a changing climate, address financing barriers and increase women's capacity to invest in climate-resilient agriculture and promote opportunities for female farmers to move up the value chain.

The programme, which runs in partnership with local farmer associations and cooperatives, relevant UN agencies and international aid agencies, national and local governments, local private sector partners and NGOs, is running in Malawi, Nigeria, South Africa and Uganda. It aims to reach over 50 000 women over three years.

Standard Bank has committed USD3 million to the programme. We are also working with local project sponsors to identify ways for the bank to further assist, including through applied learning for farming cooperative members focused on understanding the business of climate resilient farming,

closing gender gaps in technical and governance know-how and confidence; negotiating fair and equitable market terms and establishing business and social contracts with sustainability-focused retailers.



The Covid-19 pandemic reduced productivity in the agricultural labour in 2020, owing to social distancing requirements, restrictions on movement and travel, the scaling down of agricultural extension services, and, in some cases instability of prices of agricultural produce as a result of low demand from the tourism, hospitality and education sectors. These restrictions also impacted the programmes. Some training activities were delivered online, but many activities and engagements had to be delayed.



MALAWI

Malawi's agricultural sector contributes a third of national GDP and is a major employer and exporter, but lack of climate-friendly smart technologies and knowledge among small-scale farmers has hindered growth. The project is working with 6 000 women producers in over 80 farmer organisations to increase the productivity and profitability of the groundnuts value chain, with a target to enhance the livelihoods and resilience of 10 000 women.

**Benefits available to participants include:**

- Access to high-yielding, drought tolerant, early maturity groundnut seed
- Advice on efficient planting practices to conserve moisture, maximise land resources and improve labour efficiency
- Time and labour-saving technologies to support harvesting and processing – almost 3 000 participants are now using mechanised groundnut strippers and shellers
- Market information – over 1 600 beneficiaries now receive SMS messages on commodity prices in different markets
- Financial literacy training
- CSA extension services and on-farm demonstrations.



**40 business clusters** have been formed to provide basic business management skills like developing business plans, record keeping, and gross margin analysis for enterprise selection and price discovery. The business groups have a total membership of 4 033 smallholder farmers, of whom 3 051 are women.

NIGERIA

The programme was launched in shea nut farming value chain in Niger State in 2019, and in the rice farming value chain in Ebonyi State in February 2020. It is supporting 17 women farmers' organisations and agri-business groups and cooperatives to increase productivity and profitability, through climate smart agricultural practices; access to high value markets; improved trade opportunities through ICT platforms; and improved institutional coordination and knowledge management. The target is to assist 12 500 women.

Twelve women smallholder farmer cooperatives in Ebonyi State, representing 6 000 members, now have access to six rice milling machines with accessories, and power supply. The State government has allocated existing buildings to the cooperatives for installation and operation of the milling machines.

In response to the Covid-19 pandemic, the programme provided 400 households from the targeted women organisations (comprising about 2 000 individuals) with hygiene materials to help them to continue production activities safely while protecting themselves from the virus. 60 women from the shea butter value chain received online training regarding the manufacture of alcohol-based hand sanitiser and antiseptic soap, as means to enhance their livelihoods and contribute to curtailing the spread of the disease in their communities. The project has adopted the methodology to scale-up the training for women in the shea value chain.

SOUTH AFRICA

The programme aims to benefit 10 000 women farmers, focusing on beans and vegetables in Limpopo and Free State provinces. During 2020, the project delivered agricultural inputs to 2 753 women farmers, including drought resistant seed varieties, fertiliser and manure, farming equipment (tools and tractors) and training on climate smart agriculture. A total of 8 185 beneficiaries have been reached to date. Standard Bank has provided project participants with financial literacy skills development and training, to assist them to effectively manage their business finances. Vodacom is providing digital and technology literacy skills.





UGANDA

The programme was launched in May 2019, with 700 women participants, in partnership with the Swedish Government and Msingi East Africa, focusing on fish farming/aquaculture in the Bugiri District. It aims to increase income levels, and food and nutrition status of the beneficiaries. Standard Bank has invested USD300 000 (R4.6 million) over three years. We are also aiming to develop specific banking products that meet the needs of women-owned start-up businesses. The women have been registered under the Bugiri District Fish Farmers' Cooperative and clustered into interest groups across the value chain of production, postharvest handling, value addition, and marketing. They have received training in business

management and financial literacy and are applying this in their daily management of the fish production. They have also been able to access 60 tons of quality feed for their fish, enabling them to harvest 86 tonnes of fish from 28 cages by the end of 2020. 24 participants have been trained to provide regular mentorship and extension services to the other participants. Local men have also been engaged in the project, including as mentors and employees in activities like security, boat driving and maintenance of the project facilities. This has helped to generate a more positive mindset about women's involvement in the fish value chain, which is outside the gender norms of this community.



'I was so surprised to be asked to be part of the fish farmers. I had never been to depths of the lake and I was really worried about it. Where was I supposed to start? Financially I had never thought I would be able to afford being a fish farmer. But now I am overjoyed that this project came to the Bugiri district. It has provided me with a lot of joy, and it has empowered me financially. I have been able to acquire a plot of land where I will build my own house. Because I earn a salary from this project, I can fend for my children as a single mother. I also know that through this project, my children will be able to be educated and the same will apply for the entire community because people are learning new skills and they have work.'

– Everline, beneficiary





# INFRASTRUCTURE



# Infrastructure



Africa continues to grapple with major infrastructure deficits. Improvements to energy, water, transport and telecommunications infrastructure are crucial to facilitate economic growth and create opportunities for job creation and human development, while public infrastructure, like schools and housing, is needed to help people improve their standards of living and future prospects.

The Covid pandemic created severe budgetary constraints for governments around the world. Across Africa, large-scale development projects had to be delayed or put on hold, owing to the diversion of public funds to fight the pandemic, disruptions to global supply chains, restrictions on movement/cross-border travel, and social distancing requirements.

Standard Bank continues to work with governments, development finance institutions and other commercial banks toward structuring and providing appropriate financial solutions to address Africa's infrastructure gaps, while ensuring that environmental and social risks are appropriately managed and minimised.

## How we **facilitated infrastructure development in 2020**



Facilitated Airtel Malawi PLC's USD38 million IPO



## Provided lending facilities

for entities operating within key infrastructure sub sectors, including construction and cement, transportation and logistics for construction of roads across Africa

## Telecommunications

Named as Malawi's most popular brand, Airtel Malawi PLC, successfully closed its MWK27.9 billion (USD38 million) IPO on 31 January 2020 with shares admitted for trading on 24 February 2020.

Shares performed strongly on admission, trading up 39.5% on the first day of trading. Standard Bank Group acted as the lead transaction advisor, sole bookrunner, transfer secretary and receiving bank for Airtel Malawi on this landmark transaction. The IPO was structured as a 1.65 billion share base deal with a 550 million share upside option. As a result of strong demand delivered by Standard Bank Group the upside option was exercised in full, with the total transaction significantly oversubscribed.

**The IPO is the 15th and biggest yet on the Malawi Stock Exchange since its inception in 1994.** The transaction enabled Airtel Malawi to localise 20% of its shareholding, enabling Malawians be part of company that is driving growth in mobile telephony, in line with Malawi's Communications Act. Consumers will benefit, as Airtel will help meet the growing demand for data services driven by lifestyle changes and the increasing use of smartphones.







For example:

## Roads

Standard Bank's asset finance and working capital solutions enabled companies across Africa to contribute to the development of roads infrastructure during 2020.

MALAWI

In **Malawi**, we provided Dika Construction Limited with asset finance to enable the purchase of equipment to upgrade rural roads from dirt to tar in the Ntcheu District, an agricultural district producing legumes, maize, and vegetables. The road being upgraded links rural markets to the main road, which links cities across Malawi, thereby greatly improving the local community's year-round access to markets for their produce.

MALAWI

We provided Alice Construction, also in **Malawi**, with asset finance to acquire a grader to upgrade the Kasungu-Nkhotakota rural road. The area is home to many commercial and semi-commercial farms. The road improves ease of access to the farms for farm workers, enables easier transportation of agricultural output to markets and the commodities exchange in Lilongwe, and connects the area to the country's main road.

KENYA

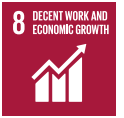
We provide financial services to The Third Engineering Bureau of China City Investment Group Co Ltd (CCIG-3), a Chinese power and infrastructure company, which has undertaken six major road projects in **Kenya**. Standard Bank supported CCIG-3 to improve the working capital conversion cycle and thereby to improve efficiency. We also provided CCIG-3 with guarantee limits for winning new road projects, thereby supporting 'Kenya Vision 2030' and local employment.







# Africa trade and investment



African economic growth depends on the growth of intra-African trade, together with the ability of African governments and businesses to access global investment and value chains. Drawing on our presence in major international markets, our ability to access international pools of capital, our strong client relationships with global multi-nationals, and our strategic partnership with ICBC, Standard Bank helps facilitate the deepening of investment and trade flows between African countries, and between African countries and global markets.

2020 saw significant progress on the Africa Continental Free Trade Area (AfCFTA) agreement, which came into effect in January 2021, and aims to boost intra-African trade, promote industrialisation, create jobs, and improve the competitiveness of African industries. But it also saw companies across the world battling the disruption caused to trade flows and global supply chains by Covid-19.

Standard Bank's Import Solution helps to provide seamless, end-to-end services for African importers, and to facilitate hassle-free trading relationships between businesses in Africa and China. We are also working to expand the availability and use of digitised trade services.

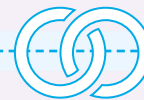
## How we facilitated African trade and investment in 2020



**Over 4 000 African businesses** supported with trade finance solutions (21% up on 2019)

**R166.8 billion** in trade finance lending for importers and exporters (3% up on 2019)

**R2.23 trillion** in cross-border payments (5.5% up on 2019)

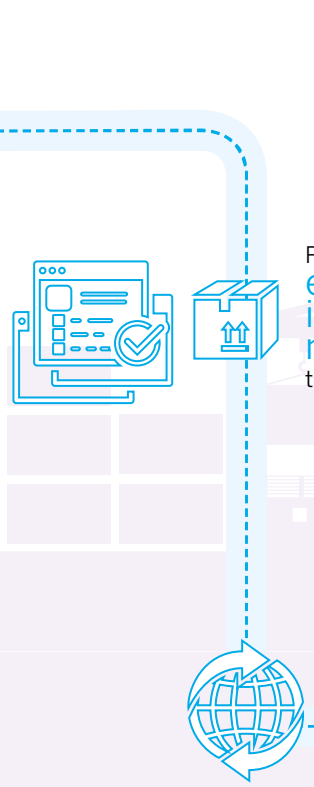


Implemented digital matchmaking to **connect our customers to trade opportunities**, and supported African importers to source and validate quality goods, including PPE, from pre-screened Chinese suppliers, through our Import Solution



Used **Trade Suite** to manage challenging logistics arising from lockdown regulations.

How we facilitated African trade and investment in 2020 continued



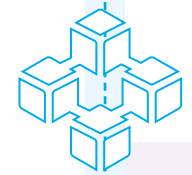
Provided **end-to-end import management** through **My Imports**

**Used our Import Solution** to negotiate agreements with Chinese suppliers of PPE and medical supplies. We processed dozens of orders on behalf of our clients, and on behalf of our countries of operation for employee use. Items ordered included masks, gloves, protection suits, goggles, face shields, ventilators and thermometers.

We also introduced Sino Truck, a popular and affordable vehicle and machinery brand, to our clients.



**Partnered with regulators** to test opportunities for the roll-out of digital trade services



**Leveraged blockchain technologies**

to automate the confirmation of Letters of Credit between group entities, using the RAVN blockchain platform



**Provided African corporates and governments** with financial solutions to enable investment in Africa



**Arranged Naira-denominated issuances**

for 11 corporates and financial institutions in Nigeria





## Facilitating intra and inter-African trade

### Trade by Standard Bank

**For many African businesses, one of the biggest challenges is finding trusted customers and suppliers to trade with – locally, across Africa, and globally.** To solve this, one of the trade solutions that Standard Bank offers is a digital platform that connects clients to a world of vetted buyers and suppliers. Trade by Standard Bank creates a secure and trusted environment in which our clients can trade. The platform's algorithms match customers to relevant businesses to which they can connect. This is supported by a dedicated team who identify and engage suppliers and buyers that meet our customers' requirements, as well as providing them with specific market insights. Our understanding of our clients' businesses and of local markets enables us to provide bespoke advice and support sustainable business growth. This proved especially important in the difficult trading conditions created by the Covid-19 pandemic.

The service includes:

- Facilitated introductions to pre-vetted businesses from more than 60 countries
- A secure platform to correspond with businesses regarding new opportunities
- The chance to participate in both virtual and, when available, physical international trade shows and events
- Import trade management services through an expert, single point of contact, who proactively works with customers throughout their import journey. This includes per unit costing of imported goods, timeline planning, production tracking, access to world-class logistics providers, real-time tracking on all goods, and management of shipping documents and arrangements
- Support in managing payment processes and customs requirements (duties, taxes and all other clearing requirements) and ensuring that customers meet all other relevant regulatory requirements
- Working capital to grow, via loan products that help extend businesses' cash-flow cycles. These are designed to provide businesses with the cash-flow bridge needed between purchasing goods, the manufacturing process and their eventual sale
- Risk-mitigating financial products that cover buyer payment and supplier performance risks, such as letters of credit and guarantees. Our foreign exchange products provide the ability to mitigate currency risks.



## Africa China Import Solution

**Trade and investment links between China and Africa offer huge opportunities to expand Africa's manufacturing sector and create jobs.** Since 2008, Standard Bank and ICBC have been working in partnership to encourage trade and investment in the China-Africa corridor, and fulfil the needs of diverse businesses with a broad suite of financial services. To this end, we developed Import Solution to connect African importers with dedicated trade agents in China.

African importers often have contact with only a small number of trusted Chinese suppliers, providing them with limited choice and restricting their negotiating power. While ordering online provides access to a wider range of suppliers, it introduces potential risk in relation to the quality of products, and generally requires advance payment before goods can be shipped. Payment terms often specify cash, without reciprocal guarantees of delivery or quality. As a result, African importers often carry a disproportionate burden of risk in transactions. Language and cultural barriers may also pose a challenge when travelling and negotiating supplier agreements in China. In 2020, the Covid-19 pandemic introduced further challenges, resulting in considerable supply chain disruptions.

Standard Bank's Import Solution offers trust and a peace of mind. It creates a safe trading environment and connects businesses to a reputable trading supply chain. It offers flexible payment terms and negotiation power with suppliers in China. Our strategic partner ZheJiang International Trading Supply Chain links our clients to reputable and reliable manufacturers and provides services from goods sourcing to logistics management.

Clients can import remotely from China through our agent, who offers:



On-the-ground representation in China to help clients source suppliers



Validating the quality of goods clients will be receiving



Handling clients' shipping logistics

**To help address the disruptions to trade caused by the pandemic,** Standard Bank implemented digital matchmaking to connect our customers to trade opportunities. Digital Matchmaking events saw customers paired with Chinese buyers seeking African products. Standard Bank in partnership with ICBC facilitated the interactions with a translator and supported both parties throughout the negotiations and the transaction.



**Our Import Solution provides African importers with a letter of credit from Standard Bank.** This allows clients to receive goods before payment is made. If any of the terms of the letter of credit are not met, payment will not be made. This significantly strengthens the negotiating power of African importers in relation to price, quality and efficiency of the importing process. Chinese suppliers can also be confident that once the terms of the letter of credit have been met, payment will be made in full and on time, guaranteed by Standard Bank and ICBC. Import Solution also helps with cash flow, by providing access to finance and giving importers oversight and control of the entire importing and logistics process. Apart from the fees associated with conducting an international trade via a letter of credit, the offering is available without cost, simply by joining Standard Bank's digital trading platform, the  **Trade Club**.

### Examples of clients assisted in 2020

#### MOZAMBIQUE

We assisted our Mozambique customer TECAP, which provides full solutions to the agricultural market, to source farming equipment and machinery from China, to enable them to expand their client offering and reach.

#### BOTSWANA

- We helped Medical Devices Botswana to source masks and isolation gowns for their employees. Our Import Solution enabled them to obtain the PPE they needed to keep their staff safe and keep their business open.
- Through Import Solution, Stanbic Bank Botswana signed a memorandum of understanding with Botswana's Citizen Entrepreneurial Development Agency (CEDA) to facilitate seamless importation of goods and services from China by CEDA-funded clients. The partnership enables CEDA clients to source their inputs, raw materials and machinery from China with reduced risks and challenges.

'Covid-19 has created opportunities on both fronts. African businesses are looking for opportunities to diversify and make up for losses experienced during the year. At the same time, Chinese importers are considering new markets to source products from amid geopolitical uncertainty. The virtual matchmaking sessions and our Import Solution are tangible demonstrations of our persistent strategy to support our clients through creating a focused trade ecosystem around the Africa China corridor.'

– Philip Myburgh, Head: Africa China, Standard Bank Group





## Trade Suite solution

**Standard Bank's strategic partnership with ICBC and our extensive Africa footprint ensure we're well positioned to offer unique trade solutions to our clients.** We recognise that access to trade finance is only one aspect of the support our clients need. Our Trade Suite solution, tailored for importers in South Africa, offers our clients a single point of contact for all their importation requirements, from order to delivery. It includes:

- Competitively priced trade finance products, together with support to manage forex, loans and international payments in a seamless manner
- A single point of contact to assist clients in every aspect of their import journey, for every transaction
- Introductions to vetted international buyers and suppliers from 43 countries around the globe
- Facilitation of purchases within China
- Introductions to vetted logistics service providers. Savings achieved from Standard Bank's scale are passed onto our clients
- Tools to assist in estimating all-in landed costs and timelines from order stage.

By helping to improve the reliability of the supply chain, the product also assists us in the lending process. Clients can also access the Trade Club, which comprises more than 20 000 trusted businesses across 60 countries.

Importers of international goods face a myriad of challenges in the importation process including managing supplier delivery, tracking goods around the world, ensuring enough facilities are available, having adequate forex cover, and overall costing and managing all the individual providers that support a single transaction (like banks, clearers and forwarders). Our **My Imports** service provides an end-to-end import management solution using a digitised, modularised platform and a transparent, affordable one-stop-shop, and frees up our clients to focus on growing their businesses.

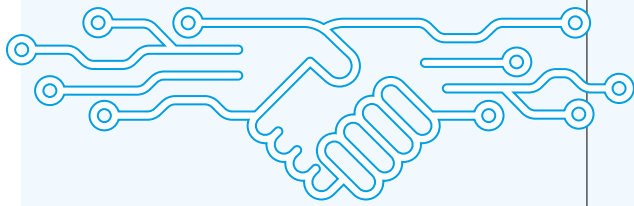
**In the early stages of the pandemic, Standard Bank needed to source 960 000 masks to protect our frontline staff.** At the time, much of the world was dependent on China for access to PPE. Standard Bank used our Africa China Import Solution to help source the right quantity and quality of masks, with required certification. We used Trade Suite to manage transportation of the masks, which was extremely challenging owing to stringent lockdown regulations. Trade Suite engaged with the supplier, Import Solution and Standard Bank to advise on the best way of moving cargo to mitigate risks. It ensured that all documents were compiled to required standards to ensure payment was made as per SARB requirements as well as for customs clearance into South Africa. Relevant checks were also completed to ensure Standard Bank met the requirements to facilitate a smooth importation process. The PPE which was sourced was distributed to Standard Bank branches across 11 of our countries of operation, for use by our branch employees and customers visiting branches.

'Securing this was an extraordinary effort by all involved. Our Trade Suite team managed to facilitate getting the goods delivered to Standard Bank despite a uniquely challenging logistics environment never seen before in our lifetime. Thanks to the seamless integration of two important client propositions, we were able to service Standard Bank as a trade client. We were also able to source key PPE to protect our employees right from the start of the outbreak in Africa and to demonstrate that using the correct tools, trade remains possible in the current stringent environment.'

– Philip Myburgh,  
Head: Africa China, Standard Bank Group







### Digitising trade services

**Covid-19 severely disrupted global supply chains and curbed trade. At the same time, however, it provided new impetus to accelerate the digitisation of trade processes.**

Trade services have traditionally centred around physically intensive processes involving paperwork, signatures and manual data entries by different participants. It has been estimated that paperwork accounts for up to 15% of the cost of global trade. Technological solutions are available to replace many of these processes. Implementation requires collaboration between governments and industry and the alignment of regulatory frameworks. Standard Bank is working with the AfCFTA secretariat and other banks to support the digitisation of trade as a means of supporting the adoption of AfCFTA in our markets.

We are working with several regulators to test opportunities for the roll-out of digital solutions, including AI, blockchain, cloud computing and data analytics. We have had some success in South Africa and Uganda in terms of the adoption of intelligent automation and AI in trade processing, and Ghana is not far behind in adoption. These technologies can reduce the time taken to issue a local guarantee by 80%, for example.

The combination of AI with Optical Character Recognition (OCR) offers increased operational efficiencies for document sorting and data entry, which are traditionally manual processes. These technologies allow banks to take documentation needed to validate a

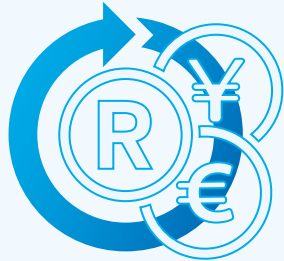
transaction (sometimes 50 to 100 pieces of paper) and evaluate or validate that documentation against the letter of credit instrument in a much shorter time period. Standard Bank has partnered with Traydstream, a fintech that leverages OCR and machine learning to provide a digital solution for checking documents against letters of credit and sanction screening. The technology generates a response to a document in less than an hour in some of Standard Bank's markets. Previously, the validation process could take anywhere between three to five days. The machine learning system will continue to learn over time, improving its efficiency. It also offers value-added services such as shipping vessel tracking, which is particularly useful for importers.

Guarantees and Letters of Credit require multiple paper documents from clients to be issued and processed by multiple stakeholders within the bank. This creates risk of manual error. These tasks are repetitive and routine and can be undertaken by robotic process automation (RPA). By identifying tasks that would benefit from automation, we aim to reduce turnaround times for the processing

of these transactions by at least 80%. We also use Business Process Manager (BPM), a workflow tool from IBM, to enable our operations teams to capture data easily while keeping track of the transaction throughout its lifecycle. The initial results of the RPA initiative show that for standard and non-standard guarantees, turnaround times can be improved by upward of 90%. While there is much to be done to migrate majority of the volumes to the RPA processes, preliminary results have exceeded expectations.

Letters of credit confirmation processes between Standard Bank Group entities are manual and time consuming. In 2019, the group launched an initiative to leverage blockchain technologies to automate the confirmation process between group entities. Letters of Credit issued by any group entity are captured in the RAVN blockchain platform and confirmed on the platform prior to accounting events being automatically triggered. The process replaces manual processes in Letters of Credit confirmation, removing mismatches and intercompany differences.





### Local currency issuances

**Multinational organisations, which have long relied on dollar- or euro-based funding when doing business in Africa, are increasingly adding local currency capital to their funding mixes, owing in part to the advancement of the continent's financial markets.**

There is a greater recognition, including amongst South African firms with operations elsewhere on the continent, that local currency funding is an important component of a sustainable multinational strategy. An over-reliance on US dollar and euro funding for African subsidiaries comes with currency volatility risk and difficulties in repatriating dividends or repaying loans from many African markets. The Covid-19 crisis has exacerbated this issue. Risks can be mitigated by tapping into local currency markets. Many African

financial markets now have far greater capacity to fund the day-to-day operations of multinationals operating in their markets than previously. Interest rate cuts amid the Covid-19 crisis provided further incentive for corporate issuers.

Between February and mid-July 2020, Nigeria's Stanbic IBTC Bank's Debt Capital Markets Team arranged Naira-denominated issuances for 11 corporates and financial institutions, a significant jump compared to the same period last year. Corporates are

capitalising on an increase in liquidity in Ghana as well, while in East Africa, there has been an uptick in interest in local currency debt with a particular focus on green bonds in the region. Activity is picking up in Southern Africa too, including in Mozambique. Standard Bank believes there is scope to move towards a majority of funding in local currencies, with hard currencies used to fund large projects, such as mergers and acquisitions or major capital investments, while day-to-day operations are funded mainly in local currencies.



## Facilitating investment in Africa

Standard Bank International is positioned in seven key financial centres outside Africa: Beijing, Dubai, Isle of Man, Jersey, London, Sao Paulo and New York, making us the only African bank with a global presence. We work with our global multinational clients to develop their Africa strategies and, in collaboration with our colleagues across Africa, identify and unlock opportunities for investment, and simplify their ability to do business in Africa, thereby driving Africa's growth.

In 2020, for example, **we facilitated the following investments:**



- We supported the African Export-Import Bank (**Afreximbank**), a key player in intra-Africa trade, to gain access to international markets through our Middle East franchise. Standard Bank Group was the sole lender on the transaction, providing Afreximbank with a 12-month R2 billion bilateral amortising term facility, which will provide funding to corporates in southern Africa, helping to stimulate the expansion and development of African trade, supporting a range of businesses that are direct operators in the trade ecosystem. The transaction was the first ZAR facility to be provided to Afreximbank by Standard Bank Group. Efficient collaboration across Standard Bank teams enabled us to meet tight deadlines and solve the client's immediate liquidity requirements.



- We helped **Africa Oil** acquire a 50% equity stake in Nigeria-focused Petrobras Oil and Gas B.V. (POGBV) in a deal worth USD1.5 billion, with a total cash consideration of approximately USD520 million. Standard Bank was the sole advisor to Africa Oil, a Canadian group with exploration assets in east Africa and now also production assets in Nigeria. The location, size and quality of the acquired assets makes this a transformative transaction for Africa Oil. The oil and gas sector remains a major contributor to Nigeria's economy, and an important driver of socioeconomic development in west and central Africa. Further investment opportunities are expected across the region, contributing to job creation and infrastructure development. As onshore assets in Nigeria and offshore assets in Angola come to market, investors' need for strategic advice and financing will increase significantly.



- In collaboration with JP Morgan, we were the joint lead managers for the **Republic of Ghana's** USD3 billion Eurobond placement. The bond, the longest bond ever issued by a sub-Saharan issuer, at the time of the issuance, has tenors of six, 14 and 40 years. It will be used by the government to carry out energy infrastructure projects and to manage the budget deficit for 2020. The transaction attracted a diverse investor base, largely from the UK (25%), Europe (20%) and the US (48%), despite ongoing global uncertainty over the coronavirus and its potentially adverse impact on market conditions across the emerging markets. Simultaneously with the Eurobond announcement and due to strong investors' participation, Ghana also launched a tender offer of up to USD500 million on its outstanding balance. Standard Bank Group acted as the joint lead manager along with Bank of America Merrill Lynch, JP Morgan, Morgan Stanley and Standard Chartered to arrange these transactions. The deal highlights Standard Bank's access to international investor markets, on-the-ground expertise and ability to engage with African governments and banking partners to remove barriers that impede sustainable energy development in sub-Saharan Africa and unlock the substantial energy resources on the continent.

### African Markets Tracker

Our clients require real time and accurate information in relation to African financial markets, to inform their business decisions. Traditional sources of such information tend to focus primarily on developed markets, while information on African markets is often patchy. We developed the African Markets Tracker (AMT) to address this gap. AMT provides our clients with real-time and accurate information about African financial markets. Clients are able to set alerts for their particular areas of interest, and the relevant information is delivered to their preferred messaging application. The solution is offered as a mobile app. The app also offers the group a source of behavioural data which will allow us to better understand and service our clients on a personalised basis. We also use this information to help us shape our future product offerings.





# CLIMATE CHANGE AND SUSTAINABLE FINANCE



# Climate change and sustainable finance



Standard Bank is committed to driving sustainable and inclusive economic development across Africa through the delivery of sustainable finance solutions. As Africa’s largest banking group by assets, we recognise the impact of our business activities on the societies, economies and environments in which we operate.

We have embedded social, economic and environmental considerations into our corporate strategy and day-to-day decision-making, and we consistently work to maximise the positive impacts and mitigate any negative impacts arising from our business decisions and activities.

We recognise the threat posed by climate change to human health, food security and economic growth across Africa. We have identified climate-related risk as a top enterprise risk and material issue.

We are working to better understand and manage our exposure to climate risk and assisting our clients to do the same. We are committed to working with African governments and businesses to reduce their vulnerability and build resilience to the impacts of climate change, and to facilitate the development of renewable sources of energy and energy efficiency across the continent.

## Our focus includes:



Working with our clients to develop appropriate solutions to **mitigate and adapt to the effects of climate change**



**Providing financial products and services that support positive social and environmental outcomes**, including green and social bonds, ESG-linked loans, sustainable trade solutions and impact investing



**Providing environmental and social lending and advisory experience** in respect of project finance, export credit and corporate finance product offerings



**Progressively managing and shaping our portfolio** in a manner that is consistent with **achieving a low-carbon and climate-resilient economy** needed to limit global warming to below 2 degrees, by supporting a just transition away from non-renewable energy sources in our countries of operation. More information in this regard is available in our [ESG report](#)



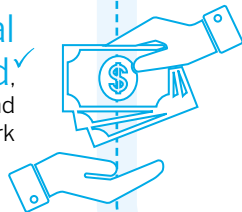
Working with our retail banking clients to adopt **greener solutions for their homes and businesses**.

## How we strengthened our sustainable finance portfolio in 2020

Published our sustainability bond framework



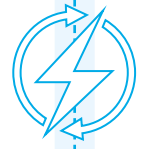
Issued our inaugural USD200 million Green Bond, via private placement with IFC – the first bond issuance under the framework



Offered ESG investments through Standard Bank Isle of Man and Standard Bank Jersey



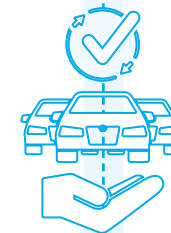
Offered Responsible Portfolios via Melville Douglas, with a focus on renewable energy and sustainable infrastructure



Issued several pioneering sustainability linked loans/ESG-performance incentive loans



Provided access to ECO<sub>2</sub>Fleet, a web-based fleet management data collection and reporting service that enables users to measure and manage CO<sub>2</sub> emissions



Developed the PowerPulse platform to support the renewable energy sector in South Africa



## Sustainable finance

Standard Bank is committed to driving sustainable and inclusive economic growth across Africa, through the delivery of sustainable finance solutions. We have embedded social, economic and environmental considerations into our corporate strategy and day-to-day decisions, and we consistently work to maximise the positive impacts and mitigate any negative impacts arising from our business decisions and activities.

In 2019, we established a dedicated sustainable finance business unit. The unit is responsible for partnering with our business areas to better serve our clients by developing and delivering innovative and bespoke green, social and sustainable products and services, helping our clients and investors to achieve their social and environmental ambitions. The unit brings together the full range of knowledge, skills and experience necessary to cover this rapidly expanding and growing opportunity. Since establishing the unit, we have pioneered, developed and executed a broad spectrum of sustainable products and strategic advisory and support services across the group.

### Our ESG lending and advisory service spans project finance, export credit and corporate clients.

Our team of sustainable finance specialists provide ESG advisory services to clients and other financial institutions. We seek to help clients recognise ESG risk and benefits in order to better integrate ESG considerations into their corporate strategies and business activities, and improve their ESG performance.

#### ESG advisory services

- Requirements for international environmental and social compliance (Equator Principles, IFC and World Bank standards)
- Consultant interface, drafting scope of works, report review and negotiation
- Identification of opportunities within Carbon Tax, offsets, Clean Development Mechanism and other carbon related projects
- Coordination of development and multilateral agency financing and other commercial Equator Principles Financial Institutions

#### Agency services

- Managing and monitoring environmental and social covenants as stipulated in loan documentation
- Receiving and reviewing of environmental and social reporting for adequacy, accuracy and completeness and providing feedback to the lender group
- Ensuring that non-compliance and partial compliance is adequately and correctly addressed in follow up action plans

#### ESG Corporate advisory services

- Strategy and governance
- Policy and framework
- Benchmarking and measurement
- Actions and implementation
- Reporting and disclosure
- Advisory in relation to ESG ratings and investor positioning



### Accolades

Standard Bank is the African market leader in Sustainable Finance.

- **Global Finance: Best Investment Bank Award 2019**  
– Best Global Investment Bank for Sustainable Finance  
March 2020
- **Bonds, Loans & Sukuk Africa:**  
Local Currency Bank of the Year  
December 2019  
NGN 8.5bn Green Bond  
(North South Power)
- **Bonds, Loans & Sukuk Africa:**  
Project Finance Deal of the Year  
December 2019  
KES4.3bn Green Bond  
(Acorn)

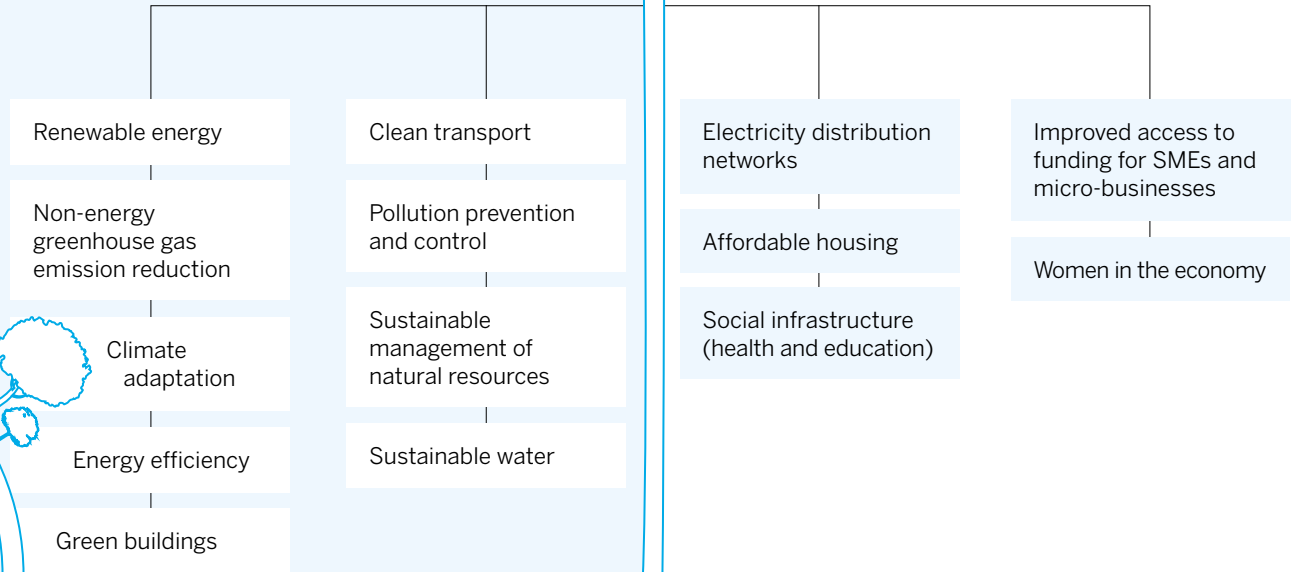


# Standard Bank's Sustainable Bond Framework

In February 2020, Standard Bank Group published its **Sustainable Bond Framework** (The Framework).

Our Framework is aligned with the International Capital Market Association (ICMA) Green Bond Principles (GBP), Social Bond Principles (SBP) and the Sustainability Bond Guidelines (2018 editions).

The eligibility and qualification criteria or range of supportive products include projects related to:



Standard Bank's Sustainable Bond Framework has been evaluated by Sustainalytics, whose **Second Party Opinion** has confirmed it to be credible and impactful and aligned with the four core components of the GBP 2018, SBP 2018 and Sustainable Bond Guidelines.





# Inaugural USD200 million Green Bond

On 2 March 2020, Standard Bank of South Africa issued its inaugural USD200 million green bond, via private placement with IFC. This 10-year facility is Africa's largest green bond and South Africa's first offshore green bond issuance. The capital raised as a result will be used to finance eligible green assets (renewable energy, energy efficiency, water efficiency and green buildings) aligned to SBG's Sustainable Bond Framework



ISSUER The Standard Bank of South Africa Limited	ISSUER RATING BB+/Baa3 (Fitch/Moody's)	STATUS OF NOTES Unsubordinated notes	AMOUNT USD200 million
PRICING DATE 25 February 2020	ISSUE DATE 2 March 2020	MATURITY DATE 2 March 2030	FORMAT Regulation S
USE OF PROCEEDS Financing of eligible green assets	STANDARD BANK ROLE Lead arranger		

'This bond issue reflects SBG's strategic focus on sustainable finance in line with our SEE value driver and vision to drive Africa's growth with minimal adverse impact.'


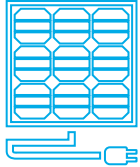
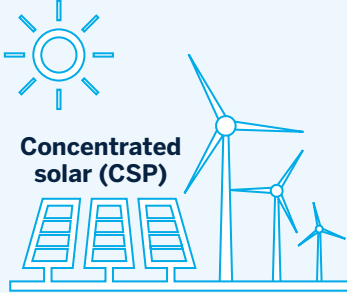
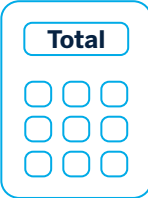
Sim Tshabalala, Chief Executive Officer, Standard Bank Group

UN SDG ADDRESSED:



### Impact measurement and reporting

Standard Bank prepares and publishes annual allocation and impact reporting with respect to the bonds issued under this framework. In 2020 we funded four<sup>✓</sup> projects.

	GREEN ASSETS			
	 Wind	 Solar	 Concentrated solar (CSP)	 Total
AMOUNT (ZAR)	R461 439 500	R1 099 041 092	R882 343 032	<b>R2 442 823 624<sup>9✓</sup></b>
IMPACT INDICATORS (MW)	33	150	100	283
ANNUAL CO <sub>2</sub> EQUIVALENT EMISSIONS REDUCTION/ AVOIDANCE (TONS CO <sub>2</sub> EQ/YEAR)	100 946.74	331 390.80	305 899.20	738 236.74
JOBS CREATED	399	2 210	3 842	6 451

<sup>9</sup> Closing Dec 2020 exchange ZAR/USD14.6735143



# Overview of sustainable finance deals closed in 2020

We are pioneering **sustainability-linked loans** in Africa. These loans are structured to incentivise borrowers to improve their sustainability or transformation profiles, by aligning loan terms to the borrower's performance against mutually agreed, material and ambitious, pre-determined sustainability performance targets.

## Examples of landmark deals closed in 2020 include:

- The first Technology, Media and Telecom (TMT) Sector sustainability-linked loan in South Africa:** Standard Bank acted as sustainability agent and sole lender to Vodacom Group for this loan. The terms of the R2 billion, three-year loan require Vodacom to achieve various ESG commitments across carbon management, corporate and product governance, business ethics and human rights in their supply chain. Vodacom achieved 5.7 points improvement in its overall ESG risk exposure score (19.8 in 2019 to 14.1 in 2020). The company improved its ranking in the Global Telecommunications Services Subindustry from 32nd to 2nd, rising from the 17th to the 2nd percentile in their subindustry. Vodacom's ESG performance has been independently verified. This improvement was driven by better performances in every category measured:
  - Carbon, own operations
  - Corporate governance
  - Product governance
  - Business ethics
  - Human rights, supply chain
  - Data privacy and security.
  - Human capital

### IMPACT AREAS ADDRESSED:

- Climate change and sustainable finance

- Sustainability-linked loan for the shipping sector:** We acted as joint lead arranger on a sustainability-linked facility for **Maersk**, that incentivises the company to meet its emission reduction targets. The margin of the facility will be adjusted based on Maersk's progress against its target of reducing CO<sub>2</sub> emissions per cargo moved by 60% by 2030, which is significantly more ambitious than the International Maritime Organisation (IMO) target of 40% by 2030 (2008 baseline). The IMO target is an internationally accepted benchmark for energy efficiency in the shipping industry.
  - Carbon, own operations
  - Corporate governance
  - Product governance
  - Business ethics
  - Human rights, supply chain
  - Data privacy and security.
  - Human capital

### IMPACT AREAS ADDRESSED:

- Climate change and sustainable finance

### IMPACT UN SDGS:



### IMPACT UN SDGS:



- In June 2020, SBSA signed a loan agreement with IFC which saw the close of the SBSA's first **Covid-19 loan**. The proceeds of the USD185 million, three-year loan facility are being used for immediate relief and ongoing support for eligible SMEs and corporates in South Africa that have been affected by Covid-19 including the healthcare industry.

IMPACT AREAS ADDRESSED:

- Financial inclusion
- Job creation and enterprise development
- Climate change and sustainable finance

IMPACT UN SDGS:



- **The first real-estate sustainability-linked loan in South Africa:** Standard Bank acted as sole arranger and sole lender on a R1.6 billion debt funding solution for Equites Property Fund. The loan includes an ESG pricing mechanism linking the all-in cost of debt to Equites' ESG risk rating score. Equites is required to achieve various ESG commitments across:
  - corporate governance,
  - product governance,
  - human capital and
  - business ethics.

IMPACT AREAS ADDRESSED:

- Climate change and sustainable finance

IMPACT UN SDGS:



- **The first BBBEE performance incentive linked loan globally:** In March 2020, Isanti Glass 1 completed the acquisition of Nampak Glass. Standard Bank acted as the financial advisor, mandated lead arranger and sustainability agent to Isanti Glass. The funding package included a BBBEE performance incentive linked loan, which is the first of its kind, structured under the group's sustainable finance framework. The margin of the loan is linked to the achievement of pre-agreed BBBEE targets. Isanti Glass is 60% owned by Kwande Capital (Pty) Ltd, a black-owned investment company, and 35% owned by SABS Holdings Limited, a wholly owned subsidiary of AB InBev. Isanti Glass's purchase of Nampak Glass creates the first and only black-owned and controlled major glass container manufacturer in South Africa.

IMPACT AREAS ADDRESSED:

- Job creation and enterprise development
- Financial inclusion
- Climate change and sustainable finance.

IMPACT UN SDGS:




## Group Sustainable Finance Performance



Treasury	2020
Quantum of Sustainable Finance raised – USDm	<b>385</b>
Sustainable Finance raised as a % of annual total funding raised	<b>21.27</b>



Lending	2020
Number of deals	<b>6</b>
Sustainable Finance credit lines as a % of IB Global Book	<b>2.82</b>



Arranging	2020
Number of Green Bonds arranged	<b>1</b>
Quantum of Green Bonds Arranged – USDm	<b>200</b>
Green Bonds arranged as a % of total bonds arranged by SBG in sub-Saharan Africa	<b>2.41</b>
Green Bonds arranged as a % of total Green Bonds issued in sub-Saharan Africa	<b>36.43</b>



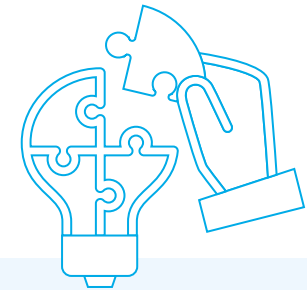
## Sustainable investing

In 2017, the Melville Douglas Diversified investment team within Standard Bank Jersey launched a discretionary managed responsible portfolios proposition.

The range of multi-asset Responsible Portfolios reflect the Melville Douglas Diversified investment philosophy and process, and promote environmental and societal good, while avoiding companies and industries that cause harm, without sacrificing investment performance or taking additional risk. Current thematic exposures include renewable energy and sustainable infrastructure. Future thematic exposures include water and waste, and economic inclusion. Portfolios exclude exposure to controversial weapons, activities in oppressive regimes, exposure to fossil fuel extraction, animal testing unless there is a legal requirement, and exposure to companies with a core business in gambling, tobacco or adult content. The managers we select aim to achieve both strong risk-adjusted financial and non-financial returns by investing in companies that intentionally deliver a lower carbon footprint, higher levels of engagement, greater diversity and responsible business practices. We select managers that view the inclusion of sustainable and responsible investment (SRI) factors as an advantage rather than a hinderance, that is, managers who:

- put non-financial factors at the centre of their research process
- have a track record of divesting from companies on falling SRI quality, regardless of financial performance
- view poor business practices as a risk and price businesses accordingly
- show a clear record of active engagement with companies
- show limited use of third-party agencies
- demonstrate thought leadership in Responsible Investment.

Building on the growing international interest in ESG investing and indices, Standard Bank Isle of Man Limited and Standard Bank Jersey Limited successfully launched **ESG Deposit Issue 1** in October 2020. Return on the US dollar deposit is linked to the market performance of the S&P 500 ESG Index over the 5.5 year term. On the maturity date, investors receive their deposit plus any market linked return, which is 75% of the market performance. Returns are capped at a maximum of 17% and are based on the growth of the S&P 500 ESG Index. ESG Deposit Issue 1 has an overall risk rating of low to medium when considering both the risk of loss of capital and the risk of the returns being below the rate of inflation, both measured in deposit currency.



## Sustainable trade finance

Standard Bank is committed to ensuring that our trade finance transactions actively support the production of goods or services in a manner that minimises adverse environmental and social impacts and promotes environmental and social benefits.

As lead for the ICC Banking Commission's Working Group on Sustainable Trade Finance, we contributed to the process of developing customer due diligence guidelines to promote sustainability in trade finance. The guidelines help banks to identify high ESG risks associated with commodities or other goods and services produced by a bank customer or within its supply chain, and to identify available mitigants. The objective is to strengthen banks' role in financing sustainable trade and encouraging sustainable practices.

Partnering with the ICC to develop standards and rules in trade, and encourage the adoption of best practice in sustainable trade finance, supports Standard Bank's purpose to facilitate trade and investment flows between African countries, and between African countries and global markets in a way that promotes sustainable and inclusive economic growth.





## Small-scale green energy solutions for businesses and households

We work with our retail banking and business banking clients to provide sustainable finance solutions for their homes and businesses.

### Small-scale embedded generation

Our commercial asset finance division provides bespoke solutions for solar PV projects, enabling residential property owners and businesses to achieve access to affordable and secure energy supply. Since 2018, we have funded 189 small-scale embedded generation commercial solar projects, amounting to over 32MW peak installed capacity. We have partnered with 30 solar PV companies to create a panel of approved solar PV engineering, procurement and construction partners (EPCs).

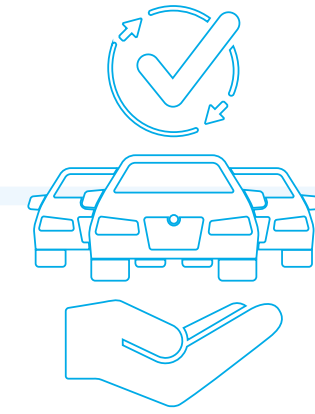
In 2020, we established a cross-functional team to identify challenges and opportunities to accelerate the adoption of decentralised energy solutions. Extensive client and industry engagement pointed to the need for a platform to connect business and

industrial-scale energy users (off-takers) to solar PV EPCs. We created the PowerPulse platform to meet this need. The platform includes Standard Bank as a funding provider, able to facilitate and accelerate relationships. Additional funding providers will be added in the future.

The PowerPulse platform will see a dedicated decentralised energy team working together with clients to co-create solutions that match off-takers' needs to the right service providers. This will reduce risk, friction, costs and delays for all participants, by ensuring the most suitable technical, legal and financial solutions are selected. The platform will be launched in South Africa in 2021, expanding into additional African countries thereafter. Future features such as measuring, reporting and system optimisation will be incorporated in due course.

The PowerPulse platform will bring together large amounts of data from client projects, enabling system analysis and assessment of energy usage trends. With sufficient scale, bulk procurement and supply chain solutions will also be possible. Standard Bank believes that PowerPulse has the potential to enable successful scaling of solar PV solutions in Africa, thereby making a significant contribution to the reduction of carbon emissions.

We continue to create awareness and educate clients about decentralised energy solutions and their merits. This is normally facilitated in collaboration and partnership with various industry stakeholders, from EPCs and DFIs as well as research and industry bodies such as CSIR, NCPD and SAPVIA. In 2020, we facilitated several client and industry engagements for this purpose. We will continue these efforts to support the growth of the sector.



### Fleet management

Effective fleet management provides a major opportunity to reduce a company's carbon footprint. Standard Bank South Africa offers our clients access to [ECO<sub>2</sub>Fleet](#), a web-based fleet management data collection and reporting service that enables users to accurately measure the carbon dioxide (CO<sub>2</sub>) emissions and other gases emitted by each vehicle in their fleet. It includes online monitoring and vehicle emission reporting, aligned to the principles of the Greenhouse Gas Protocol, a globally recognised accounting tool used to measure carbon emissions. The data can be used for the calculation of Scope 1 GHG emissions in respect of company-owned vehicles. ECO<sub>2</sub>Fleet also compares the actual carbon emissions of each vehicle in a fleet to a manufacturer-specified or default carbon emissions rating. This provides fleet managers with a clear indication of how each vehicle is performing and can help to identify trends and set objectives to reduce carbon emissions. Fleet managers can use the data to make drivers more aware of their driving habits and how these could be improved. This in turn supports savings on total fuel expenditure, thereby reducing operating costs. It can also inform improved maintenance practices – a vehicle that runs well has lower emissions.





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Mrs Ada... the truckshop. She had 235 sweets at the beginning... had 196 sweets at the end of the month. How... sell?



# EDUCATION







# Education

Africa's people need access to quality education and ongoing skills training to compete in a global economy and harness the opportunities of the fourth industrial revolution. But the continent continues to battle with high rates of education exclusion and skills gaps.

The pandemic highlighted the depth of the digital divide – impacting both learners and employees – and the urgency of creating the life-long learning opportunities necessary to better prepare us for a rapidly evolving, rapidly digitising world of work.



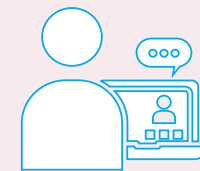
Standard Bank **supports access to inclusive, quality education and the promotion of lifelong learning opportunities**, by:



Supporting the **Feenix Foundation** and other innovative partnerships to facilitate access to **funding for university students**



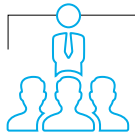
Investing in employee **skills development**



Focusing our CSI **funding primarily on education programmes**, specifically early childhood development and future-fit skills

## How we facilitated education and skills development in 2020

Invested **R677.5 million** in learning across the group



14% of all employees attended management and leadership development programmes

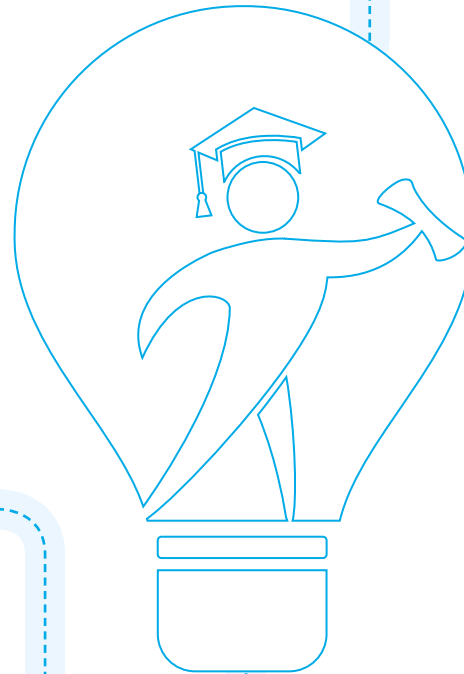


52% of positions were filled internally

Recruited **199 candidates** to our graduate programme and 987 candidates to learnerships and internships



Raised over **R47 million** through **Feenix**, supporting for over 1 300 students, over the past three years



In partnership with **Discovery Foundation**, disbursed **R47.4 million** worth of student loans to Pretoria and Wits medical students since 2016, benefitting 302 students, of whom 61 have completed their medical degrees

In partnership with the **University of Stellenbosch**, assisted 116 students in the medical faculty with loans to the value of **R16.5 million**, of whom 50 have completed their degrees

Partnered with **Microsoft and Pioneering Solutions Studio** to launch the Microsoft Digital Literacy course, offering computer skills, cyber security and MS office, via the Standard Bank website. By November, 11 600 people had registered and 47% had completed the course



**R80 million** spent on CSI education projects in **South Africa**

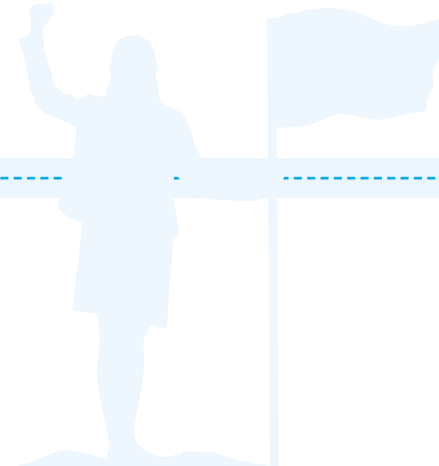


**USD1.1 million** spent on CSI education projects in **Africa Regions**

**Worked with our CSI partner organisations** to help them adapt to new conditions, including extending services into sanitation, PPE and food support; adapting programmes to deliver them online and on radio; and providing more holistic support to tertiary students including laptops, data and funds for food.



Partnered with **Forgood**, an online platform that connects volunteers with organisations in need of assistance – 500 SBSA employees volunteered skills and funds



## Employee development

We believe that the group has a role to play in helping Africa's people access opportunities for life-long education and training, enabling them to acquire the new knowledge and skills they will need as the world of work evolves. Equipping current and future employees with the appropriate emerging skills to make us future-ready is a priority for all of us.



**R677.5 million**

has been invested in learning across the group



**14% of all employees**

attended management and leadership development programmes



**52% of positions**

were filled internally in 2020

We encourage continuous learning and development to ensure our people are equipped to meet the demands of a rapidly changing and increasingly digital world of work. We invest in training and development at all levels, enabling us to build a strong succession pipeline of future leaders. We invest in our people to help them become future-ready, developing their skills as the financial industry evolves.

2020 has been a watershed year as remote work, organisational modernisation, and digital acceleration have all helped to fuel a culture of learning. Building on the pilot of 2019, we launched our first online learning experience platform in April called My Learning, powered by Degreed. It provides employees with access to learning content on

a range of our existing content libraries, as well as all freely available sources of knowledge on the internet. Using machine learning, the solution continuously analyses employees' behaviour and interests to personalise development pathways based on their unique skills, roles and learning goals. Each employee can generate and share a record of his/her completed learning. Its accessibility and use in the flow of daily work, offers relevant learning to all employees and it has contributed to a dramatic increase in learning activity during 2020.

The uptake of My Learning as a platform to access learning continues to gain momentum. Over 40 000 employees (92%) are active on the platform with 5 million learning items having been completed.

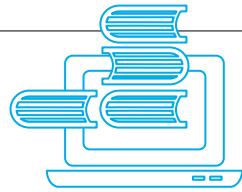
We researched, crafted and communicated a future skills priority list, directing employees to well-researched and globally critical skills which are expected to be increasingly important in years to come. This responds to a direct request from employees for guidance about what to learn to keep them future fit. Bespoke learning paths have been built on the My Learning platform to help our people develop these future skills.

A wide range of capability academies have been established across the group with a specific focus on building key capabilities, including new future skills and core banking skills. The academies include, for example, a focus on data science, behavioural science, automation and engineering, from a future skills perspective, and a focus on client

coverage, personal banking and retail banking core skills in terms of core banking skills. There has been an increased uptake of future skills learning opportunities provided through these academies. For example, 12 639 employees have enrolled in the data and analytics literacy course in the Data Academy. We have seen a significant increase in employees taking up the opportunity to learn data analytics as a skill. We also have hundreds of people participating in our Out of the Blue innovation competition and in our Wakuunda Hackathon.

We piloted a process to review and assess the skills of our people. We anticipate this will provide a group-wide view of our employees' skill strengths and gaps and the extent to which they are proficient in priority future skills. The review tool also allows employees to share their proficiency as a way of qualifying for stretch assignments, deployments and new roles.





In line with our commitment to improve each employee's future skills, we launched a data literacy training course, *data analytics literacy fundamentals*, to all employees in Africa Regions at the beginning of 2020. Over 5 000 employees registered in the first five months of the year, and more than 50% successfully completed the training. In May, the group launched the *business intelligence analyst programme*, taking our data and analytics literacy culture to the next level. More than 500 employees who completed the fundamentals training went on to enrol for level 2. The programmes are complemented by regional data conferences, and our data science graduate programme, as part of a broader data academy, a platform for employees to source knowledge that will guide learning, build skills, and foster engagement and collaboration in the subject of data across the group.

Creative initiatives have been introduced to promote the career growth opportunities available to employees, with specific emphasis on encouraging our people to take ownership of their own career journeys and to learn new future skills. For example, Stanbic Tanzania launched the Ndotu Yangu (MY DREAM) Initiative focused on creating an environment for employees to express themselves at work, enhance a leadership culture that supports employee growth as well as providing guidance on how to create and harness opportunities which is being done through executive engagement sessions and a series of master classes.

Understandably, many of our employees are worried about their future employability in a rapidly changing world of work. Providing them with guidance on how they can equip themselves to remain relevant is crucial. A number of initiatives are underway to help people on this journey. For example, CIB in South Africa introduced a Future of Work speaker series which is focused on exploring global and local developments on the nature of our fast-changing work environment and what skills will be required.

70 Standard Bank data scientists from across Africa have completed the group's tailor-made Africa Regions Data Science programme, which has been running since 2018. The group is seeing the returns on this investment, as we successfully build and nurture future skills that will drive Africa's growth. We're also seeing individual star performers winning awards in their sector. Olayinka Fadahunsi, for example, is a data scientist with Stanbic IBTC Bank in Lagos, Nigeria. He focuses on predictive customer models in personal and business banking. Olayinka joined the group through Stanbic's 18-month graduate programme, which cemented his passion for analysis and research. He has since become one of Africa's top data scientists and has won several prestigious global awards. Adarsh Bhoothoo from Mauritius, and Dickson Katto, Grace Ashabe and Prisca Ndagire-Kiberu from Uganda, have also secured external accolades – winning second and third place respectively in the first Africa Regions Data Science Kaggle Challenge in 2020.



## Employee bursaries

**Standard Bank is committed to growing and developing our employees to their full potential.**

One way of doing so, is by supporting them to get a formal qualification or a formal occupational qualification that will give them professional recognition. Whereas most development initiatives focus on role-specific development, the bursary scheme allows employees to apply for study support where it is something they want to pursue as part of their career development. Bursaries for under- and post-graduate studies in 2020 amounted to R51 million and benefitted 1 831 employees. The bursary scheme is currently under review, to accommodate the changing landscape of learning and learning solutions as we see more funding applications shift from long-form qualifications to shorter form certificate programmes.



## Exchange programmes and secondments

As a bank with an extensive footprint across Africa, we value multi-country experience and offer international training opportunities for our people. The cross-cultural awareness that results from the programme facilitates our ability to conduct business across Africa. At the same time, international assignments support succession planning for key roles, with a strong focus on strengthening the diversity of our senior leadership teams across Standard Bank and building a diverse medium to long-term succession pipeline.

**132** employees participated in international assignments in 2020. Due to the pandemic and travel restrictions in many countries, 47 new assignments were put on hold and the Mobility team facilitated 35 repatriations and two medical evacuations for assignees and their family to return to their home countries.

Standard Bank and ICBC established an employee exchange programme in 2016, which enables selected employees from both our banks to spend time in headquarters and branches across Africa and China.

Since inception, 45 assignees have participated in the exchange programme. The programme supports collaboration and relationship building between ICBC and Standard Bank, enabling the sharing of knowledge and resources particularly in relation to learning and development. The pandemic has not stopped us from sharing of knowledge and resources. Three ICBC-SBG exchange assignments have proceeded successfully and a knowledge sharing session between our PBB business and ICBC was also held on effective operational measures to be taken during the pandemic.



### Young talent development initiatives

During 2020, we've further refined our integrated Youth Development and Employment strategy that encompasses bursaries, learnerships, internships and our flagship graduate programme. The strategy also includes our commitment to the South African government's YES campaign. Our investment in youth development programmes continued despite the lockdown restrictions. Specific emphasis was placed on building a strong pipeline of new and emerging skills such as Data Science, Behavioural Economics and Cloud Computing while ensuring a strong capability build in core banking and financial services roles.

Our **graduate programme** saw 199 graduates join the group in 2020, 150 in South Africa and 49 from countries in Africa Regions. Individualised learning journeys, action learning projects, executive sponsorship, and accelerated work experience characterise this programme that ensures that we build a strong succession pipeline for core, critical and scarce roles in our bank. Our signature programmes have a strong focus on future-fit skills including data science, actuarial science, behavioural economics and relationship banking.

We also offer employees the opportunity to participate in **employed learnership** opportunities to build key skills. A virtual solution was introduced this year with 987 employees having registered for learnerships in 2020.

### Internships and learnership programmes for unemployed young people

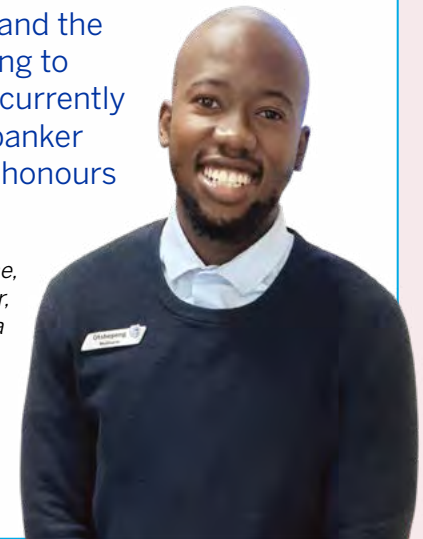
in South Africa provide an opportunity for graduates and matriculants to enter the world of work whilst enabling the group to develop core and emerging skills. This year, the pandemic had an impact on our learnership and internship programmes.

We introduced a medical aid benefit for all our learners, a benefit we will continue to offer going forward. We provided all our learners with devices and data, and migrated all our classroom training to digital platforms, enabling our learners to continue their learning journeys during lockdown. We also extended many of our existing programmes to cater for the impact of Covid-19 on the learning and workplace experience of our learners.

As the pandemic worsened mid-year, we explored the option of restructuring our programmes to enable learners and interns to complete the academic component of their programmes over 12 months and then join us thereafter for their workplace experience. Learning was done on digital/virtual platforms and each participant was provided with a device and data to enable this. 480 young people completed either a learnership or an internship at Standard Bank in 2020. 55% of these individuals were offered permanent employment opportunities at Standard Bank.

'I joined the group in 2018 as a universal learner through a learnership programme. My dream was to never go back to being unemployed. I want to reach my full potential within the group and make an impact both within the organisation and the community, by continuing to grow and develop. I am currently working as a universal banker and am studying for an honours in statistics.'

– Otshepeng Modisane,  
Universal Banker,  
Standard Bank South Africa



In 2020, we were awarded SA Graduate Employers Association, Employer of Choice in Retail Banking for the 11th year. We were also first runners up in the Gradstar Student Choice Awards.



## Access to student finance



### South Africa – Feenix crowd-funding

Standard Bank South Africa launched **Feenix** Trust, an PBO, in June 2017 to make tertiary education more accessible for economically disadvantaged students. Since then, Feenix has raised over **R47 million**, providing support for over 1 300 students. Standard Bank has extended our sponsorship of Feenix beyond the three years to which we originally committed.

The platform enables university students in need of funding for current or historic debt to create profiles and request donations toward their education journey. As a crowd-funding platform, Feenix enables individuals and businesses to take meaningful action to solve social problems. Funders can donate directly to a student. If they prefer not to select a student, or want to improve their BBBEE scorecard, they can contribute to the Feenix Pool Fund. Funding in the pool is divided to ensure at least 75% goes toward black, coloured and Indian students, 50% goes toward female students and preference is given to students who are active and involved on the Feenix platform.

To register, students must upload a copy of their ID and an up-to-date university fee statement. Academic achievement is not a criterion for registration.

### Benefits for donors:

Feenix is a public benefit organisation. Donations made through the platform, including CSI contributions by businesses, are **eligible for tax benefits**.

Feenix can assist corporates and businesses with receiving recognition for **BBBEE points** in two categories: skills development and socioeconomic development (SED).

Companies can use the Feenix database to find students they may be interested in **hiring as interns or graduates**.

Following the announcement of lockdown and the closure of campuses in March 2020, we engaged with Feenix to assess the needs of the beneficiaries for additional support. We made an additional R3 million available under a #Cap the Gap programme, to ensure identified final year and postgraduate students had access to laptops, data and food. This intervention helped to secure students' ability to access remote learning so they could end the academic year safely and successfully.



'The Foundation aims to inspire and support the growth and development of young people so that they can reach their full potential and be productive citizens. Our contribution to Feenix is to fund young people like Retshidisitswe Kotane to enable her to attain her degree certificate which she has worked so hard for.'

– Zanele Twala, Chief Executive Officer, Tutuwa Foundation

**Retshidisitswe Kotane, a medical graduate**, could have been an unemployment statistic. She completed her Bachelor of Clinical Medical Practice studies at Wits Medical School but struggled to get her certificate because she had outstanding fees that she was not able to pay. This prevented her registering with the Health Professions Council of SA (HPCSA) and stopped her getting a job in her industry. When she heard about the Feenix crowdfunding platform, she found a way to connect with individuals in her community to partly reach her fundraising goal. The balance was paid by the Standard Bank Tutuwa Community Foundation. Tutuwa is one of the institutions that has joined the Feenix community to ensure that students are given a chance to graduate and pursue the next step in their future.

**Rhulani Salani is a final year Tshwane University of Technology undergraduate student**, with a passion for technology and innovation. Lockdown placed her at risk of not being able to continue her studies. 'Until then, I had completed my assignments in the university computer lab. I didn't have a computer to do this from home, and it was really difficult as I also could not attend online classes. I really would like to finish my final year, as I will be one of few young people to graduate from my community,' Salani explained. Through its Covid-19 Relief Fund, Feenix provided her with a laptop and data, enabling her to do her studies online.



## Partnership with The Discovery Foundation

**In South Africa, the National Student Financial Aid Scheme provides assistance to poor students, where the parents' annual income is less than R350 000.**

However, students who fall outside this threshold struggle to access conventional bank loans, because they cannot provide surety against the loan.

Standard Bank has been managing the Medical Student Loan Guarantee Fund on behalf of The Discovery Foundation, since 2016. Through the initiative, Discovery Foundation has capitalised the fund with R20 million (through interest this has now grown to over R24 million). The fund provides surety against which Standard Bank can issue student loans to students who would not otherwise be able to access such loans. The fund is running in partnership with the University of Pretoria and University of the Witwatersrand medical schools, and loans are currently specifically for medical students at these universities. Qualifying students can apply annually to receive loans of up to of R120 000 per student, which will be repaid upon completion of their studies. Since 2016, Standard Bank has disbursed R47.4 million worth of student loans to Pretoria and Wits medical students, benefitting 302 students. Of these, 61 have now completed their medical degrees. A similar initiative is running with the University of Stellenbosch. Standard Bank holds R2.5 million in collateral directly from the University. This has assisted 116 students in the medical faculty with loans to the value of R16.5 million. Of these students, 50 have completed their degrees.

## Standard Bank bursary programmes

Our bursary programmes across Africa support our efforts to achieve positive social and economic impact in the areas of education, learning and development, employment, and African economic development. Standard Bank is committed to facilitating access to higher education to open opportunities for young people. This ongoing investment enables our recipients to become economically active citizens of Africa and, to the extent possible, start their careers with Standard Bank.

### MALAWI

In **Malawi**, we are in the third year of sponsoring 30 university students at Malawi's top five universities, covering tuition, accommodation, book allowance and food. We have also partnered with Press Trust to provide merit scholarships to secondary school students (top two students from each district, totalling 74 scholarships).

### MAURITIUS

In **Mauritius**, our Scholarship Programme has been running since 2013, and enables bright students with limited financial means to undertake undergraduate courses.

### SOUTH AFRICA

In **South Africa**, the Standard Bank CSI Bursary programme has been in place since 2014. It provides full cost bursaries to deserving students from homes with a combined income of R160 000 per annum or less, to study for degrees in science (mathematical and actuarial), technology, commerce or engineering. The bursary covers registration, tuition, study materials, accommodation, a stipend, a laptop, travel subsidy, medical aid and psychosocial support through ICAS. It also provides a structured support programme, implemented through our partner StudyTrust, which includes campus visits, an induction programme, mentoring and developmental vacation seminars. We invested almost R6.8 million in the programme in 2020, sponsoring 36 students. We engaged with the beneficiaries of the group's bursary programmes to assess additional support requirements in the context of the pandemic and lockdown restrictions. We provided these students with additional data allowances, to ensure their ability to access remote learning. Our student **bursary beneficiaries** are an important pool of candidates for our graduate, learnership and internship programmes.

### SOUTH AFRICA

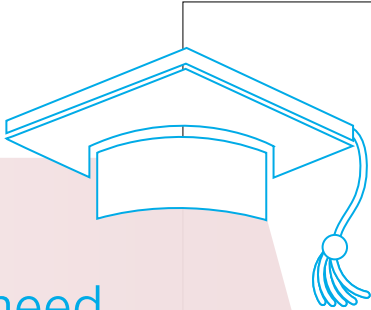
In **South Africa**, we also support the Ikusasa Financial Aid Programme (ISFAP), a public private partnership which commenced in February 2017. It provides funding for students from the 'missing middle', those deemed too well-off to qualify for government support, but too poor to afford tuition fees (annual household income between R350 000 and R600 000). ISFAP focuses on occupations in high demand, scarce skills and professional degrees. We invested R25.7 million in 2020.

### ZIMBABWE

In **Zimbabwe**, we partner with Africa University to provide five fully funded scholarships for high-achieving underprivileged students. The scholarship gives the students a chance to attend one of Zimbabwe's private universities, and includes provision of a laptop for each student. The five successful applicants were all female. We contributed USD70 000 in 2020.







## Support for universities in need

South Africa's Minister of Higher Education made an urgent call to corporates and civil society to assist universities that were particularly at risk as a result of closures and loss on income.

Through Universities South Africa, Standard Bank donated R3 million to six high risk universities, each of which received R500 000 to purchase digital devices, data and food vouchers for first year students.

We also provided student loans specifically aimed at helping learners buy equipment such as laptops, tablets and software. The loans are available to full-time and part-time learners studying from home. And we launched a free online Microsoft Digital Literacy course, available to all South Africans through a partnership with Pioneering Solutions Studio.



## Online partnerships to facilitate learning

With millions of people stuck at home and unable to attend school, university or work, Standard Bank sought partnerships to make online learning more accessible to more people.

In South Africa, we partnered with Microsoft and Pioneering Solutions Studio (PSS) to launch the Microsoft Digital Literacy course. This fully digital course offers basic computer skills, cyber security and MS office. It is accessible via the Standard Bank website. Registration requires a smartphone, tablet or computer, with internet connectivity, a valid email address, and a South African ID number. Individuals completing the course are issued with a Microsoft Imagine Academy certificate, which allows them

to claim recognition of prior learning in Digital Literacy at any institution of higher learning. The course was made available to all South Africans during and post the temporary disruption of learning due to the pandemic. It explores a range of digital skills and practices over four key modules, providing the learner with the ability to use technology to interact with world around them. Over 11 600 people have registered and by November, 47% had completed the course and become Microsoft verified.




# Corporate social investment

Standard Bank's CSI programmes prioritise education, together with health and entrepreneurship/SME support, across our countries of operation.

In **South Africa**, CSI is implemented across three pillars, with an emphasis on the first pillar:

- 1 Strategic partnerships –** education, specifically early childhood development and future-fit skills

  - We aim to be a contributing partner to the development and implementation of *future skills curricula* for Early Childhood Development (ECD) and Foundation phase, by working with organisations and entities who are leading in this area
  - We support projects that develop teachers and teaching in early years schooling, benefitting children aged 4 to Grade 3
  - We empower primary care givers by providing them with skills to supplement early learning.
- 2 Employee community involvement –** volunteering and Rand for Rand matching. Our Rand for Rand matching scheme means that, when our employees donate to a registered non-profit organisation of their choice, Standard Bank CSI matches every rand of the donation, thus doubling the funds received by the beneficiary organisation.
- 3 Disaster relief –** ad hoc support in response to particular events (Covid-19 in 2020).



**The CSI budget is 0.6% of NPAT of the previous year.**

**South Africa**

The 2020 budget included: **R97.2 million** of which R79.5 million was for ongoing strategic partnerships in the education sector

R17.7 million was for community employee involvement, including matching employee donations

An additional **R27 million** for SBSA's Covid-19 response programme

**Africa Regions**

Total CSI spending amounted to **USD5.6 million**, of which USD1.1 million was spent on education initiatives.

Across Africa Regions, different countries have different CSI strategies and delivery models. In all cases, we work closely with government departments and other social partners to understand priority needs at the national and local level, and partner with local agencies and community organisations to ensure effective and sustainable delivery of our programmes.

Our CSI projects across the continent were unavoidably impacted by the Covid-19 pandemic, lockdown measures and school closures across many countries of operation. Standard Bank's CSI teams worked closely with our partner organisations and relevant government departments, to identify how best we could assist in these unprecedented conditions. We took a firm decision not to withdraw from projects, but to work with our partners to help them adapt to new conditions. This included working with NGOs to extend services into sanitation, PPE and food support; adapting programmes to deliver them online and on the radio; and providing more holistic support to tertiary students, including laptops, data and funds for food.

Our partner NGOs had to rapidly adopt online learning tools to reimagine their programmes for online delivery. We partnered also with **Microsoft Philanthropies** to support them with training. In South Africa, 17 NGOs benefitted from this training, which included how to use Microsoft 365, Teams, and how to provide teaching and training online. The NGOs were also provided with Microsoft software free of charge to help them to successfully transition to online platforms. The training was exceptionally well received, and additional training has been set up.

'Sincere thanks for the opportunity to participate in the 'How to Teach Online' training. It was wonderful to see that we are already very much on the right track with the way in which we conduct our online contact sessions. It was also super to learn a few new tips and tricks. It was a great morning of learning and reinforcement. Our programme participants will definitely benefit as we are able to facilitate blended and online sessions with growing levels of expertise.'

– Dr Joanne York, Uplands Outreach

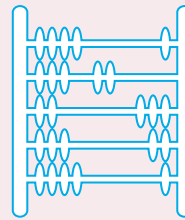


## Early childhood development

### SOUTH AFRICA

In **South Africa**,

- We support **Ntataise Lowveld Trust**, which operates in the Ehlanzeni district of Mpumalanga, South Africa, and provides support and care for young children. We invest in a project which provides training and support for community ECD practitioners. We invested R4 million in 2020.
- **Fundisani Thuto** focuses on teacher development, learner support and community education programmes. We have partnered with Fundisani to improve access to quality learning and teaching in pre-schools. The programme also aims to give opportunities for unqualified and/or under-qualified ECD practitioners to achieve competence on ETDPSETA accredited ECD training programmes. We invested R4 million in 2020.
- The **Seriti Institute** provides children in vulnerable communities with access to ECD programmes, a service that was severely disrupted by the pandemic. Standard Bank sponsors the aRe Bapaleng project, which translates from Sotho as 'let's play'. Learning through play forms a big part of the way children develop – nurturing imagination, creativity, problem-solving, teamwork and empathy. The project targets under-served communities in townships within the Tshwane metro, together with Alexandra township in Johannesburg. Unable to engage with these communities physically, Standard Bank and Seriti secured a 25-minute weekly radio show on Moretele Community Radio, to talk about the aRe Bapaleng programme and raise awareness of key messages. The show was hosted every Tuesday morning. We invested R5 million in Seriti in 2020.
- Other investments in 2020 included: Early Learning Resource Unit, R3 million; Singakwenza, R800 000; Sebofon Training ECD practitioners, R2 million.



### MAURITIUS

In **Mauritius**, we support the Les Amis de Zippy, a programme to improve the skills of young children aged 6 to 7 to develop coping mechanisms to handle everyday difficulties. The programme runs in primary schools and includes training of teachers. We committed USD52 000 in 2020.



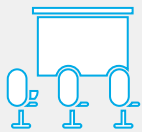
## Responding to school closures

**The 2020 school year suffered extreme disruption. Research indicates that for many children, the impact will be long-lasting. The depth of the digital divide, and its enormous impact on the life chances of individual children, has never been starker.**



Research by Save the Children<sup>10</sup> found that **less than 1% of children** from poorer backgrounds **had access to the internet for distance learning.**

**Two-thirds of the children had no contact with teachers at all during lockdown,** increasing to 80% in East and Southern Africa.



In South Africa, the Public Service Commission estimates that **13 million children were left without adequate schooling** between April and June 2020.

It is estimated that only **20% of schools had access to internet connectivity** for teaching and learning purposes. Further, many learners do not have access to stable electricity at their homes.



Standard Bank **South Africa** worked with our partner NGOs to improve access to learning resources where possible. This included working with other banks to collate **online learning resources** for school children, through the Banking Association South Africa. Nineteen member banks put together a consolidated Covid-19 education response plan, focused on matric learners.

Recognising the additional challenges faced by learners in rural areas, SBSA also made a further R1 million donation toward Youth Start Foundation's and Primestar's **#Savingtheclassof2020** programme. The programme delivers extra maths and science tuition in cinemas across the

country for learners from under-resourced schools. Pre-recorded presenters explain concepts and go through exam questions.

Participating learners are given access to textbooks and past papers. The 10-week programme was particularly important in 2020, given the time learners had lost to the disruption of the Covid-19 pandemic. While cinemas would be filled to capacity in previous years, social distancing restrictions in 2020 required a limit of 50 students per cinema, and the provision of visors and sanitisers. Our contribution of R1 million assisted 20 000 learners from rural schools across the country.

Our CSI partner **Edufundi** promotes quality education in primary schools through teacher mentorship and support. Prior to the lockdown, they supported teachers and learners in under-resourced primary schools with their Teach Like a Champion development programme. In 2020, they pivoted to support parents through the challenges of home-schooling with the **#EdufundiAtHome** Teach like a Champion video series, providing educational material for parents, caregivers and teachers. Each video was made available in English, isiXhosa and isiZulu, and aimed to make home-schooling more fun, engaging and successful. We invested R4.75 million in 2020.



'The need to develop and adopt technologies to help our children thrive in the fourth industrial revolution is more urgent than ever. We need to accelerate efforts to digitise teaching and learning and adopt pedagogies that will enable skills of the future to be developed today. This is crucial to enable our county's children to reach their full potential, lead dignified lives and become active participants in the economy. Standard Bank is working with our CSI partners to address these challenges, while simultaneously helping them to adapt to the 'new normal' created by the pandemic.'

– Pearl Phoolo, CSI Education Projects Manager, Standard Bank Group

<sup>10</sup> Conducted in 46 countries, covering over 31 000 parents/caregivers and almost 13 500 children aged 11 to 17



Responding to school closures continued

**Shikaya** supports the professional development of Foundation Phase teachers (Grades R to 4) in numeracy, literacy and life skills, as well as the development of leadership teams in schools. They support programme implementation in eight schools in the Western and four schools in the Eastern Cape. We invested

**R5.25 million in 2020.**

In a 'normal' school year, Shikaya provides NumberSense teacher coaching activities which support teachers to strengthen their capacity to lead young learners through daily manipulating numbers activities, as they work through the calculation activities in the NumberSense Workbook. To ensure this learning wasn't derailed by lockdown, Shikaya, with Standard Bank's support, developed a video-based manipulating number activity aligned with each page of the workbooks from workbook 2 to 12, resulting in a total of 528 videos. Every participating teacher in the Standard Bank/Shikaya supported schools received a flash drive with the videos, which were also accessible via the NumberSense.co.za website. Teachers supplied the videos to the families of the students in their classes through social media platforms or directed families to access the videos directly from the NumberSense website. The videos were also made available to other schools, teachers and parents via the [NumberSense.co.za](https://www.number-sense.co.za) website. The response from teachers and parents was extremely positive.



'Thank you so much for offering the videos! And, for offering them free of charge. NumberSense is an amazing resource to the teaching community and we are just so grateful for everything your team does.'

– Teacher at Disa Primary School

'Wow, the videos are fantastic! Thank you so much to Standard Bank and the NumberSense team!'

– Teacher at Curro Durbanville

'I am amazed at the NumberSense team and the support they provide to helping me as a teacher adapt to the online/ remote teaching context. The manipulating numbers videos have been a superb part of this support.'

– Teacher at Penryn College

'I have been using these videos in my Grade 3 class in conjunction with workbook 10. Wow wow wow! The kids love them and it adds such a professional approach to my lessons.'

– Teacher at Penryn College

We also continued to work with our CSI strategic partners such as:

**Mfundo Development Foundation**, which implements an English, maths and science teacher development programme in 16 schools in Kimberley in the Northern Cape. Teachers of grades 4 to 6 receive ongoing professional mentoring and support to assist them in improving learner outcomes. We invested **R3.5 million in 2020.**

**Uplands Outreach professional development** focuses on teacher effectiveness through Professional Learning Communities (PLCs) of Foundation Phase and Intermediate Phase teachers in Mpumalanga. We invested **R2.3 million in 2020.**

**The READ Educational Trust** develops Foundation Phase teachers to become more effective, knowledgeable and confident in literacy and numeracy in order to improve the literacy and numeracy skills of learners. The trust works with Foundation Phase (grades R to 3) teachers to provide resources, training and coaching in the Motheo district in Free State. We invested **R1.35 million in 2020.**



## Capacitating children for a rapidly changing world

**The pandemic brought home the reality that sub-Saharan Africa is nowhere near ready to make a just and inclusive transition through the Fourth Industrial Revolution.**

Governments, business, educational institutions and communities need to come together to address this challenge, and improve access to high quality, relevant education.

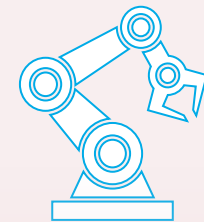


As a step in this direction, Standard Bank South Africa provides support to the **National Education Collaboration Trust** (NECT) 21st Century Sandbox Schools initiative. This ambitious multi-year initiative supports the creation of a future-fit public education system. It recognises that the skills on which the jobs of the future will depend, such as adaptability, innovation, collaboration, digital literacy, critical thinking, communication and problem-solving, are not currently a focus of mainstream education systems. Teaching for a new era needs to draw on advances in cognitive science and adaptive teaching methodologies. By piloting teaching and learning practices within the context of a 'typical' public school, taking into account existing resource constraints and challenges, the initiative aims to understand which practices and models are best suited for South Africa. The evidence gathered through pilots is being shared with the Department of Basic Education and other sector stakeholders, toward informing evidence-based shifts in policy and practice. We invested **R6 million in 2020.**

We also partner with:



**North West University's Little African Scientist programme,** part of the teacher development programme of the Faculty of Education. The focus is on improving learner outcomes in maths and providing teachers with in-service professional development. We invested **R2 million in 2020,** benefitting 10 schools from the Kenneth Kaunda district.



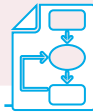
**The University of Johannesburg Foundation Phase Robotics Programme** to which we contributed **R3 million in 2020.**



## Empowering tomorrow's job creators

In **Uganda**, Stanbic Bank's National School Championship aims to empower the job creators of tomorrow. First launched in 2016, it runs countrywide and aims to equip students with business and enterprise skills, to nurture entrepreneurship, creativity and long-term business thinking. The project is run in partnership with Café Javas, The Food Hub, Next Media, MTN, Coca-Cola, Vero Foods, Roke Telkom, PWC, Roofings Uganda, International University of East Africa and Uganda Christian

University. In 2020, we responded to the pandemic by moving the Championship onto social media, radio and television. We made the most of the opportunity to reach the over one million school children depending on television for educational content, and covered topics such as how to use the time at home effectively, entrepreneurship and life skills tips, as well as offering quiz call-in competitions, and opportunities to share videos of what they were doing at home.

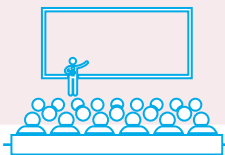


**600 business plans** were received from students countrywide (up from 432)

The boot camp, covering personal, business and life skills, was held online, with **12 sessions and 45 million views**



**Four finalist schools** were selected to present their business plans to a panel of business analysts in the start-up challenge



**100 schools and 60 000 students** participated in an initial classroom test (up from 72 schools and 21 600 students in 2019, and 32 schools and 96 students when we first started in 2015)



'This was important not only to keep the programme alive but also help take the focus away from Covid-19 and encourage children to think positively and creatively. I'm a firm believer of never letting a good crisis go to waste!'

– Barbara Kasekende, Head, CSI, Stanbic Bank Uganda



Empowering tomorrow's job creators continued



'We believe mindset change starts with the individual. We want to encourage innovation and entrepreneurship among students as we seek to promote financial management and economic development. We need a young generation who are able to provide solutions tailored to the needs of our communities and sustain the longevity of those solutions. This feeds directly into our purpose, Uganda is our home, we drive her growth.'

– Anne Juuko, Chief Executive Officer, Stanbic Bank Uganda

Stanbic **Uganda** also partners with the Young and Emerging Leaders Project (YELP), an initiative of the Léo Africa Institute. The project, which operates across East Africa, inducts up to 30 outstanding young people per year into a fellowship programme designed to support self-advancement, integrity, social responsibility and socioeconomic transformation. Fellows are selected based on their efforts to empower and transform their communities, addressing issues of poverty, climate change and unemployment and supporting social justice. They engage in critical reflection sessions, conversations with leaders from various sectors, peer-to-peer sharing and learning. In 2020, given the restrictions imposed by the Covid-19 pandemic, all 70 of our past fellows stepped up to host online leadership seminars and networking events. Their commitment enabled us to keep the programme running, despite the challenges. In November, Léo Africa hosted an online version of the annual leaders' gathering over two days, attracting up to 500 guests per session. The gathering serves to connect the fellows to potential business partners and opinion leaders around the world.

In **Botswana**, we sponsored the Botswana International University of Science and Technology (BIUST) 2020 virtual graduation day. Our Chief Executive Officer, Mr Samuel Minta, was part of the programme. As a regular sponsor of the BIUST graduation ceremonies, we remain committed to making a sustainable contribution not only to access to higher education, but also to employment initiatives, employability and job creation.





## School infrastructure

UGANDA

Over 90% of **Uganda's** public sector primary schools are not on the grid. 70% of primary school children are in rural areas, and school drop-out rates are at a high. Since 2018, Stanbic Uganda in partnership with M-KOPA solar has provided solar power for over 70 schools in the eastern region, benefitting over 40 000 students in total. The 43 schools assisted in 2020 also received primary seven prep books and study aids.

Stanbic Uganda employees and partners have distributed over 15 000 fruit trees across the country to schools participating in the National Schools Championship. Stanbic also partnered with Nile Breweries under the ROOTs (Running Out of Trees) campaign, to distribute trees to counteract deforestation, and with Climate Change Action East Africa to plant trees in 43 primary schools in 2020, to complement our solar power project with M-KOPA. Through these donations we aim to help combat climate change and food insecurity.



ANGOLA

In **Angola**, we partnered with the Ministry of Transport and Education to turn public buses into schools for communities with no access to education. The buses provide generic classrooms, computer classrooms and public libraries. We also partner with the Ministry of Youth and Sports, to sponsor the Standard Bank Craques da Escola school football tournament. 2 500 children participate in the tournament.

GHANA

In **Ghana**, we supported the Hillaliyatul Islamic Primary school, in a deprived community in the northern region, with desks for learners, to the value of USD15 500.



MALAWI

In **Malawi**, we supported Mzuzu Government Secondary School, the largest school in the northern region, with the construction of a twin classroom block. We hired the architects, commissioned one of the bank's commercial clients to work on the construction, and used ecofriendly bricks. Apart from improving conditions for the school children, the project will also create a new revenue stream for the school, from hiring out the classroom out of school hours.

ZIMBABWE

Stanbic **Zimbabwe** constructed and furnished a classroom block at Nyarutombo primary school in a remote community called Muzarabani. We took on the project to help upgrade the school from a satellite school to a registered exam centre. Without adequate facilities the school, which caters for about 320 students, could not register with the Ministry of Education or conduct end of year examinations. The children would have to travel 20 kilometres to and from the 'mother school' every day to write their grade 7 exams. This has negatively impacted the pass rate of the school in previous years. We not only upgraded the classroom facilities, but also installed a solar-powered borehole for the benefit of the students and the community, providing them with access to clean water which was crucial in the context of the Covid-19 pandemic, and has also enabled the school to create a vegetable garden to contribute to the school feeding programme.



## Virtual volunteering

We encourage our employees to get involved in CSI volunteering programmes, with a focus on enabling meaningful, sustainable volunteer work in the communities in which we operate. In 'normal' years, this would include renovation and stocking of primary school libraries, for example.

In **South Africa**, we renovated nine primary school libraries around the country prior to the national lockdown and invested R2 million in the schools. To celebrate Mandela Week in mid-July, with the lockdown still in full force, we launched a partnership with **Forgood**, an online platform that connects volunteers with organisations in need of assistance. Forgood carefully vets and monitors all beneficiary organisations. Platform users can choose an organisation or cause that resonates with them, and donate money, goods or skills. A dedicated portal enables Standard Bank employees to connect with organisations to make a real difference, from home. While virtual volunteering was the only option under the national lockdown, it also makes sense as we move beyond

Covid-19. Roughly 60% of the bank's employees are millennials, a generation that is well-versed in all things digital, and that wants to make a social impact.

Over 500 employees have registered profiles on Forgood, volunteering their time, skills and money to assist registered charities and NGOs, with a primary focus on children and young people. Examples of volunteering activities undertaken by our employees include mentoring and tutoring school children, proof reading training materials and web content, the creation of presentations for NGOs to raise awareness and much needed funding, design of monitoring and evaluation programmes, and the provision of financial education.

We also partnered with **Nal'ibali**, a project aimed at changing the attitudes and behaviour towards reading in 26 schools in Gauteng and Limpopo provinces by establishing reading clubs, assisting educators to run reading activities and helping to sustain an effective library book lending system in schools in which we've undertaken library renovations.

The partnership encourages employees to volunteer their time to support reading activities. During 2020, 23 employees undertook virtual training on effective storytelling. The partnership forms part of a long-term strategy aimed at reducing illiteracy, a first step in helping young South Africans achieve their dreams.





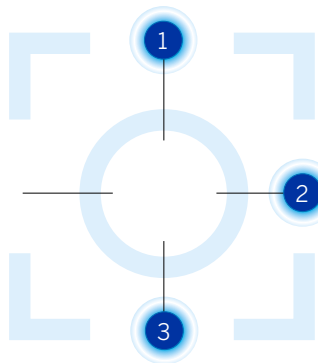
HEALTH



# Health

Public health and disease prevention were top of the agenda across the world in 2020. Our efforts to achieve positive impact in this area focused on:

**Interventions to protect our employees**, keep them healthy, and promote their mental and physical wellbeing during this difficult and unprecedented time



**Financial solutions** to support health care providers and manufacturers of medical equipment and sanitisers

CSI initiatives in response to the **Covid-19 pandemic**



## How we facilitated **good health and wellbeing** in 2020



Seamlessly moved **75% of employees to home-based working** within days



Implemented stringent protocols to keep our clients and the **20% of our employees who needed to work on-site**, in offices or branches, as safe as possible



**Provided support to employees to help manage anxiety and stress** and delivered a range of wellbeing programmes



**89% of employees were proud** of the measures taken by the group to **support employees and clients**



**Supported Tongaat Hulett Zimbabwe** with a foreign currency allocation to enable the company to continue producing ethanol, for alcohol-based sanitisers



Spent **R27 million in South Africa, and USD2.7 million in Africa Regions**, on health-focused CSI programmes, including provision of PPE, funding to improve testing capacity and hospital infrastructure, food donations and humanitarian support

# Keeping our employees safe during the pandemic

When the first cases of Covid-19 were reported in January 2020, we acted immediately to protect our employees in China. As the situation worsened, and with the declaration of a public health emergency of international concern by the WHO, we moved rapidly to develop appropriate travel and other safety protocols. By the time the first cases of Covid-19 were detected in South Africa, we were well placed to take additional steps to protect the health, safety and wellbeing of our employees, and by extension their loved ones, and our clients.

We established an executive level steering committee, with representation from key areas in the bank, to drive the group's response to Covid-19. With the support of our board and executive leadership team, and in dialogue with multiple stakeholders, including our trade unions, we implemented a range of critical protocols.

All employees who were able to work from home were instructed to do so, across all countries of operation. This included office-based, call-centre and branch employees who do not interact directly with customers. We identified employees who, though identified as needing to be on site, could be at increased risk of severe illness from Covid-19, and enabled them to work

from home, or take special fully paid leave if this was not possible. The reliability and capability of the group's IT and communication systems enabled over 75% of employees to seamlessly switch to home-based working within a matter of days. This work from home protocol remained in place throughout 2020.

25% of our employees needed to continue to work on-site, in our offices, call-centres or branches. We put in place stringent protocols to keep them, and our clients, as safe as possible, including protocols addressing self-quarantine, and notification of colleagues and customers in the event of an employee testing positive. Employees were split across multiple locations to reduce risk and enable

physical distancing. All our countries of operation introduced enhanced cleaning protocols across all group premises and provided clear information on safety behaviours and protocols. We implemented universal daily symptom checks for all on-site employees, and provided gloves, masks, distance markers and Perspex screens in our branches and offices. We followed the World Health Organisation guidelines to the greatest extent possible. We set up shuttle services so that frontline employees did not have to rely on public transport. We granted a special Serving Our Nation recognition award to all our employees who worked outside the safety of their homes, to recognise their efforts in providing uninterrupted service to our clients.



There was, understandably, considerable anxiety among employees, particularly in the early months of the lockdown. The group adopted the principle of staying connected and having regular virtual check-ins with employees. Regular emails were sent to employees by group leadership, human capital, and line managers. We created a Covid-19 information hub on the intranet, to help keep employees informed of medical advice and developments in relation to the pandemic, with links to sources of support, including advice on a range of wellbeing topics, precautionary measures, and symptom checks. We also developed a Covid-19 mobile application to connect with employees. We asked all employees to use the app to keep line managers informed of their location and health. 83% of our employees accessed content and tools via the information hub and the app. We also offered an employee assistance programme which offered 24 hour counselling with professional therapists.

Human Capital provided support to manage anxiety and stress created by the 'new normal'. We delivered a range of wellbeing programmes focused on physical and mental wellbeing. All employees were encouraged to attend online sessions about health and

wellbeing, including topics such as healthy eating and exercise, building resilience, preventing burn-out, and parenting in the context of school closures and remote learning. We also provided regular communication on the services available through our employee assistance programmes and encouraged employees to seek support as needed. Where possible, we provided employees with office furniture and equipment to make the shift to home working easier and their workdays more comfortable.

We conducted the Standard Bank Group Annual General Meeting (AGM), and all board and executive committee meetings online. To ensure our teams remained connected, we expanded access to collaboration tools such as Microsoft Teams and BlueJeans. Prior to March 2020, our people were holding around 30 BlueJeans meetings and 20 000 Microsoft Teams meetings per month. From April, those averages have risen to 900 and 500 000 respectively.

In June, we undertook a group-wide survey in which we asked all employees to tell us how they were doing. Almost 50% of employees participated. Engagement scores were high, with people feeling that their leaders care about them and were connecting well with them.

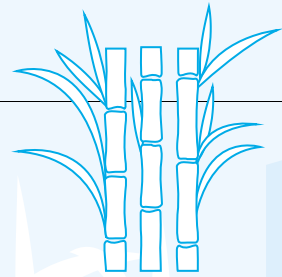


- 95% of employees reported that they were adapting well to the new circumstances.
- The top 3 sentiments expressed by employees were 'grateful', 'positive' and 'appreciative' of the group's efforts to keep them safe and connected.
- We received very positive feedback on the ability of group leadership to empower and enable teams to deliver on expected outcomes, while showing real care for the personal wellbeing of our employees.
- 89% of employees expressed their pride in the measures taken by the group to support our employees and clients during the pandemic.

'The pandemic might have interrupted a lot of regular programming but it has not separated us from our purpose to drive Africa's growth. Standard Bank has proven that it cares in many ways – by being in touch with what is happening on the ground, looking after our clients in these difficult times, communicating regularly and effectively with all employees, and making sure our teams could continue to connect and collaborate through effective virtual channels. The bank's actions have given me comfort that we will come out of the storm in better shape.'

– Didintle Mputle, Research Assistant, Group Corporate Citizenship, Standard Bank Group

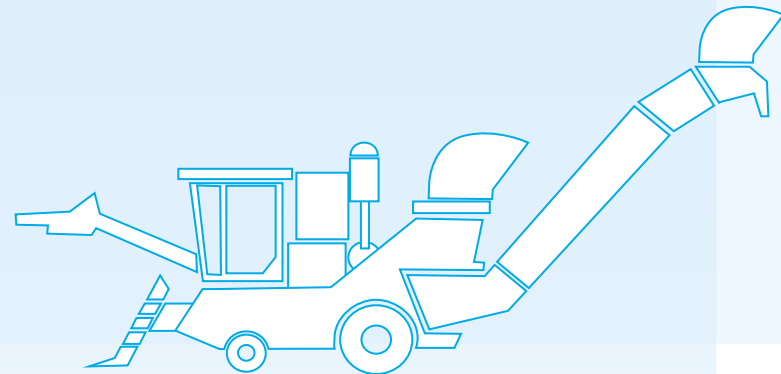




## Financial solutions to support improved health and sanitation

**Stanbic Zimbabwe** supported Tongaat Hulett Zimbabwe with a foreign currency allocation to enable the company to continue producing ethanol, the key ingredient in alcohol-based sanitisers.

A guaranteed local supply of ethanol enabled local manufacturers of hand sanitisers to rely on a readily available raw material without having to import and spend foreign currency. This also helped keep down the costs of locally manufactured hand sanitisers and enabled them to be purchased using local currency. Stanbic also provided foreign currency to CAPS Pharmaceuticals, for the purchase of raw materials necessary to manufacture medicine. This enabled CAPS to continue with production despite the difficult conditions created by the pandemic, ensuring business continuity.



## Corporate social investment

The private sector played a critical role in responding to Covid-19. No-one was prepared for the crisis, and it hit the most vulnerable the hardest. By partnering with those at the frontlines, we helped ensure that crucial medical supplies, protective gear and food parcels were available to support communities.

Across the group, we acted early to reassess our CSI priorities in light of the pandemic, and reached out to our CSI partner organisations to understand their priorities and challenges, and how we could best support them to respond constructively to the pandemic. We also worked with governments and other social partners to identify national priorities and areas of need, and identified appropriate NGOs and initiatives for additional funding, over and above our CSI budgets. Our strategy focused on providing relief and meeting the immediate needs of our communities, including humanitarian support, access to food to medical care, and provision of PPE and sanitiser.

The group spent a total of R27 million in South Africa<sup>11</sup>, and USD2.7 million in Africa Regions on health-focused CSI programmes in 2020, with a specific focus on the Covid-19 pandemic. Support included the provision of PPE, funding to improve testing capacity and hospital infrastructure, and food donations and humanitarian support

### Projects funded by the group included the following:



#### Côte d'Ivoire

- We **donated USD50 000 through the Bankers Association** to support government and private sector efforts against the disease.



#### Angola

- We **donated medical supplies** (gloves, masks, sanitiser, test kits) to the Ministry of Health, hospitals and health centres.
- **Our Blue Heroes Project**, launched in 2019, provides medical assistance to disadvantaged communities in partnership with different associations. The mobile clinic provides general practice and specialised services. In 2020 we mobilised **274 Blue Heroes volunteers** and partnered with local NGOs to assist approximately 3 450 people around the country with access to medical assistance and donations of necessities. This included support for 25 shelters for disadvantaged children and senior citizens in Luanda.

- **20 of our Blue Heroes partnered with the National Department of Public Health** to raise awareness, encourage preventative measures and assist at tracking stations.



#### Botswana

- We **committed USD81 000 to a Special Relief Fund** announced by the government to fight the pandemic.
- We donated **USD9 260, 4 000 masks, 2 000 sanitisers and 500 toiletry hampers valued at BWP 260 500 (USD23 800)** to the University of Botswana Research Division towards Covid-19 Infectious Diseases research.
- We donated **1 850 masks, 150 toiletry hampers and 100 sanitisers** to Mahupu Unified Secondary School. We made further donations of community relief in Gaborone, Palapye, Selebi-Phikwe, Francistown, Maun, Kazungula and Mogoditshane.

<sup>11</sup> Standard Bank South Africa's CSI budget is committed primarily to education programmes. CSI spending on health-related projects was over and above our annual CSI budget, which is calculated as part of the socioeconomic development spend of 0.6% of NPAT. The additional spending was approved by the SBSA Exco in light of the urgent medical and humanitarian support required to tackle the pandemic in South Africa's vulnerable communities.





Projects funded by the group included the following: continued



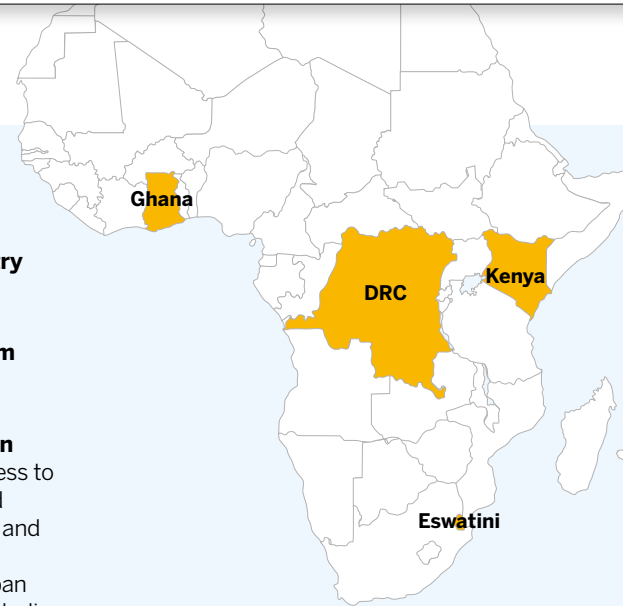
### Kenya

- We **donated 192 ventilators to the Ministry of Health**, almost doubling the number of ventilators available in the country.
- We **facilitated the acquisition of PPE from China** for the Kenyan government.
- We **partnered with Rotary to donate 750 handwash stations worth KS3 million (USD27 680)** in communities with little access to water, improving sanitation for an estimated 400 000 people per day and to supply PPE and disinfectants to seven maternal and child healthcare facilities in Nairobi's informal urban settlements, to protect frontline workers including nurses and midwives, as well as patients.



### DRC

- We **donated hospital equipment, medicine, PPE, food and other non-food materials** to the University Clinics of Kinshasa, to the **value of USD50 000**, benefitting over 130 patients.
- Four Stanbic employees completed a 307 km Charity Walk, raising **USD2 000 which they donated to an orphanage**. The bank matched the donation with USD2 000 worth of materials, including computers and stationery, donated to the Institut Saint-Damien school of Kinshasa.



### Ghana

- We **donated USD225 000 to support national efforts to contain the spread of the disease**, including testing kits, PPE, and ventilators
- Our employees chose to **donate a percentage of their salaries for three months to help battle Covid-19**, raising **GHS329 840 (USD56 570)**

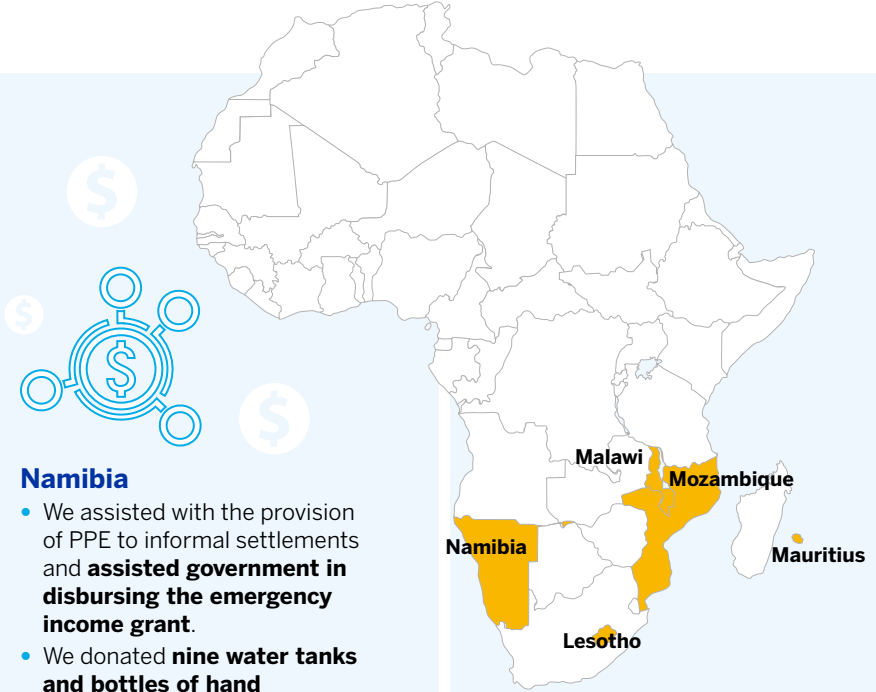


### Eswatini

- We **partnered with the WHO and Ministry of Health** to improve communication about Covid-19.
- We **donated USD15 000 to the Resource Mobilisation Committee** for work with the National Disaster Management Agency to identify areas that needed urgent attention.
- We **donated USD13 000** toward procurement of **medical equipment**.



Projects funded by the group included the following: continued



**Namibia**

- We assisted with the provision of PPE to informal settlements and **assisted government in disbursing the emergency income grant.**
- We donated **nine water tanks and bottles of hand sanitiser to the value of USD26 000** to communities living in informal settlements.



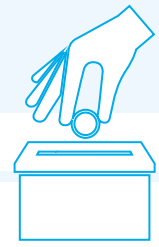
**Malawi**

- We **donated K90 million (USD120 123)** to assist the Ministry of Health with the purchase of **4 650 protective suits, 9 420 masks, 37 480 gloves, 1 000 hand sanitisers, and 20 infrared thermometers.** The equipment was donated to the Kamuzu Central Hospital, Queen Elizabeth Central Hospital, Mzuzu Central Hospital and Nurses and Midwives Council of Malawi.



**Mozambique**

- We **donated 100 000 gloves, 50 000 masks, 5 000 cloth masks, 500 goggle glasses, 300 fans and two ventilators** to the Ministry of Health.
- We **donated masks to communities** in Nampula and Cabo Delgado.



**Mauritius**

- We **donated USD100 000 to the Mauritius Solidarity Fund**



**Lesotho**

- We **committed M1.2 million (USD81 380)** for the funding for a new **Intensive Care Unit** for Maluti Adventist Hospital.
- We **sponsored 30 tippy tanks to facilitate the washing of hands** at crowded areas across Lesotho, **valued at M100 000 (USD6 780)**, in partnership with the Lesotho Red Cross Society. Tanks were installed in crowded areas such as taxi ranks, schools and customer-facing government offices.

- Through the branch network, we **distributed food parcels to vulnerable groups to the value of M160 000 (USD10 850).**



Projects funded by the group included the following: continued



### Nigeria

- We **donated N70 million** (USD180 000) to state governments, for **tests kits and testing facilities**.
- We **donated N25 million** (USD67 500) to the **establishment of well-equipped isolation centres**, via Fate Foundation.
- We donated **N2.5 million** (USD6 445) to the **Edo state Covid-19 relief fund**
- We donated **USD650 000** through the Bankers Committee to support government and private sector efforts to fight Covid-19.
- Our **Blue Women Network**, a network of Stanbic IBTC female employees, **donated food items and provisions to orphanages**. Members made voluntary cash donations which were used to buy food and other essentials for four orphanages, located in Lagos, Port-Harcourt and Abuja.



### Zambia

- We **donated three ventilators worth USD31 500 and respirators worth USD31 500 to the Ministry of Health**; 1 000 facemasks to the Ministry of Finance; 50 foot-operated hand-washing basins to the Lusaka City Council; and the Kafue District Commissioner.



### Uganda

- We **partnered with the Ministry of Health and various corporates to support government efforts to curb the spread of the virus**. Our **donation of USD36 000** included funding for 400 protective gear kits for Covid-19 field teams, and fuel for Covid response field cars.

- We **donated USD38 000** for purchasing food for vulnerable communities.

- Through our branch network, **our employees distributed food items to over 4 000 individuals and donated UGX140 million** (USD38 500) to support 17 children's homes.



### Tanzania

- We made a **USD13 000 donation to the Medical Association of Tanzania**.

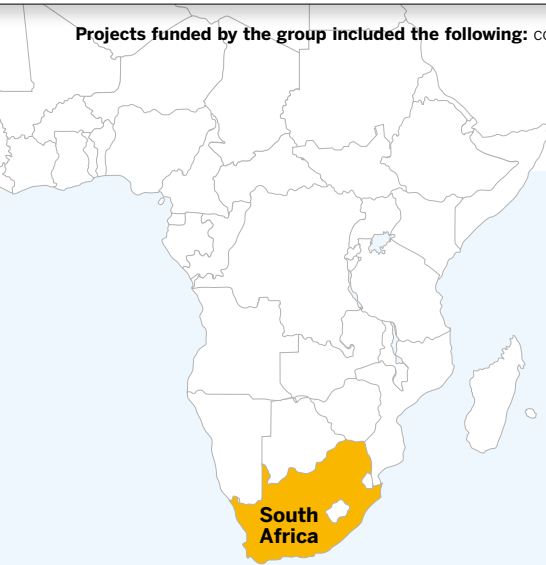
- **Mbeya Branch CSI donated water tanks and sanitisers worth TZS4.9 million** (USD2 113) to Mbeya region.

### Zimbabwe

- We **donated medical equipment valued at USD200 000**. This included five ventilators, PPE suits, masks, face shields and goggles, 2 400 PCR tests, 3 000 bottles of sanitiser and two boreholes, in Harare and Bulawayo each.
- **Branch employees distributed the sanitisers in their local communities** to help promote awareness on the importance of sanitising hands.



Projects funded by the group included the following: continued



In **South Africa**, we partnered with local and international organisations to deliver crucial healthcare services, medical equipment and humanitarian assistance to vulnerable communities.



We donated **R4.5 million** to the **Solidarity Fund**, a fund set up by business and focused on health interventions.

We provided **R2 million** to **PinkDrive NPC** which, in normal circumstances, undertakes cancer screening for medically uninsured individuals across the country in remote and rural areas. The outbreak of the pandemic and subsequent lockdown in March 2020 saw PinkDrive join forces with the national Department of Health to bring Covid-19 testing and screening to targeted hot spots in Gauteng, the Western Cape, and KwaZulu-Natal. Standard Bank's donation enabled PinkDrive to hire 20 unemployed nurses and ten unemployed drivers to make up its Covid-19 testing teams, serving the most isolated and vulnerable communities from an access to healthcare point of view. The teams screened and tested more than 300 000 people in Gauteng, more than 16 000 people in KZN and more than 17 000 people in the Western Cape.



We provided **R2 million** to the **South African Medical and Educational Foundation (SAME)**, which works with the Department of Health to assist facilities and healthcare workers with urgent funding and equipment needs. With Standard Bank's donation, SAME assisted the Chris Hani Baragwanath Hospital with vital medical equipment for two new emergency isolation wards, equipped to effectively treat suspected Covid-19 patients. SAME also supplied 44 hospital beds for Tembisa Hospital as well as medical equipment for Kopanong Provincial Hospital's 45 bed Covid-19 precinct. It also delivered 100 new hospital beds, 10 000 surgical masks, 500 face shields and 1000 Covid-19 suits, in less than a week, to a Department of Health busy quarantine facility on Johannesburg's West Rand.



Projects funded by the group included the following: continued



We provided **R1.75 million** to the **South African Red Cross Society**, which mobilised more than 1 000 volunteers to support vulnerable communities, working alongside local, district and provincial departments of health to create awareness of the disease and how it spreads, help with tracing and screening, provide advice on possible testing, quarantining, isolation, and medical attention, and provide basic counselling to employees, volunteers and community members. Funds were used for PPE, including face masks, gloves, protective aprons, sanitisers, sanitary ware, soaps, and disinfectants, as well as to provide hot meals for vulnerable people, fuel and running costs for vehicles, telephone costs, data and airtime for employees and volunteers.

We also provided:

**R4.7 million** to provinces for support to non-profit organisations and schools



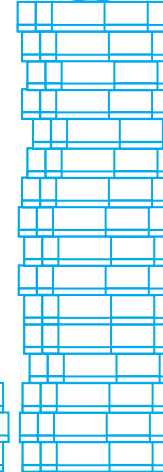
**R3 million** to TEARS who have assisted over 60 500 people impacted by gender-based violence through support and referral mechanisms



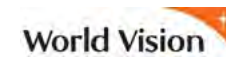
**R2 million** to Doctors without Borders, to provide PPE for medical examinations, temporary isolation structures, and health promotion material



**R2 million** to Food Forward for the provision of food and food vouchers in vulnerable communities



**R1 million** to UNICEF to monitor the spread of the virus, undertake outbreak control, provide risk communication in difficult to reach communities and mitigate the social impacts of the virus including assistance with gender-based violence



**R1 million** to World Vision for provision of food

**R740 000** to Gift of the Givers for their campaign to support high-risk frontline medical professionals and patients with PPE, ventilators and other essential supplies

**R500 000** to Rotary International for its Public Transport Sanitation Initiative, which provided hand sanitiser to transport hubs, especially taxi ranks, and educated transport users on the importance of hand washing as a preventative measure

**R500 000** to the Treatment Action Campaign for outreach programmes to assist people living with HIV/AIDs and TB

**R1 million** to Save the Children towards shelters for women and children displaced as a result of gender-based violence

In 2020, SBSA matched **R3.6 million** in **employee donations to 152 organisations**. Of these donations, R1.5 million were to five NGOs for specific Covid-19 initiatives.



Projects funded by the group included the following: continued

## OneFarm Share

**Covid-19 negatively impacted agricultural supply and demand. Traditional buyers like restaurants and hotels were unable to operate during the early stages of lockdown, driving down the demand for fresh produce.** While demand began to recover as lockdown restrictions eased, it remained unpredictable, and farmers often had to resort to destroying perishable products. Many indicated a desire to contribute to food relief but found transportation and cold chain costs prohibitive.

At the same time, the donor system faced challenges. While funds were available, donors required assurance that processes were audited, verified and accredited. Individual donors did not know how to donate in a tangible way. And traditional donation mechanisms were too slow and cumbersome to enable a quick turnaround between food donation and food delivery to communities in need.

Standard Bank's Digital OneFarm team developed a solution to solve these challenges, enabling donors to donate securely, farmers to find alternative markets for their produce and accredited beneficiaries to receive fresh food quickly and consistently. The solution, **OneFarm Share**, is a digital relief ecosystem. Food requests from registered charity organisations are collated and shared to an online marketplace. Requests are matched to available produce listed by suppliers (farmers

and food producers). The food is made available to the beneficiary organisations at a reduced cost, or for free as a donation. It ensures that the right produce arrives at the right distribution point at the right time at the lowest possible cost.

**HelloChoice**, our implementation and market partner, has an existing established agricultural marketplace that has shown great success as an online market platform. They run the platform and marketplace, sign up suppliers, coordinate logistics and manage relationships with the beneficiary organisations. **FoodForward**, our distribution partner for the pilot phase, is an accredited beneficiary of Standard Bank with 1 015 registered and accredited beneficiary organisations who rely the food relief they provide. FoodForward provides the basket of goods and the 'orders', distributes the food from the warehouses to the registered charities; and provides Section 18A and BEE certificates to donors.

The solution took four months from idea to pilot launch. The team conducted 65 interviews with farmers, food suppliers and industry bodies. In the first three weeks, we sourced, delivered and distributed over 40 tonnes of produce, from potatoes, sweet potatoes, cabbages, spinach, beetroot, carrots and apples to staples such as maize meal and samp across Kwa-Zulu Natal. In 2021, we will expand to other provinces, starting with the Free State province.

Standard Bank CSI made an initial donation to the project, which was used to purchase food for the pilot phase. Standard Bank is sourcing funding for the ongoing running of the project through 2021 from internal CSI allocations, and by tapping in to the desire of our retail customers and clients to find efficient ways to make a meaningful contribution to addressing hunger and poverty.

### Benefits:

- Selected beneficiary organisations are accredited, ensuring that food relief is donated to end beneficiaries when and where they need it.
- The whole value chain is verified, accredited and audited, with complete transparency for donors to see how their donations are being spent.
- Donating is simple and effective, removing unnecessary time delays and red tape.
- Food donation requests are managed in a coordinated manner.
- Farmers and food producers have access to a marketplace that coordinates the procurement and distribution of food to beneficiary organisations.
- The platform supplements (not replaces) suppliers' existing core markets. If the produce cannot be sold via the usual markets, or if it is non-premium grade produce, this provides an alternative to dumping or destroying it.
- Food is only sold to accredited buyers for the express purpose of supplying the relief market via beneficiary organisations. It will not be resold into the existing markets and will not affect fair market prices.
- Logistics can be coordinated and subsidised where necessary, removing the logistics obligation from the supplier.



Projects funded by the group included the following: continued

Health interventions unrelated to the Covid epidemic also took place.  
**For example:**

DRC

In the **DRC**, Stanbic marked breast cancer awareness month in October by providing preventive screening to local communities. We contributed USD11 000 to the initiative, which benefitted 295 women. As part of the initiative, the Lubumbashi team organised an awareness workshop on breast cancer screening, moderated by doctors and a breast cancer patient, which was attended by 50 women and free screening was made available at Mwangezi General Hospital in Kolwezi and Nganda Hospital Centre in Kinshasa for community members and Stanbic employees.

ANGOLA

In **Angola** we have partnered with a start-up that produces sustainable water filters, which we donate to drought-impacted communities to give the access to potable water and help prevent related diseases. In 2020, we donated 30 filters to three communities that previously had no access to potable water and annually experienced large numbers of cholera cases.

LESOTHO

In **Lesotho** we support Doctors on the Go, in partnership with other corporates and the Lesotho Medical Students Association. Students provide basic health screening such as diabetes, breast cancer and HIV tests free of charge to underserved and impoverished communities.

BOTSWANA

In **Botswana** we partner with the National Aids and Health Promotion Agency (NAHPA) to support Aids awareness and education.





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