

# The Standard Bank of South Africa Report to society 2022



Standard Bank

# Contents

Introduction

Job creation and  
enterprise growth



Education



Our transformation journey

Climate change and  
sustainable finance



Health



Financial inclusion



Infrastructure



Sponsorship



## Navigating this report

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

# Our reporting suite

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

## Purpose of this report

Standard Bank South Africa (SBSA) is committed to contributing to South Africa's social and economic transformation. We pursue this purpose in a manner consistent with the United Nations Sustainable Development Goals (UN SDGs) and the Paris Agreement. Our report to society provides an overview of our social, economic and environmental (SEE) impact in 2022.

## Reporting boundary

The data in this report pertains to SBSA.

## Assurance statement

We have a series of internal policies, procedures and controls in place to ensure that accurate data is provided. The Standard Bank Group (SBG) social and ethics committee provides oversight of this report.

PricewaterhouseCoopers Inc. (PwC) provided limited external assurance on selected performance data in this report, indicated by ✓ in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised). PwC's limited assurance report can be found [here](#).

## ANNUAL INTEGRATED REPORT:

Provides an outline of our ability to create and preserve value, and guard against value erosion in the short, medium and long term

### Report to society

An assessment of our social and environmental impacts in seven areas in which we believe we have the greatest impact and opportunity

### Environmental, social and governance (ESG) report

Overview of the ESG governance structures and risk management, including information regarding ethics and conduct, people and culture, and environmental and social risk management

## THIS REPORT

### Standard Bank South Africa (SBSA) report to society

Overview of SBSA SEE impacts and update on our transformation journey and performance against the pillars of the Financial Sector Code (FSC)

### Risk and capital management report

Sets out the group's approach to risk management

### Annual financial statements

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

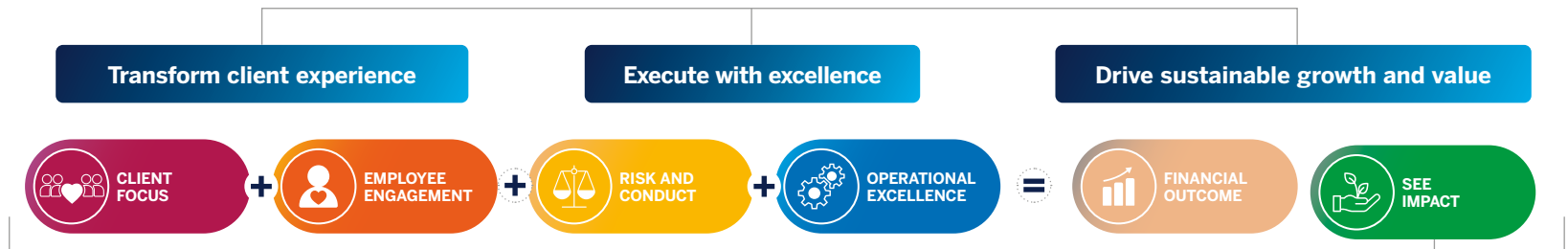
### Climate-related financial disclosures report

Discusses how the group is managing the risks and responding to the opportunities presented by climate change, aligned to the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD)

# About SBSA

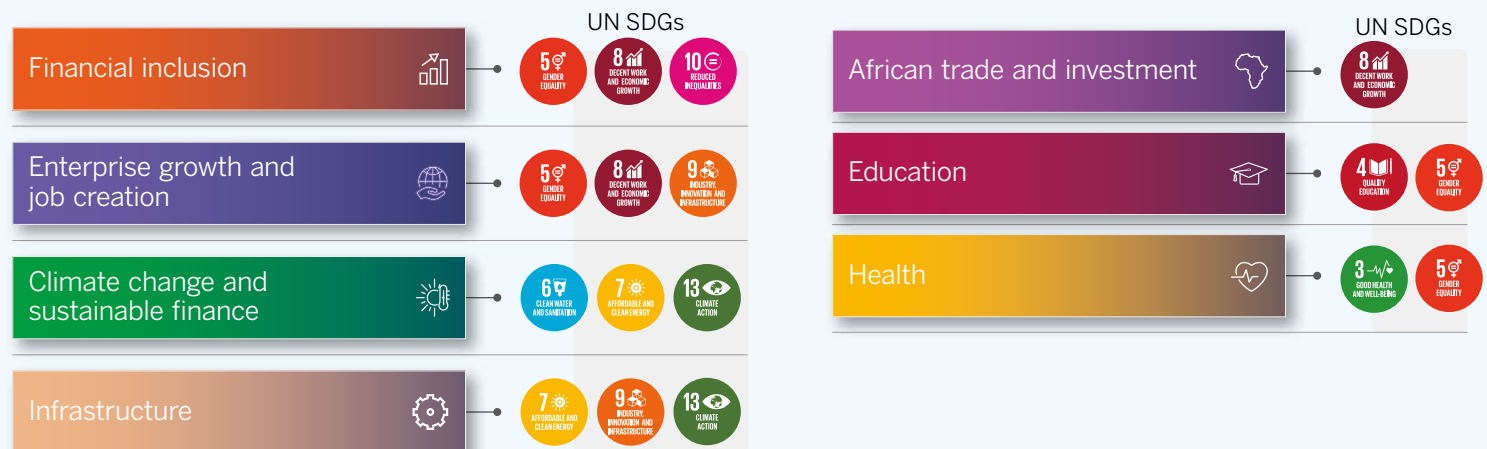
- We offer financial and related services to individuals, businesses, institutions and corporations.
- Guided by our **purpose**, Africa is our home, we drive her growth, we exist to make life easier for our clients, helping them to save, transact, grow their wealth, grow their businesses, and protect the things that matter most to them.
- We have **three strategic priorities** that guide our medium strategic execution and **six strategic value drivers** against which we measure our progress.
- We deliver **SEE impact** by focusing on six of the Group's seven impact areas, aligned to the UN SDGs.

## Our strategic priorities



## Our strategic value drivers

### Our SEE impact areas



## Message from Lungisa Fuzile, Chief executive officer, SBSA

As one of the largest financial services institutions on the African continent, our intention is to be transformative. It remains imperative that we continue to anchor our business activities to our purpose of *Africa is our home, we drive her growth*. We achieve this through our core business activities across key sectors, delivering products and services to address some of the country's most pressing challenges.

2022 saw some recovery in the South African economy. As lockdowns ended, economic activity and business confidence improved, which resulted in the increase of general business activity. South Africa's KwaZulu-Natal province however faced further economic pressure arising from severe flooding which resulted in loss of life, displacement of communities, damage to infrastructure and significant disruption to business and livelihoods. Standard Bank stepped up to support impacted clients and communities. Our contribution to relief efforts included a R1 million donation to Gift of the Givers, to support humanitarian relief, and R1 million to OneFarm Share, who coordinated distribution of emergency food relief to flood-impacted communities. Our employees also stepped up in their personal capacity, with personal donations of R339 000 to Gift of the Givers and R87 000 to OneFarm Share. We matched these funds through our Rand4Rand initiative, providing further support to the impacted communities.



“Looking ahead to 2023, we will continue to support sustainable growth and development in South Africa, while delivering excellent client service using world class digital infrastructure balanced with a human touch.”

The easing of the pandemic enabled us to come together in person again, after two years of unprecedented constraints on our ability to spend time face to face. At the height of the pandemic, almost 80 percent of our colleagues worked from home. In 2022, as the pandemic subsided and restrictions were eased, many of our non-customer facing employees returned to the office. We adopted a hybrid working model for these employees, most of whom are based at our head-offices around the country. We introduced a minimum requirement of two days a week or eight days a month in the office. We continue to monitor and refine this hybrid working model, to ensure we address employee preferences for flexibility while maintaining high levels of productivity and customer-centricity. We remain committed to ensuring that we deliver service excellence for our clients and a safe, healthy, and inclusive work environment for our employees.

As a responsible corporate citizen, we are committed to improving the lives and livelihoods of South Africa's people, contributing to positive social, economic and the environmental (SEE) impacts through our business activities. Our transformation strategy supports this commitment, which applies both internally within the bank and more broadly in society. In 2022, we continued to make good progress on our transformation targets and retained our Broad-based Black Economic Empowerment (B-BBEE) score at level 1. We made progress on internal diversity, equity, and inclusion measures, while also contributing to societal transformation. The latter includes financial and business development support for small businesses and entrepreneurs, supplier development and improved access to our value chain for local small businesses, and finance for transformational infrastructure with a focus on clean energy technologies. Highlights include:

- Lending R4.9 billion to over 8 000 new affordable housing mortgage customers
- Reaching 43.5 million people through WalletWise via television campaigns, 18.7 million via radio campaigns and social media pages, 41.4 million individual users through social and digital channels, to support financial literacy and improved access to financial services



- Supporting 766 businesses, sustaining 4 289 jobs, and disbursing R118.9 million in loans, grants, and other funding solutions through our enterprise development programme
- Helping over 1.2 million South Africans receive a nutritious meal, 354 emerging farmers access markets, through our partnership with OneFarm Share
- Supporting 1 131✓ students to access R48.1 million in finance through our Feenix platform
- Investing R678 million on employee development, an average learning spend of R18 500 per employee.

We partnered with our clients to provide sustainable finance solutions, and solutions to enable corporate and retail clients to adopt greener and more sustainable ways of running their businesses and their homes. We refined and extended our climate commitments and targets and engaged with our clients to support their transitions toward net zero emissions. We also engaged with stakeholders more broadly, including government departments and regulators, as we worked together to support South Africa's efforts to achieve a just energy transition. Key achievements include facilitating over 500 solar photovoltaic (PV) installations for clients, and helping 365 green energy solution providers grow their businesses.

We continue to do the right business the right way, upholding our governance and ethical principles. We worked closely with relevant government departments and regulators to strengthen financial crime controls, in line with the recommendations of the Financial Action Task Force (FATF). We also

engaged extensively with regulators on issues related to conduct and fair treatment of customers.

We remain focused on brilliant basics – recognising that our clients depend on us for their day-to-day banking activities. During the first half of 2022, we experienced some challenges with system stability, which caused considerable frustration for our customers at critical moments. We acted quickly to address the challenge which resulted in a marked improvement in the second half of the year. Consequently, we had one of the most successful Black Fridays in recent history with volumes and values of transactions far surpassing pre-pandemic peaks. System stability remains a priority as we continuously improve our resilience, minimise system disruption, and improve communications with customers.

We have been privileged to be recognised with several accolades, including recognition by The Banker magazine as 2022 Bank of the Year in South Africa. The award recognises excellence within the global banking community, and our ability to navigate challenging circumstances with a nimbleness and innovation.

Looking ahead to 2023, we will continue to be a force for good, supporting sustainable growth and development in South Africa, while delivering excellent client service using world class digital infrastructure balanced with a human touch. We remain at your service.

Sincerely,

**Lungisa Fuzile**  
Chief executive officer, SBSA

# Our SEE impact in 2022



## Financial inclusion

- **4.2 million** Instant Money users
- **1.6 million** MyMo customers
- **Over 50 000** MyMoBiz customers
- **One million** flexible funeral plan customers
- **R4.9 billion** lent to over **8 000 new affordable housing** mortgage customers
- **One million** youth customers
- **43.5 million individuals reached** through WalletWise television campaigns, **18.7 million individuals** through radio campaigns and **41.4 million** through social media



## Job creation and enterprise growth

- Supported **766** businesses; sustained **4 289** jobs and disbursed **R118.9 million** in loans, grants, and other funding solutions through our enterprise development programme
- Grew our supplier development programme loan book to **R187 million**
- Helped over **1.2 million** South Africans receive a nutritious meal, and enabled **354** emerging farmers to access markets through **OneFarm Share**



## Climate change and sustainable finance

### Provided ESG solutions to corporate clients

- **29 sustainable finance lending facilities** to the value of **R51.7 billion**
- Saved homeowners **R5.5 million** annually through solar installations and smart home solutions.
- Helped **365** green energy solution providers grow their businesses



## Infrastructure

- Financed **six renewable energy** infrastructure projects
- Financed MetroFibre Network's **fiberoptic data network** rollout
- Supported Seriti Resources to acquire a majority investment in Windlab Africa's **wind and solar-powered assets**, through its subsidiary Seriti Green

## Health



- Helped to put healthcare directly into people's hands via their mobile devices in conjunction with BeWell and the Unu app
- Provided **CSI funding of R34 million** to organisations tackling gender-based violence across South Africa, and the humanitarian crisis caused by floods and community displacement in KwaZulu-Natal.

## Education



- **R550 million social loan** for purpose-built student accommodation
- Invested over **R678 million** on employee development, an average learning spend of **R18 500 per employee**
- Funded education focused **CSI projects** to the value of **R78 million**



# Our contribution in South Africa

Our strategy aims to deliver inclusive and sustainable growth, and recognises that transformation is not all about numbers, it is about positively impacting livelihoods. We are committed to upholding the commitments of B-BBEE as it is a crucial part of ensuring socioeconomic transformation in our society and it is part of our legitimacy and social licence to operate in South Africa.

## Transformation as a moral obligation

South Africa needs an economy in which every individual, regardless of social class, race or gender, can access the basic necessities to navigate life with dignity, and an economy in which success and prosperity are the result of hard work and talent.

## Transformation as a commercial imperative

As part of our strategy, driving financial inclusion through job creation, enterprise development and economic growth is at the core of our business. We are committed to helping people build long-term wealth through saving and investing, ensuring that we finance productive economic activity. This is the basis of our profitability and sustainability as a bank.

## Value created for stakeholders during 2022

We strive to create and distribute wealth by investing responsibly in ways that create value for all our stakeholders.

### Employees

We paid R26.6 billion to our employees in salaries and other incentives.

### Suppliers

We paid R21.9 billion to our suppliers and service providers.

### Governments

We paid R7.9 billion in tax.

### Community

We contributed R125.4 million through our CSI programmes.

### Shareholders

We paid R12.3 billion to shareholders as dividends.

## B-BBEE scorecard performance

**We have maintained a Level 1 Contributor rating since 2017**

- BEE procurement recognition percentage 135%
- 51% black-designated group - No
- Empowering supplier - Yes.

## B-BBEE investment in 2022

### Targeted investments:

R9.84 billion, including:

- Affordable housing R5.91 billion
- Transformational infrastructure R3.67 billion
- Black agriculture R258.84 million.

### B-BBEE transaction financing and black business growth/SME funding:

R43.96 billion.



# Our transformation journey

The FSC requires participants to actively promote transformation in the financial services sector to allow for inclusion in the economy. The financial services sector has a crucial role to play in ensuring that all have access to financial services.

## STANDARD BANK'S B-BBEE SCORECARD 2022

Scorecard element	Element weighting (+ bonus points)	SBSA score 2022	SBSA score 2021	SBSA score 2020	SBSA score 2019	SBSA score 2018	SBSA score 2017
Ownership	23 + 5	<b>26</b>	26.00	26.00	23.82	23.81	23.78
Management control	20	<b>15.83</b>	15.93	15.80	15.85	14.88	12.77
Skill development	20 + 3	<b>17.10</b>	17.10	16.00	16.28	17.62	18.31
Preferential procurement	15 + 4	<b>18.29</b>	18.36	18.56	18.97	18.83	17.49
Socioeconomic development and consumer education	5 + 3	<b>6.62</b>	8.00	4.95	7	7.11	5.18
Empowerment financing and enterprise and suppliers development	25 + 4	<b>26.41</b>	28.64	22.42	22.92	20.88	24.51
Access to financial services	12	<b>9.82</b>	10.17	9.55	11.3	11.42	11.64
<b>Total score</b>	<b>120 + 19</b>	<b>120.08</b>	<b>124.20</b>	<b>113.28</b>	<b>116.14</b>	<b>114.55</b>	<b>113.68</b>

**Note:** The decline in score between 2021 and 2022 is largely driven by an increase in our Net Profit After Tax (NPAT). Empowerment financing and enterprise and supplier development, along with socioeconomic development and consumer education, were assessed against a significantly higher NPAT in 2022 compared to 2021, as the economy has normalised post Covid-19.

### Definitions

For the purposes of the scorecard, all reference to black individuals is based on the generic term used to refer to African, Indian, Coloured and Chinese South African citizens.

## Equity ownership

For South Africa to become fairer and more equitable, more citizens need to have a stake in the economy, including through direct shareholding in the country's corporations. Standard Bank Group contributes towards broad based black economic empowerment in terms of the equity ownership of the company.

The Standard Bank Group (SBG) is the largest African banking group by assets, with a market capitalisation of approximately R283.6 billion at 31 December 2022. We have a 160-year history in South Africa. Our primary listing is on the Johannesburg Stock Exchange (JSE) in South Africa. We have a secondary listing in Namibia.

The ownership of Standard Bank shares is distributed among global and institutional entities. Our shares are publicly traded on the JSE. Many of our shareholders are

ordinary South Africans who own a stake in Standard Bank through their pension funds and unit trusts. Many of our employees are also shareholders. We allocate shares to senior employees as part of their remuneration package, helping to ensure that they have a vested interest in the long-term success of the company.

The B-BBEE scorecard measures equity ownership in terms of the percentage of flow of economic benefits and voting rights to black people.

## B-BBEE scorecard performance

SBSA scored 23 + 3 bonus points out of 28 points against the equity ownership element of the scorecard.

We exceeded the FSC targets for ownership in all categories, which include:

- Voting rights by black people (39.27%)
- Voting rights by black women (18.12%)
- Economic interest to which black people are entitled (29.16%)
- Economic interest to which black women are entitled (12.59%)
- Involvement in the ownership by black new entrants (4.43%)
- We scored bonus points for direct/indirect ownership in excess of 15%.



The Standard Bank Group black ownership initiative, Tutuwa, delivered significant value for various groups of stakeholders, including current and former black employees, small business owners and government. Almost 6 500 individuals and businesses benefited from the transfer of real assets. Since the end of the lock-in period in 2014, Tutuwa beneficiaries have been free to retain their shares or to sell in the market, giving them the flexibility to decide how best to use the financial benefits created by the scheme according to their particular needs and preferences.

Communities have also benefited directly from the scheme, particularly since 2016, through the Standard Bank Tutuwa Community Foundation. This non-profit foundation aims to ensure that we help our young people achieve their full potential, by supporting education and skills development and the transition from school or tertiary education to the world of work, by creating innovative partnerships in these domains.

<b>Ten major shareholders</b>	<b>FY22 Number of shares (million)</b>	<b>% holding</b>	<b>1H22 Number of shares (million)</b>	<b>% holding</b>	<b>FY21 Number of shares (million)</b>	<b>% holding</b>
Industrial and Commercial Bank of China	325.0	19.4	325.0	19.4	325.0	20.1
Government Employees Pension Fund (PIC)	243.9	14.5	245.8	14.6	234.9	14.5
Old Mutual Life Assurance Company	30.4	1.8	30.4	1.8	32.5	2.0
GIC Asset Management Pte Ltd	28.6	1.7	34.5	2.1	11.6	0.7
Alexander Forbes Investments	22.5	1.3	26.6	1.6	36.7	2.3
Coronation Balanced Plus Fund	19.2	1.1	12.1	0.7	3.2	0.2
Vanguard Total International Stock Index Fund	18.8	1.1	18.3	1.1	17.5	1.1
Vanguard Emerging Markets Stock Index Fund	18.3	1.1	18.6	1.1	17.5	1.1
Allan Gray Balanced Fund	17.8	1.1	18.2	1.1	27.9	1.7
M&G Equity Fund	17.3	1.0	18.3	1.1	19.1	1.2
	741.8	44.1	747.8	44.6	725.9	44.9

<sup>1</sup> Beneficial holdings determined from the share register and investigations conducted on our behalf in terms of section 56 of the Companies Act as at 30 December 2022.

<b>Geographic spread of shareholders</b>	<b>FY22 Number of shares (million)</b>	<b>% holding</b>	<b>1H22 Number of shares (million)</b>	<b>% holding</b>	<b>FY21 Number of shares (million)</b>	<b>% holding</b>
South Africa	826.6	49.3	816.9	48.7	813.8	50.2
Foreign shareholders	851.7	50.7	861.2	51.3	806.2	49.8
China	326.0	19.4	325.8	19.4	325.9	20.1
United States of America	239.0	14.2	223.0	13.3	195.3	12.1
Singapore	29.4	1.7	35.1	2.1	13.2	0.8
United Kingdom	28.9	1.7	24.0	1.4	24.2	1.5
Luxembourg	20.1	1.2	15.7	0.9	14.2	0.9
Ireland	19.2	1.1	18.5	1.1	16.4	1.0
Namibia	18.8	1.1	23.0	1.4	22.1	1.4
Norway	17.0	1.0	22.3	1.3	15.9	1.0
Hong Kong	15.7	0.9	15.7	0.9	14.0	0.9
Japan	13.0	0.8	13.2	0.8	12.8	0.8
Netherlands	12.3	0.7	12.6	0.8	11.3	0.7
Saudi Arabia	10.9	0.6	7.4	0.4	7.4	0.5
Kuwait	9.8	0.6	7.0	0.4	6.2	0.4
Australia	6.9	0.4	6.1	0.4	5.1	0.3
United Arab Emirates	6.8	0.4	10.0	0.6	14.6	0.9
Sweden	6.6	0.4	5.9	0.4	6.9	0.4
Switzerland	6.6	0.4	5.0	0.3	7.1	0.4
Canada	5.5	0.3	5.4	0.3	5.6	0.3
Other	59.2	3.8	85.4	5.1	88.0	5.4
	1 678.3	100.0	1 678.1	100.0	1 620.0	100.0

## Management control

As part of our commitment to empowering our people, establishing a diverse workforce, and creating a culture of inclusion, we actively promote transformation of the demography of our workforce at all levels. Standard Bank Group contributes towards B-BBEE in terms of the board participation and executive management of the company.

In 2022, we improved the representation of women in executive and senior management positions and reached our target of 40% representation.

### B-BBEE scorecard performance

We scored 15.83 out of 20 for this element of the FSC scorecard.

We scored 5.59 out of 8 for board participation and other executive management. This score is calculated based on the proportion of black board members and black women board members, and black executives and black women executives/executive management.

We scored 10.24 out of 12 for employment equity. This score is calculated based on the representation of black people, black women and African people, in senior, middle and junior management levels, as well as the overall representation of black people with disabilities in the organisation, as defined in the Employment Equity Act.





## SA Executive committee

**Lungisa Fuzile**  
Chief executive officer



**Simone Cooper**  
Head, Business Clients



**Preshanta Govender**  
Chief finance & value  
management officer



**Ayesha Hansa**  
Head, Legal



**Virginia Magapatona**  
Head, Communication and  
reputation management



**Kabelo Makeke**  
Head, Consumer & High  
Net Worth Clients



**Khomotso Molabe**  
Chief information officer



**Myen Moodley**  
Head, People & Culture



**Zaid Moola**  
Head, Corporate &  
investment banking



**Thabani Ndwandwe**  
Chief risk officer



**Craig Polkinghorne**  
Head, Commercial Clients




















**Shimoné Pretorius**  
Chief compliance officer



\* SA executive committee members as at 1 March 2023. Note that assessment of the group's management control score for the purposes of the B-BBEE scorecard is based on the executive committee membership on 31 December 2022, which differs to some extent from the current membership.

## SBSA Board

<p><b>Nonkululeko Nyembezi</b> Chairman</p> 	<p><b>Lungisa Fuzile</b> Chief executive officer, SBSA</p> 	<p><b>Sim Tshabalala</b> Executive director</p> 	<p><b>Arno Daehnke</b> Executive director</p> 	<p><b>Lwazi Bam</b> Independent non-executive director</p> 	<p><b>Gender split</b></p> <table><tr><td>Male</td><td>12</td></tr><tr><td>Female</td><td>5</td></tr></table> <table><tr><td>White South African</td><td>6</td></tr><tr><td>Black South African</td><td>7</td></tr><tr><td>Non-South African</td><td>4</td></tr></table>	Male	12	Female	5	White South African	6	Black South African	7	Non-South African	4
Male	12														
Female	5														
White South African	6														
Black South African	7														
Non-South African	4														
<p><b>Paul Cook</b> Independent non-executive director</p> 	<p><b>Geraldine Fraser-Moleketi</b> Independent non-executive director</p> 	<p><b>Xueqing Guan</b> Independent non-executive director</p> 	<p><b>Trix Kennealy</b> Independent non-executive director</p> 	<p><b>Ben Kruger</b> Independent non-executive director</p> 	<p><b>Li Li</b> Non-executive director</p> 										
<p><b>Jacko Maree</b> Non-executive director</p> 	<p><b>Nomgando Matyumza</b> Independent non-executive director</p> 	<p><b>Kgomotso Moroka</b> Non-executive director</p> 	<p><b>Martin Oduor-Otieno</b> Independent non-executive director</p> 	<p><b>Atedo Peterside</b> Independent non-executive director</p> 	<p><b>John Vice</b> Independent non-executive director</p> 										

\* SBSA board members as at 1 March 2023. Note that assessment of the SBG management control score for the purposes of the B-BBEE scorecard is based on the SBG board membership on 31 December 2022, which differs to some extent from the current SBSA board membership.

## Employment equity

We continued to implement employment equity programmes in line with our 2022 employment equity targets, with the objective of ensuring equitable representation of South Africa's population groups across all levels of the business. Black people constitute 84% of SBSA's employees. Black women comprise 54% of SBSA's employees.

**SBSA percentage of black employees in management**

	Top	Senior	Middle	Junior
<b>2022</b>	<b>36.4✓</b>	<b>56.6✓</b>	<b>78.7</b>	<b>92.0</b>
2021	46.2	54.4	76.9	91.0
2020	48.6	51.5	75.2	90.1
2019	44.2	49.1	73.2	89.1
2018	41.9	46.3	71.3	88.3
2017	34.1	43.1	69.5	87.5

**SBSA percentage of women in management positions**

	Top	Senior	Middle	Junior
<b>2022</b>	<b>36.4</b>	<b>44.4</b>	<b>47.4</b>	<b>59.4</b>
2021	36.4	42.8	46.7	58.1
2020	36.3	41.5	46.7	57.5
2019	35.0	41.3	46.1	56.8
2018	34.5	40.4	46.4	55.1
2017	33.5	39.0	46.2	55.3

**SBSA gender equity**

	Male employees	Female employees	Total employees
<b>2022</b>	<b>10 982</b>	<b>17 889</b>	<b>28 871</b>
2021	10 970	17 986	28 956
2020	11 187	18 394	29 581
2019	11 427	18 675	30 102
2018	12 111	20 051	32 162
2017	12 377	20 499	32 876

**SBSA percentage of African employees per EE occupational level**

	Top	Senior	Middle	Junior
<b>2022</b>	<b>36.4</b>	<b>28.0</b>	<b>47.4</b>	<b>64.2</b>
2021	46.2	25.3	44.7	62.0
2020	45.7	23.3	42.6	60.1
2019	41.9	20.1	39.7	57.7
2018	39.5	18.6	37.3	56.4
2017	31.8	16.5	35.6	54.8

**SBSA percentage of black women employees per EE occupational level**

	Top	Senior	Middle	Junior
<b>2022</b>	<b>9.1</b>	<b>27.1✓</b>	<b>42.1</b>	<b>64.0</b>
2021	7.7	25.6	40.7	63.2
2020	11.4	23.3	39.7	61.9
2019	11.6	21.9	38.3	61.1
2018	9.3	20.4	37.0	60.5
2017	9.1	18.1	36.1	59.9

- We improved the representation of black people (men and women) and African people (men and women) in senior and middle management levels.
- While the representation of African men in junior management level has improved, African women remain significantly overrepresented in junior management level, as it is the case for the sector.
- Targets for black women in senior management were achieved.
- Targets for black and African people (men and women) in middle management were achieved. Target variances in senior and junior management were small.
- While we did not achieve the 2022 disability targets, the representation of persons with disabilities has improved.



"Employment equity is a priority of our diversity and inclusion agenda. We continue to leverage every opportunity to achieve a fair and equitable representation of all demographic groups in South Africa. We continue to see a year-on-year improvement in our representation of black women and African people across the business. Our disability strategy is also bearing fruit and representation of persons with disabilities has improved. We support efforts to ensure employees with disabilities have equal opportunities in a safe and accessible workplace through reasonable accommodation. Our objective is to maximise the contribution of every employee and support employee retention."

**Myen Moodley**  
Head, People & culture SBSA





## FINANCIAL INCLUSION

Expanding people's access to the formal financial system supports economic and human development and reduces inequality. Standard Bank enables individuals, entrepreneurs and small businesses to access relevant and cost-effective financial products and services, including payments, savings, credit and insurance. We strive to understand the needs and preferences of our clients, and provide products and services for specific client groups, such as women and young people.





## Focus areas and impact

**2.7 million** active customers on our Standard Bank mobile app in South Africa  
Over 1.6 million MyMo customers and over 50 000 MyMoBiz customers  
**R32.5 billion** send transactions via Instant Money, and over **50 000** access points

**One million** youth customers  
Helped **7 740** young people grow their skills and networks through PluggedIn

**R4.9 billion** lent to over **8 000** new affordable housing mortgage customers

**98 483** affordable housing customers on our books, with a loan book of  
**R31.9 billion**

**Over one million** customers have a flexi funeral plan

Reached **43.5 million** individuals through WalletWise television campaigns,  
**18.7 million** individuals through radio campaigns and **41.4 million** through social media.



## Accessible and affordable digital solutions

Our digital wallets and apps enable our customers to transact efficiently, safely and conveniently. Our offering is aligned with the banking behaviour of the majority of South Africans, who increasingly choose digital channels over face-to-face options to conduct their financial transactions. 99% of transactions by SBSA customers are conducted digitally.

### B-BBEE scorecard performance

We scored 9.82 out of 12 for the access to financial services pillar of the scorecard.

This assesses the reach of our services, including:

Product access, where we meet the target	Transaction points where we meet the target	Electronic access, where we are below target <sup>1</sup>	Banking densification <sup>2</sup> where we meet the target
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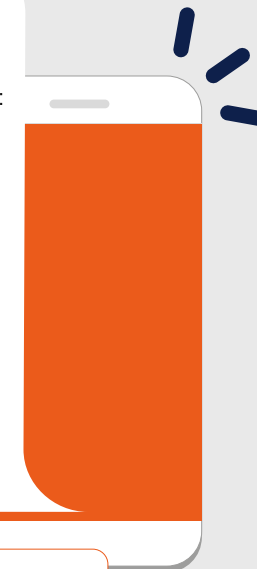
<sup>1</sup> The target measures the number of people who earn below a specified threshold and who use electronic platforms.

<sup>2</sup> Availability of cash withdrawal facilities per number of qualifying customers based on population density in the agreed measured area.

### Mobile-based banking

Our **Standard Bank mobile app** has over **2.7 million** active customers. In 2022, we introduced additional features to empower customers to manage their money. These include:

- Our credit score tool, which provides customers with a monthly update on their credit score and personalised tips on how they can improve these scores. Over 150 000 customers are using the tool.
- Our Future Payments add-on, which lets customers know about payments that coming up in the next 14 and 30 days, helping them to plan their cashflow effectively.
- Our Money Movements add-on, which provides customers with a clear breakdown of monthly earning and spending habits.



**MyMo** provides a low-cost transactional account that can be opened online. The MyMo app uses facial recognition software to authenticate identity. There is no minimum income requirement. Customers pay as they transact or bundle, and digital banking is free. At the end of 2022, MyMo had over **1.6 million active clients**, with a total client balance of **R4.5 billion** (up from R3.8 billion in 2021).

**MyMoBiz** provides simple, affordable, pay-as-you-transact banking for small businesses from R5 a month. It enables small businesses to receive payments from their customers, pay their suppliers and staff, and keep track of their business finances in a simple and affordable way. It includes an optional PocketBiz point-of-sale device at a reduced fee. Over **50 000 customers** have active MyMoBiz accounts, with a cumulative average balance of **over R900 million**.

**Instant Money** enables individuals to safely send money to anyone with a cell phone number. Users can register using their phones, enter their ID number and create a unique Instant Money Wallet PIN. Beneficiaries can redeem money transfers at over **50 000** locations including major retailers and selected spaza shops around the country, or at any Standard Bank ATM, making this the most widely accepted mobile money solution in South Africa. Customers can store their vouchers, at no charge, and only cash the money they need in the Instant Money Wallet. This pay-as-you-transact solution includes prepaid services like airtime, data and electricity, and free wallet to wallet transactions.

- Total value of send transactions processed per annum: **R32.5 billion up 22% year-on-year**
- Number of access points: **>50 000**
- Customer base of **4.2 million**, over **235 500** new customers in 2022.

**The Instant Money Bulk Payments solution** allows businesses of any size to disburse funds through the Instant Money platform to employees and suppliers in real time. Recipients do not need a bank account. Clients can make multiple payments to several recipients in one go and set future dates payments to process automatically.





## Equipping the youth for financial success

As many as two thirds of South Africa's young people are unemployed or in temporary employment. Challenges that exclude young people from the job market include lack of access to educational resources, and the costs of accessing and navigating the professional career services landscape. In January 2021, we embarked on a journey to better meet the needs of young people, and to develop innovative services to address the challenges they face. In November 2022, we celebrated the milestone of signing up our **millionth active youth client** in South Africa – reflecting 32% growth in our youth client numbers in just under two years.

### 10% Millionaires

Our 10% Millionaires (10pM) Movement aims to inspire young South Africans to save or generate their first R100 000 (10% of a million rand) by the age of 30. We want to help young people develop the right mindset and skills to build financial independence and provide them with support to save. Our [10% Millionaire webpage](#) provides information and tools to support saving and investing, together with information and resources to help young business owners and creators to build, grow and scale their brands.

### PluggedIn

Our [PluggedIn platform](#) helps young people across Africa plug in to the economy. It is free and open to everyone. It uses advanced technology to provide a multi-lingual, mobile-friendly and personalised experience. Resources available on the platform include:

- Subject choice selection tools for grade 9 and 10 learners
- Career assessment tools and personalised career recommendations, centred on high-growth, in-demand careers that young people may not be aware of
- Certified skills development courses
- Tertiary qualifications explorer tools
- Options for student finance solutions and bursaries
- A user-guided CV builder, designed with recruiters in mind
- Job creation opportunities.



*"We have positioned ourselves as the bank that backs the next generation. As their launchpad, we want to provide the youth with everything they need as they journey towards adulthood. From their first bank account to their post-matric studies financed through our student loans, we empower our youth through financial and digital literacy programmes as well as programmes like PluggedIn. We also recognise that being youthful means that they are both time poor and money poor. Our successful collaboration with Varsity Vibe provides the youth with discounts from popular retail stores with a variety of offers ranging from food to stationery, meaning their money can stretch a bit further. Our position is clear, we provide this youthful generation with a launchpad that will ensure that they lead better lives than the generations before them."*

**Tshiamo Molanda**

Head, Youth & mass market clients, SBSA

## Affordable housing

The Financial Sector Code requires banks to provide affordable housing for households who earn a gross income between R3 500 and R27 200. 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. 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 first-time home buyers. Qualifying households can access a once-off FLISP subsidy, ranging between R30 001 and R130 504, depending on the applicant's monthly income. The subsidy can be used to reduce monthly instalments, contribute to the deposit, and help with conveyancing and transfer fees.

Standard Bank offers our affordable housing mortgage customers training to help manage their home ownership obligations. Training is provided by external service providers and funded by the bank, via e-learning, online or in-classroom.

We actively engage with our customers to identify and support those requiring assistance. We also have multiple channels for customers to request assistance, including via our app and internet banking.

We communicate with and encourage distressed customers to make use of rehabilitation options. Distressed customers have the option of entering debt review. We work closely with these customers' nominated debt counsellors to reach a payment arrangement that is workable for the individual customer. We may offer various measures to assist the customer, including rate concessions, reduced instalments and term extensions.

Where the customer has taken additional strain once entering debt review, an industry process has been established to try to assist the customer. This includes solutions for short term distress in the form of payment holidays. If these options are not successful, we offer our customers assisted sales. As a last resort, if neither debt review nor an assisted sale is successful, and the loan is in default, we enter into legal proceedings toward a sale in execution (SIE). The SIE process typically takes around 29 months.

Our **EasySell** programme helps customers who have fallen behind on their home loan repayments or can't afford their home loan repayments anymore, to find a sustainable, long-term solution. EasySell has **assisted over 6 742 customers to sell their homes, reducing their combined debt by R6.7 billion.**

On average, our experience shows that an auction realises only 50% of the home's market value compared to EasySell which obtains over 90%. Through EasySell, these customers reduced or cancelled their debt, and were able to downscale to a more affordable home, without a judgment being granted, and without impacting their ability to access credit in the future. Our dedicated EasySell team facilitates this private sale process by assisting the customer to advertise the property, manage the sale and transfer of the property.

SBSA affordable  
housing loan book

**R31.9 billion**

**R4.9 billion**

lent to new affordable housing  
mortgage customers in 2022

**8.9%** of customers defaulted

**98 483** affordable  
housing loans on our books

**1 408**  
customers participated in  
training sessions

**4 493** ✓ affordable home loans  
customers accessed loan restructuring/  
payment holidays



## Consumer education and financial literacy

Consumer education and financial literacy initiatives help equip people to manage their finances by supporting careful budgeting, debt management, saving and planning for the future.

### WalletWise

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 businesses 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.

### WalletWise financial education messages reached

Impact in 2022

**43.5 million** people via television campaigns  
**13.2 million** through commuter TV

**18.7 million** via radio campaigns and a further **1.4 million** via radio stations' social media pages

**41.4 million** individual users through social and digital channels, including Facebook, Twitter, Instagram

**299 000** people at community activations and training sessions

**20.5 million** people through wall murals

**9.5 million** through township digital boards

We had **202 846** unique visits to WalletWise website, and distributed **30 000** newsletters



Our WalletWise programme includes **financial literacy and basic business skills training** for start-ups and small businesses. We run two consumer education for business programmes, with training provided by our appointed vendor:

- The Start-up programme
- The Business Growth programme.

At the end of each programme, participating businesses pitch their proposals to a panel of judges and compete for a share of R250 000 in prize money to fund their business growth goals.

**104** businesses participated in 2022. Our funding for the programme amounted to **R2.2 million**.



### B-BBEE scorecard performance

We scored 6.62 out of 5 for the socioeconomic development and consumer education pillar of the scorecard. This element measures annual non-recoverable socio-development as a percentage of prior year NPAT and consumer education as a percentage of retail operations NPAT.

- This included a bonus point for additional consumer education contributions as a % of NPAT, and two bonus points for grant contributions to external initiatives.





## JOB CREATION AND ENTERPRISE GROWTH

We work with our partners, from fintechs to business development support providers, to help SMEs access the financial services, skills and support they need to flourish and grow, thereby stimulating job creation and wider economic growth and prosperity.

We have well-established programmes to support empowerment financing and enterprise development. Our enterprise development and supplier development team works closely with our procurement team to ensure we make the most of opportunities to incorporate small businesses into our supply chain and help them grow into larger businesses.





## Focus areas and impact

Provided South African SMEs with approximately **R150 million** in loans per month through our BizFlex digital loan facility

Provided over **46 000 SMEs per month** with information and resources to help grow their businesses through our BizConnect platform, and launched the Thinkubate Learning Academy

Supported **766** businesses, sustained **4 289** jobs and disbursed **R118.9 million** in loans, grants and other funding solutions through our enterprise development programme

Grew our supplier development programme loan book to **R187.1 million**.

### B-BBEE scorecard performance

Empowerment financing measures targeted investments and B-BBEE transaction financing and black business growth. Supplier development measures annual recoverable and non-recoverable contributions to supplier development beneficiaries as a percentage of prior year NPAT. Enterprise development measures annual non-recoverable contributions to enterprise development beneficiaries as a % of prior year NPAT.

We scored 26.41 out of 25 for empowerment financing and enterprise development

- We met the FSC target for targeted investments
- We met the FSC target for B-BBEE transaction financing and black business growth/ SME funding
- We met the FSC target for annual value of all enterprise development contributions as a percentage of NPAT
- We scored 4.92 out of 7 points for supplier development contributions as a percentage of NPAT and 2.43 out of 4 bonus points
- We scored bonus points for graduates and creating jobs, and a partial bonus point for support of black stockbrokers/fund managers/intermediaries.







## Enterprise development

We work with our small business clients to encourage entrepreneurship and innovation, with solutions tailored to address clients' needs at every stage of their business lifecycle. We understand that small businesses require more than just access to finance. We make it easier for SMEs to access banking products and services and provide access to information and skills development. We use our partnerships and technology to help them access new markets and supply chains. We provide targeted solutions to support financial inclusion for women, young people and enterprises in the informal sector.



### BizFlex digital loans

Our BizFlex digital loan facility provides a paperless loan application, disbursement and repayment system, accessible to businesses via online banking. The BizFlex loan, launched in 2019, is designed to adapt to businesses' financial circumstances. It offers a 'pay as you earn' repayment structure. Business owners can pay back their loans as and when they generate revenue, matching repayments to their cashflow. The interest rate is fixed upfront and will not change, regardless of the time taken to repay the loan, providing cost certainty and transparency.

Since 2019, over **20 000 SMEs** have received BizFlex loans to the value of over **R3.5 billion**, with around **R150 million** disbursed each month.

### BizConnect

BizConnect is a one-stop-shop for information resources, tips and tools on how to start, manage or grow an enterprise. It offers businesses free access to our repository of curated content including videos, articles, white papers, sector insights, business templates (such as business plans) and more. It also offers coaching and support, skills development offerings and access to various SME solutions.

46 000 users per month

556 700 unique visits and over  
1 million page views in 2022

1 585 templates downloaded

In 2022, we launched the **Thinkubate Learning Academy** on BizConnect. The online programme, delivered in collaboration with Thinkroom, is designed for entrepreneurs who want practical business management skills delivered in a flexible format. It is facilitated by business owners who understand the challenges of entrepreneurship. It contains eleven modules including strategy, operations, technology, finance, accounting and enterprise funding and valuation.

### Enterprise development

Our enterprise development team provides financial and non-financial support to small businesses.

Our Enterprise Development proposition supports black-owned SMEs to become sustainable enterprises. We offer qualifying businesses support in the form of business development support programmes facilitated by specialists and sponsored by Standard Bank, funding, and access to markets.

Our Enterprise Banking client value proposition offers SMEs access to a range of beyond banking solutions and support mechanisms to start, manage and grow their businesses.

Over the past two years we have expanded our partnership with Proparco to sustain our SME lending activities in high-impact sectors such as fintech, agriculture, the green economy, education and healthcare, with a focus on women and youth-owned businesses. In 2022, R1.6 million was allocated in support of our enterprise development initiatives which included providing select businesses with social media funding, mentorship, development and industry certification to elevate their businesses.

### Impact of enterprise development and supplier development programmes in 2022

Supported **766**  
businesses

Sustained **4 289** jobs

Disbursed  
**R118.9 million**  
grants and other funding  
solutions (target of **R180 million**).





## Examples of projects

### Standard Bank Business Recover, Rebuild and Restart crowdfunding initiative:

We launched the initiative in 2021, in partnership with Thundafund, to support small businesses affected by the unrest in KwaZulu-Natal and Gauteng. In 2022, we added additional campaigns to the platform giving more entrepreneurs access to an opportunity to raise much-needed funding for the recovery of their business. We surpassed our R1 million target, raising **R1.4 million with the help of 452 supporters backing 40 projects.**

### Basali development programme:

A 12-month programme to provide business skills and development support to **100** women-owned businesses. The programme launched in August 2021 with **74** women. To date a total of 115 women-owned businesses have been enrolled. Participants succeeded in increasing production and revenue, creating **67 new jobs**. We disbursed over **R2 million** to **12** businesses to support further growth.

### Sebenza Mbokodo women's fund:

A development programme supporting 204 women-owned informal township businesses, in partnership with the Midvaal Local Municipality in Gauteng. The fund provides financial support of up to **R10 000**, access to business development support and support to formally register a business. In 2022, the second year of the programme, we disbursed **R583 000** to **64** businesses, enabling the creation of **91** jobs.

Small business owners typically manage every aspect of their business by themselves, leading to potential gaps in critical areas such as financial, operational or human resource management. Access to effective mentorship makes a substantial difference to business success. We launched our **mentorship and advisory programme** for enterprise clients in 2021, in collaboration with the National Mentorship Movement. The programme provides business mentees with an opportunity to learn from mentors with well-established and successful businesses, allowing for the transfer of knowledge and skills through a structured programme. **50 clients benefited in 2022.**



Standard Bank Group won gold at Efma's Second Annual SME Banking Awards in the **SME Banker of the Year** category, and silver in the **SME Bank of the Year** category. Participating bankers and institutions from 15 countries around the world were selected by a panel of expert judges, based on their services and support for SME customers through another challenging year.



*"SBSA recognises that the South Africa's prospects are closely linked to the prospects for small businesses to start, manage and grow their businesses. Our enterprise development team aims to improve access to funding, business opportunities and skills, often becoming the difference between the success and failure of a business venture. 2022 has remained a challenging environment, with the remnants of Covid-19 lockdowns, as well as loadshedding having a direct impact on the survival and sustainability of SMEs. We have geared our efforts to help keep business' doors open, enable them to sustain and create jobs, and even expand their operations. This maintains our objective and goal into 2023 as we continue to support the growth of our home, Africa."*

**Jenine Zachar**  
Head, Enterprise banking segment, SBSA





## Empowerment financing

### Timbali SBSA micro farmers programme

In partnership with Timbali Incubator Programme, we assist small-scale black farmers participating in the Timbali farmers development programme with financing and development support. In 2022, we disbursed **R2 million** to support **26** farmers, supporting the creation of **94** jobs. We also supported their access to market opportunities through our partnerships with HelloChoice and OneFarm Share.



### Lima Rural Development Foundation programme

We partnered with Lima to assist farmers participating in their development programme in North West Province. We provided 22 farmers with interest-free loans to the value of R1.7 million, creating **208** jobs.

### Transforming the agriculture sector

We recognise the importance of supporting small-scale farmers to drive economic growth, job creation, poverty alleviation and food security. These farmers face an ongoing struggle to access finance, quality inputs, a fair market, quality training and infrastructure. They are also vulnerable to growing risks associated with climate change. Big companies struggle to sell services to or source produce from these markets because they are disparate, often unbanked and difficult to access. We work with small-scale farmers to improve access to productive inputs, expertise, financial services, markets and opportunities for value addition.

### UFS Agribusiness transformation programme

We partnered with the University of the Free State (UFS) and the Free State Department of Agriculture, to develop black commercial farmers and black-owned agribusinesses, thereby contributing to the transformation and economic viability of the agricultural sector in the Free State. We invested **R1 million in 2022**. The programme includes classroom training, mentorship and interest free loans of up to **R100 000**. In 2022, **35** farmers participated in classroom training, of whom **16** were women. **We provided interest free loans to six farmers, to the value of R514 000. Six jobs were created.**



We provided funding for the **GrainSA Farmer Development programme**, to develop black commercial farmers. The programme includes classroom training, mentorship and low-interest agricultural production loans. **17** farmers completed the programme in 2022. We provided **13** of them with loans to the value of **R18 million**, helping to create **221** jobs.

We also continued to support the **SA Under our Wing** programme by GrainSA, which helps smallholder farmers access affordable credit to expand their grain production and grow their businesses. The programme has delivered positive results over the past three production seasons, and we have renewed our support for a further three seasons.

### GrainSA Portfolio performance: Impact per year

GrainSA Farmer Development Programme	2019	2020	2021	2022
Number of farmers considered	19	12	16	<b>25</b>
Number of facilities approved	13	12	13	<b>20</b>
Number of facilities taken up	5	9	11	<b>17</b>
Hectares planted	1 512	2 139	1 681	<b>3 770</b>
Amount approved	R5 142 345	R13 255 000	R17 047 153	<b>R27 089 400</b>
Amount taken up	R1 520 144	R9 337 412	R15 354 595	<b>R18 099 095</b>

### Jobs created in 2022

**73** Permanent Jobs

**148** Seasonal Jobs



### OneFarm Share

The OneFarm Share platform was developed as a response to Covid-19 related supply chain disruptions and the growing food-poverty in South Africa, where 15% of the population experience severe food insecurity. The platform has since evolved to take a sector-wide view of agriculture in the country and create a more inclusive and efficient agri-food value chain.

The platform is powered by Standard Bank in partnership with agri-fintech HelloChoice. It is designed to:

- Reduce waste on farms and at fresh produce markets by enabling coordination and distribution of excess farm produce to registered charities
- Promote market access for smallholder farmers, thereby enabling socioeconomic development
- Alleviate hunger by providing access to nutritious fresh produce for beneficiaries in the relief market.

Available fresh produce is channelled through the platform and matched with requests from registered beneficiaries and their communities. For commercial farmers, this creates an alternative to letting excess produce go to waste and thereby decreases negative economic and environmental impacts. For smallholder farmers, it provides market access, logistics support, market-related pricing and same-day payment. The programme creates a vehicle to direct funds committed to food relief into CSI/ESG categories and significantly multiplies the impact of these funds for corporate and commercial donor partners. OneFarm Impact ensures a reliable, auditable distribution channel for these funds to agricultural and food relief initiatives.

### Impact

(cumulative figures since inception in March 2021)

**58 million** meals provided,  
**1.2 million** people fed

**14 606** tonnes of fresh  
produce channelled through the  
platform

**2 700** registered charities  
received fresh produce

**354** emerging farmers, of  
whom **106** are women

**710** tonnes of produce  
rescued from becoming waste  
at fresh produce markets.

## Supplier development

Our supplier development (SD) programme aims to increase the participation of black-owned SMEs within the bank's supply chain. We use preferential procurement to advance the economic inclusion of black-owned businesses into our supply and value chain. We identify preferential procurement opportunities in our annual planning cycle, and through our second-tier supplier relationships with strategic suppliers, including our technology partners.

We provide business development support for all black-owned small business suppliers participating in our supplier development programme. This includes technical support, coaching and training, and is provided by our strategic partners and industry experts. This supports efficiency and value creation and capacitates these small businesses to capitalise on economic opportunities, thereby enabling economic empowerment.

The total loan book value for supplier development as at 31 December 2022 was **R187 million, a 22% increase from 2021.**

Our supplier development programme partnered with 220 suppliers in 2022, of which **85%** (187 businesses) had active contracts with a cumulative spend by SBSA of circa R1 billion. The majority of spend was in:

- Engineering/technology and operations (**17%** of the supplier development spend) amounting to **R180 million**
- Legal/credit collections (**16%** of spend) amounting to **R158 million**
- Standard Insurance Limited (SIL) (**5%** of spend) amounting to **R52 million.**

We revised our early payment terms from 15 days to immediate payment for qualifying SMEs (including Supplier development participants). These terms applied to spend of R604 million.



*"As the Bank continues to respond to the ever-changing socioeconomic environment, preferential procurement and supplier development remains a critical lever to create shared value. As Africa's largest financial services institution, with the biggest spend on third-party goods and services, we partner with our clients and suppliers to support black-owned SMEs to access market opportunities, business development services and funding/finance. We continue to promote transformation in our supply chain, by growing our procurement from local black SMEs and supporting them to develop capability and critical skills."*

**Kholofelo Shaai**  
Head, Supplier development, SBSA





## Preferential procurement

SBSA supports job creation and economic transformation by providing opportunities in our supply chain to black-owned suppliers. We generate and set aside tangible, sustainable, procurement and market opportunities to support the growth of local small businesses in our supply chain, enabling local businesses to grow sustainably and create jobs. We enable preferential procurement through our supplier development programme.

In 2022, we supported business growth through our procurement processes.

- Of our R25 billion total annual spend, R19 billion, or **77% is with B-BBEE compliant suppliers**.
- Spend with **black-owned suppliers** made up **50%** of total measured spend.
- We procured goods and services from **1 663 black-owned SME suppliers** (QSEs and EMEs that are more than 51% black-owned).
- Procurement spend on **black women-owned suppliers** amounted to **R8.01 billion**, an increase of 17.6%.
- Procurement spend with **black-owned SMEs** (QSE and EMEs that are more than 51% black-owned) amounted to **R4.56 billion**, an increase of 18%.

Since 2018 there has been a notable increase in procurement from black-owned suppliers, from R6.56 billion in 2018 to **R11.54 billion in 2022**.

### B-BBEE scorecard performance

We scored 18.29 out of 15 for preferential procurement (including 4 bonus points) This element of the scorecard measures weighted preferential procurement spend based on BEE procurement recognition levels.

- We met the FSC target for weighted BEE procurement expenditure for the categories all B-BBEE compliant suppliers, black-women-owned suppliers, and black-owned suppliers.
- We achieved bonus points for weighted BEE procurement expenditure from intermediated black professional service providers and for procurement expenditure from black owned designated group suppliers. Legal services, including spend on attorneys, contributed significantly to the black professionals category.
- We were slightly below target for weighted BEE procurement expenditure from exempted micro enterprises.
- We were below target for weighted BEE procurement expenditure from qualifying small enterprises.

### Black advocate representation and spending

- SBSA continues to drive efforts to transform spend in the legal collections business function and to promote effective inclusion of black counsel and representation.
- Our 2022 spend allocation in respect of black advocates increased from 74% to **84%** year-on-year.
- Representation includes physical representation of advocates in court, and non-representation activities including drafting, opinions, and ad hoc requests.
- Spend with Black advocates increased from 83% to **91%** year-on-year.

### CHNW Credit SA Collections

- In the CHNW credit SA collections value chain, procurement from black-owned suppliers has increased from 44% of total spend in 2017 to **70%** in 2022.
- The collections panel review plan is ongoing. This aligns to the group procurement policy and transformation drive.

### Standard Insurance Limited (SIL)

- We onboarded 94 service new service providers in the non-motor space in 2022, all of which are B-BBEE compliant. 78 are Level 1 fully black-owned, one is Level 2, and 15 are Level 4.
- We onboarded 31 motor body repairers, all of which are B-BBEE compliant. 24 are Level 1, four are Level 2 and three are Level 4.
- Supply chain management and SIL executives actively engage suppliers on various platforms, including face-to-face roadshows.
- SIL complies with Competition Commission Guidelines and requirements regarding allocation of motor body repair work to historically disadvantaged individuals.

# CLIMATE CHANGE AND SUSTAINABLE FINANCE

Biodiversity loss and environmental risks associated with climate change threaten food security, health and livelihoods across Africa. The continent is also grappling with a severe energy deficit, which impacts negatively on business activity and human development. We partner with clients to finance sustainable solutions to address Africa's energy poverty and achieve a just transition. This includes sustainable finance solutions, investing in renewable energy infrastructure and helping homeowners and businesses implement renewable energy solutions.





## Focus areas and impact

Provided **29 sustainable finance lending facilities** across six sectors to the value of R51.7 billion across the group

Mobilised **R18.2 billion** to finance new renewable energy power plants and R2 billion to finance social projects

Financed **574** solar PV installations, representing approximately **147GWh** of green energy per annum, and helped **365 green energy** solution providers grow their businesses

Saved homeowners over **R5.5 million** annually through solar installations and smart home solutions

## Sustainable finance solutions

We provide a range of green, social and sustainability-linked funding instruments to clients. We offer both performance-based and use of proceeds sustainable finance solutions. We work with our clients to embed sustainability terms into their financing strategies.



*"Standard Bank partners with clients to support their climate transitions and develop solutions to mitigate and adapt to the effects of climate change. We offer innovative financial products and services that support the green economy, reduce carbon emissions, increase climate resilience, and enhance socioeconomic development."*

**Rentia van Tonder**  
Head, Power, CIB

### Use of Proceeds transactions: Green

#### Scatec

- Standard Bank provided Scatec and H1 Holdings with >R15 billion finance for South Africa's first dispatchable utility-scale battery energy storage and solar PV projects.
- Once operational the project will have a total solar capacity of 540MW, battery storage capacity of 225MW/1140MWh and provide 150MW of dispatchable power.

#### Tronox Mineral Sands

- We enabled Tronox Mineral Sands to procure solar PV power from SOLA and African Rainbow Energy in one of South Africa's first large-scale bilateral electricity sales agreements.
- Via wheeling agreements with Eskom, these two facilities provide approximately 40% of Tronox's South African electricity needs and lower its worldwide Scope 1 and 2 emissions by approximately 13%.

### Use of Proceeds transactions: Social

#### Growthpoint Student Accommodation

- Standard Bank's real estate finance division executed its first social loan, to Growthpoint Student Accommodation Holdings, under the category of 'access to education as an essential service', in line with the Loan Market Association's Social Loan Principles April 2021.
- We acted as sustainability structuring agent for the R550 million social loan which will be used for the acquisition of purpose-built student accommodation. The housing will also be occupied primarily by National Student Financial Aid Scheme (NSFAS) students, who come from lower income communities.
- First social loan to be issued in the REIT sector in South Africa.**





## Sustainability-linked transactions



### Motus

- Standard Bank acted as mandated lead arranger, book-runner and sustainability co-ordinator on a R6.8 billion sustainability-linked loan and a R800 million sustainability-linked working capital facility.
- Motus' cost of funding is linked to their performance against sustainability KPIs including road fuel consumption, water consumption, electricity efficiency and gender equality.
- First ZAR-based sustainability linked funding in the South African automotive sector.**



### Woolworths

- Standard Bank acted as lender and sustainability coordinator on a sustainability-linked loan for Woolworths.
- Woolworths' cost of funding is linked to its performance against sustainability KPIs, including increased local sourcing of fashion, beauty and home products, continued focus on sustainability attributes in food products and reduction in electricity usage in corporate stores.
- We partnered with Woolworths to execute the first sustainability-linked transactional deposit structure in South Africa. The deal links the interest Woolworths earns on its deposits to the achievement of sustainability performance targets.
- First sustainability-linked transactional deposit structure in South Africa.**



**Barloworld**  
*Leading brands*

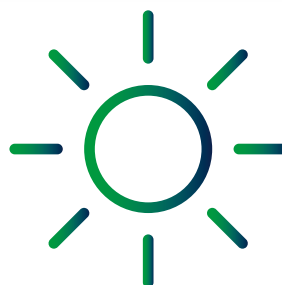
### Barloworld

- Standard Bank acted as sole lead arranger and structuring agent for a R1.1 billion sustainability-linked bond. We also raised an additional R1 billion through a sustainability-linked loan and revolving credit facility.
- Funding rates for these instruments are linked to targets including increased renewable energy consumption, improved workplace safety, and diversity and inclusion.
- First sustainability-linked bond to list on the new Sustainability Segment of the JSE.**



*"We are working with clients to understand their needs in transitioning to lower carbon energy sources and more energy efficient processes. In 2022, we hosted our second Climate Summit for clients to discuss the challenges and opportunities presented by Africa's Just Energy Transition. In this way we are also implementing one of the UN's Principles for Responsible Banking: client engagement. Indeed, this is a cornerstone of the group's climate policy."*

**Wendy Dobson**  
Head, Group corporate citizenship



## Sustainable solutions for businesses and homeowners

### PowerPulse

In South Africa, homeowners and businesses face escalating electricity costs and intermittent supply. Electricity users are actively looking for ways to decrease their carbon footprint and invest in more environmentally sustainable alternatives to grid electricity. Solar PV is an increasingly attractive solution. Standard Bank's  **PowerPulse** digital platform helps clients to source green energy solutions from a database of vetted providers. It empowers clients with tools to understand their energy needs and procure suitable solutions. Residential consumers benefit from the partnership between LookSee and PowerPulse, making it easy for them to navigate different options and choose the solution that best suits their needs. Businesses can use the platform to purchase solar PV rooftop solutions and arrange power purchase agreements with independent power producers.

Support provided by the platform includes:

- An online feasibility assessment to determine energy requirements for their particular needs, based on consumption, size and site
- Briefing sessions and site visits with accredited, pre-vetted engineering, procurement and construction (EPC) providers with the right expertise and track records
- Support to navigate the technical specifications associated with different solutions, component specifications and warranties
- Different financial solutions which can be tailored to their budget
- Regulatory compliance requirements
- Costs and expected returns.

The PowerPulse platform is free to use for business in South Africa. It saves customers time, reduces their risk and provides access to ongoing support. Providers of electricity solutions benefit from access to a wider client pool, a streamlined sales process, and higher conversation rates. They are also able to access guidance on their business models, to ensure new business proposals are bankable, and can access a network of international equipment manufacturers and traders.

### The process

**Economic feasibility indicator:** guidance on whether you should investigate a solar installation for your business, based on your site size and consumption.

**Gathering your business documents** to match you to an accredited solution provider.

**Solution provider matching:** introducing you to three vetted solution providers, providing an opportunity to review their experience and credentials, and coordination of site visits or briefing sessions.

**Solution proposals:** clients receive three proposals and are guided through a comparison report to assist the selection process. Design can then be finalised and the project can proceed.

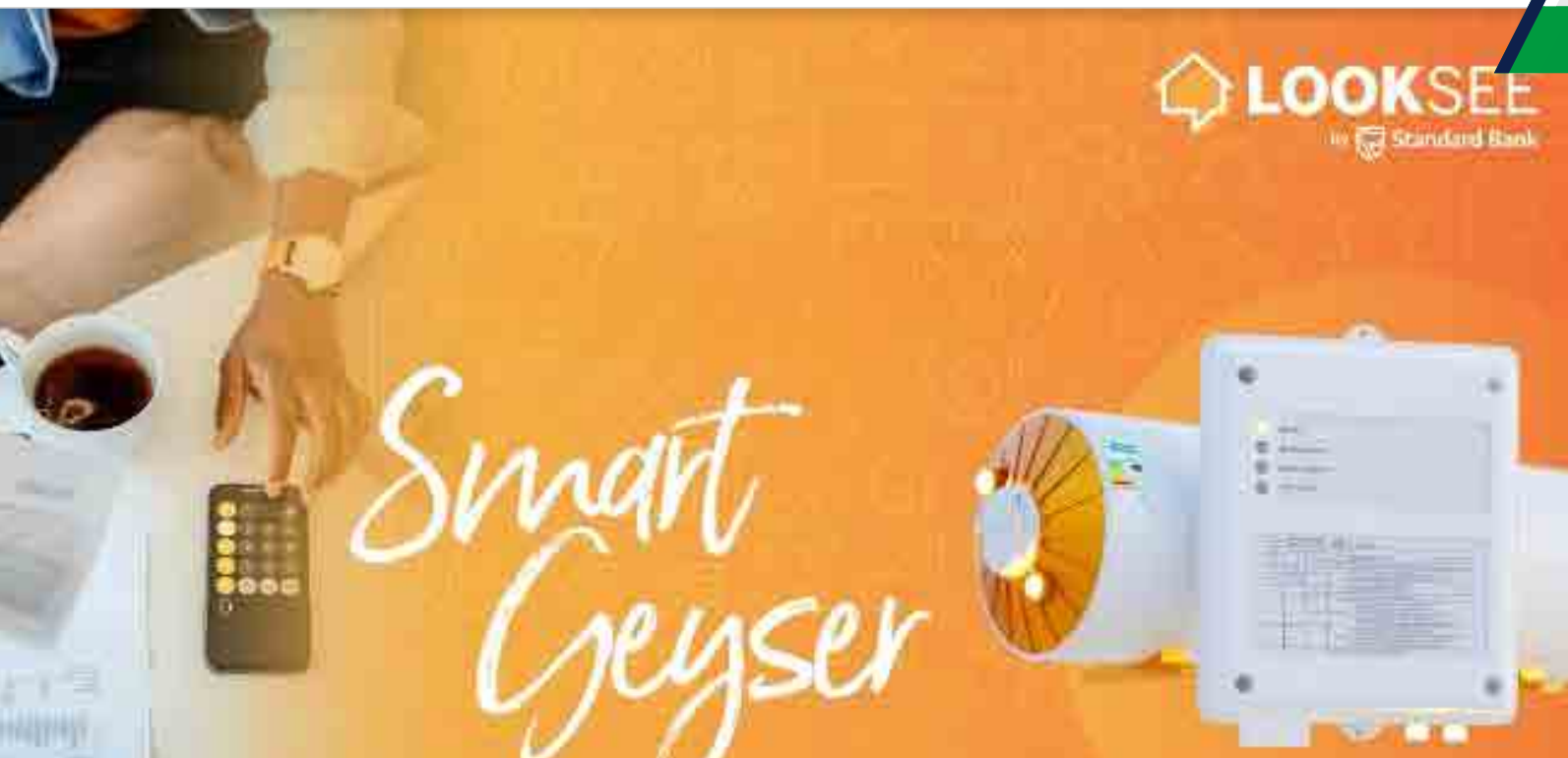
### In 2022, we

Facilitated **>400** client installations, representing **>140GWh** of green energy

Helped **365** solution providers grow their businesses through partnerships with us

Supported **13** small-scale embedded generation independent power producers to start their asset portfolios with our innovative solutions.

In 2022, Busamed hospital group used the PowerPulse platform to assess options for renewable energy at its facilities across South Africa. Next Renewable Generation (NRG) scoped, managed and adjudicated a tender process for 2.6MWp worth of solar PV power purchase agreements for Busamed, via the platform.




- Over **625 000** users visited LookSee in 2022, up **550%** from 2021
- Helped homeowners install over **900** solar panels, which are collectively generating **895MWh** of renewable energy per year, and **944** smart geysers, in partnership with Standard Bank Insurance
- We have saved homeowners over **R5.5 million** annually through solar installations and smart home solutions

#### Target

Save homeowners  
**R1 billion** by 2025



#### LookSee

We aim to support increased home ownership by finding ways to reduce the costs of owning and running a home. Our  **LookSee** platform empowers homeowners with the information they need to make informed home management decisions. The platform includes:

- Property hub**, which provides homeowners with home valuations, neighbourhood insights like estimated property taxes, crime rates, and local risks of lightening and storm damage
- Knowledge hub**, which provides tools and advice to improve home efficiency, including ways to reduce energy and water consumption and cost and to become more resilient to disruption, and how to keep a property in good condition, effectively protected and properly insured
- Marketplace**, which provides access to solutions like smart geysers, solar energy, power back-up solutions, rainwater harvest tanks, LED lighting, security and finance options
- Call-out services**, providing access to thousands of vetted service providers

Our '**Green Homes – save money, save the planet**' initiative enables our customers to increase the value of their home while reducing their household running costs and carbon footprint. The initiative, offered through LookSee and Standard Bank Insurance Limited, assists customers to move to more energy efficient technologies, starting with their geyser, which contributes about 40% of the average household's electricity use. Customers can change their geysers to a smart geyser, solar geyser, gas water heating unit or heat pump.

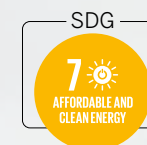


**LookSee was nominated as a Top 9 Global Innovation** in the Qorus Banking Innovation Awards for enhancing the customer experience.



# INFRASTRUCTURE

South Africa requires substantial investment in energy, water, transport and telecommunications infrastructure to facilitate economic growth and create opportunities for job creation and human development. We partner with government and businesses to finance infrastructure development and ensure environmental and social risks are appropriately managed and minimised.



## Focus areas and impact

Provided Scatec and H1 Holdings with finance for South Africa's first dispatchable utility-scale battery energy storage and solar PV projects

Provided finance for one of South Africa's first large-scale bilateral electricity sales agreements, enabling Tronox Mineral Sands to procure solar PV to power their operations

Provided finance for two new wind farms to be built by EDF Renewables, H1 and Gibb-Crede, under South Africa's Renewable Energy Independent Power Producer Procurement Programme

Supported Seriti Resources to acquire a majority investment in Windlab Africa's wind and solar-powered assets, through its subsidiary Seriti Green

Provided finance to MetroFibre Networkx to support the continuation of the company's fibreoptic data network rollout in South Africa.

### Telecommunications

In **South Africa**, we provided finance to MetroFibre Networkx to support the continuation of the company's **fibre optic data network rollout**.

- MetroFibre Networkx ranks among the top three fibre network operators in South Africa. Its open-access network currently serves **350 000 homes** in six provinces.
- It aims to increase this to **500 000 homes** by 2025, with a focus on outlying areas and underserved communities.
- Standard Bank arranged a **R5 billion** debt finance package to support this ambition.

## Renewable energy

In 2022, Standard Bank committed to providing **R50 billion over the next two years** to finance renewable energy. We have made good progress, with several large-scale projects in South Africa.

### Scatec

Standard Bank and British International Investment (BII) provided Scatec and H1 Holdings with finance for South Africa's first dispatchable utility-scale battery energy storage and solar PV projects.

- Standard Bank acted as the sole mandated lead arranger and underwriter to provide R15.9 billion of debt funding towards the R18 billion total project costs. We were also the sole interest rate swap and forex hedge provider and will be the account bank and agent for the next 20 years. In addition to the senior debt, we provided the relevant ancillary facilities of up to R3.2 billion (VAT, maintenance reserve, debt service reserve and working capital facilities). BII acted as the Lead Bank and provided a R2.2 billion senior debt investment.
- The three projects, all located in the Northern Cape, will cumulatively provide 540MWp of solar PV and 225MW/1 140MWh battery energy storage system, delivering reliable power into South Africa's grid.
- These were the first projects to reach financial close under South Africa's Risk Mitigation Independent Power Producer Procurement Programme (RMIPPPP), which aims to procure 2 000MW of dispatchable power. It is estimated that power will be delivered to the grid within 15 months.
- During the construction phase the project is expected to create over 2 000 local jobs.
- The deals were one of Africa's first ESG linked derivatives.

### EDF Renewables

We provided finance for two new wind farms, to be built by EDF Renewables and its partners, H1 and Gibb-Crede, under bid window five of South Africa's Renewable Energy Independent Power Producer Procurement Programme.

- Standard Bank and Absa acted as the joint mandated lead arrangers and lenders.
- The projects are located on the border of the Eastern and Northern Cape provinces.
- Each project will be powered by 26 wind turbines and generate 140MW.
- They are expected to be commissioned between mid-2024 and early 2025.
- Power purchase agreements have been signed with Eskom and the Department of Mineral Resources and Energy.

### Tronox Mineral Sands

We assisted **Tronox Mineral Sands** to procure **200MW of solar PV** from SOLA and African Rainbow Energy, in one of South Africa's first large-scale bilateral electricity sales agreements.

- Standard Bank was joint mandated lead arranger and underwriter of the R4 billion loan, the sole hedge provider for forex and joint hedge provider for interest rates and will be account bank over the next 20 years.
- Tronox and SOLA signed a power purchase agreement in March 2022. SOLA will supply electricity to five Tronox facilities in the Western Cape and KwaZulu-Natal, through wheeling arrangements with Eskom. This is one of the first projects to directly feed into Eskom's high voltage transmission network.
- SOLA will provide 387 000 solar panels mounted on single axis trackers to track the sun's position. The project will provide approximately 40% of Tronox's South African electricity needs and lower its worldwide Scope 1 and 2 emissions by approximately 13% compared to its 2019 baseline.
- The project is 100% South African owned, financed, constructed, operated and managed.

### Seriti Resources

We supported Seriti Resources, a black-owned coal company and one of Eskom's largest coal suppliers, to acquire a majority investment in Windlab Africa's wind and solar-powered assets, through its subsidiary Seriti Green.

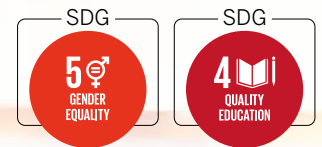
- Standard Bank acted as equity partner, funder and sole adviser to Seriti.
- Seriti acquired a 51% controlling interest in Windlab Africa. Standard Bank, RMB, Windlab MD Peter Venn and Ntiso Investment Holdings took up the remaining equity.
- The acquisition gives Seriti access to a portfolio of existing world-class renewable assets with a high return rate, a strong project pipeline and a highly experienced management team.
- The deal supports Seriti to lower its carbon footprint, support a just energy transition and ensure its long-term sustainability as a diversified energy producer, by introducing renewable energy into its existing portfolio of high-quality coal assets.
- Seriti will start using renewable wind and solar energy in its own mining facilities through the signing of power purchase agreements from 2023.
- Nominated for the BEE Deal of the Year 2022 by The Ansarada DealMakers Awards





# EDUCATION

Access to education is a critical driver of sustainable and inclusive economic growth. We partner with governments, business and academia to help Africa's young people access quality education, skills development and training, to help them acquire the knowledge and skills they need to thrive in an increasingly digitised world.



## Focus areas and impact

Facilitated a **R550 million** social loan for purpose-built student accommodation

Provided primary schools who bank with us with access to Matific, to support the development of school maths skills

Enabled the establishment of economic activation offices (EAO) at **10** public universities, through our support for Universities South Africa (USAf) Entrepreneurship Development

Raised **R48.7 million** and disbursed **R48.1 million** through our Feenix platform, benefitting **1 131** students

Disbursed unsecured student loans to the value of **R39 million** to **431** students

Invested **R678 million** in employee development in South Africa

**22%** of all employees attended management and leadership development programmes

**596** young people participated in our graduate and learnership programmes

Corporate social investment focusing on early childhood development, school education, and skills development for youth and entrepreneurs.

Donated **R78 million** to education-focused CSI projects.





## Tailored solutions for clients in the education sector

Our dedicated education team works closely with our clients in the education sector to understand their needs and develop tailored solutions. This includes credit solutions for schools to develop appropriate infrastructure, such as buildings and sport facilities, and finance solutions for universities for the development of student accommodation. We also partner with fintechs and others to deliver added value through non-financial solutions.

### Encouraging a love of maths

The level of maths literacy among South Africa's learners is low compared to our global peers. In 2022, SBSA entered an agreement with Matific, an international award-winning digital mathematics platform, to support efforts to address this challenge. Matific uses fun and engaging activities and games to teach primary school learners core maths competencies, using tested methods designed by education experts. Learners follow a personalised learning path based on their individual skills. They can access games and adventures, create avatars and win rewards for their efforts, while developing problem solving and critical thinking skills, conceptual understanding, and a love of maths.

The platform offers content in over 40 languages, including English and Afrikaans, with curriculum-aligned content for grade R to grade 7. It can be accessed inside and outside the classroom, on personal tablets and smartphones, and is zero-rated on South African mobile networks. Teachers can use the platform to assign specific activities, topics or areas of focus according to individual learners' learning needs. Teachers and school heads are provided with targeted insights, alerts, reports and dashboards showing student progress.

We negotiated favourable prices for access to Matific for our client primary schools, provided information about the offering to all our client primary schools, and facilitated meetings between Matific and our clients to enable onboarding to the platform.

### Partnering with universities

The creation of small and micro-enterprises across South Africa can help unlock our country's economic potential and combat persistent unemployment. We aim to enable and equip young people to become entrepreneurs, capable of developing their own opportunities, rather than relying solely on trying to find a job in a highly constrained market. Our investment in the Universities South Africa (USAf) Entrepreneurship Development in Higher Education (EDHE) programme has enabled the establishment of Economic Activation Offices (EAO) at ten South African public universities (with more to follow from 2023). EAOs provide university students with support to grow their potential as entrepreneurs, helping them to identify potential business opportunities, and building their skills and capacity to turn ideas into businesses. The EAOs work closely with other university entities, including technology transfer offices, business incubators and centres for entrepreneurship. They facilitate and coordinate support, networking and information-sharing across member universities, and forge connections with the local business community. They aim to formalise and streamline entrepreneurial activities within universities, and integrate them with national entrepreneurship programmes and resources, positioning universities as critical hubs for the formation of an entrepreneurial culture, and encouraging the development of new business concepts aligned to the future world of work.



## Funding solutions for students



We work with partners in government and the corporate sector to address the challenge of affordable and accessible student finance, through innovative models such as the **Feenix** crowdfunding platform. The platform was launched in June 2017, with Standard Bank as a founding partner. It enables university students in need of funding for current or historic debt to create profiles and raise funds toward paying their fees. To register, students must upload a copy of their ID and an up-to-date university fee statement. Academic excellence is not a criterion for registration. Instead, **Feenix** focuses on academic progression.

Feenix enables individuals and businesses to take meaningful action to solve a pressing social problem. Funders can donate directly to a student registered on the platform, or 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. Feenix is a public benefit organisation. Donations made through the platform, including CSI contributions by businesses, are eligible for tax benefits. Feenix can also assist corporates and businesses with receiving recognition for B-BBEE points in two categories: skills development and socioeconomic development (SED). Companies can also use the Feenix database to find students they may be interested in hiring as interns or graduates.

Number of students who have successfully raised funding via the platform:

3 305

Students who have registered on the platform:

9 308

(58% female, 42% male)

Total funding raised since 2017:

R162 million

Number of universities represented:

26

Money raised in 2022:

R48.7 million

Money disbursed in 2022:

R48.1 million

Students benefitting in 2022:

1 131 ✓

We offer several finance solutions for students from low-middle income households. Examples include:

- The **Medical Student Loan Guarantee Fund**, which we manage on behalf of **The Discovery Foundation**. Discovery Foundation capitalised the fund with R20 million in 2016, which has grown to over R25 million with interest. The fund provides surety against which Standard Bank can issue loans to students who would not otherwise be able to access such loans. The fund is allocated to students at the University of Pretoria and University of the Witwatersrand medical schools. 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.
- Our initiative with the **University of Stellenbosch**, whereby we hold R4 million in collateral directly from the university.
- Our Standard Bank backed unsecured student loan fund which enables students who don't have surety or collateral to access finance. It targets students in STEM fields and health sciences. Qualifying students can access unsecured loans of up to R120 000 a year to cover tuition fees, accommodation, learning materials and other living expenses. They can also get historical debt covered up to R80 000 for each previous year of study.
- Our loan guarantee fund collaborating with **Ikusasa Student Financial Aid Programme (ISFAP)**, launched in 2022, which enables students to apply for a student loan without surety. These students can also access academic support, mentorship, psychosocial and life skills support, at no cost to themselves. This solution targets students in their first year of studies, and aims to support them in the transition from high school to tertiary.

**431** students assisted in 2022, with loans to the value of **R39 million**

### University bursaries: ISFAP Bursary recipient reflection

*"My experience with the programme has been life altering. Being able to graduate debt free in this economy is a huge benefit of the programme. So is the security of being able to register at the beginning of each year, knowing my fees are covered. The unwavering support from the programme managers has made my university journey fulfilling. Not having to worry about groceries in the context of the rising cost of living is a truly a blessing. I am eternally grateful for being part of the programme."*

**Siyabonga Bembe**

## Developing tech skills among South Africa's youth

### Virtual internships

Our virtual internship programme, launched in 2022, aims to provide students with the understanding, practical skills and experience to better position them for the world of work. The internships provide access to key components of workplace experience and include case studies and assessments. Registration is free and open to all students. Programmes are self-paced and can be done whenever and wherever suits the student. Each programme takes about five hours to complete and offers video-guided training. Programmes cover general skills such as job searching, business communication and networking, personal branding, interview preparation, and more technical subjects such as retail and investment banking, software development, engineering, and data science. Students receive certificates for completed programmes, which they can include on their CVs.

### Standard Bank's Kuunda Disrupt programme

Kuunda Disrupt aims to build technology skills and foster a culture of innovation. It encourages young people, and girls in particular, to pursue careers in science, technology, engineering and mathematics (STEM). The initiative targets learners in under-resourced primary and secondary schools with no access to technology or IT labs and without coding or robotics as a subject. The Kuunda Disrupt team does roadshows at these schools to raise awareness of the importance of STEM subjects and how innovation is changing our lives and work. The roadshow includes video demonstrations and programming of Raspberry Pi, BBC micro-Bit and the Crow Pi, a chance to interact with

3D scanners and printers, and engagements with our robot, Pepper, as well as the relevance of drones in corporate companies and society.

Each school we visit receives a Raspberry Pi and a BBC Micro-Bit, to enable students to build a project to benefit their school and or community. We assign an employee to each school as a dedicated technical mentor, who engages with the participating students and does monthly check-ins on project progress. The schools are invited to participate in an annual showcase at the end of the year, with tech-related prizes to be won.

In 2022, we engaged with three Johannesburg schools: Education Alive High School (grade 6), Eden Park Secondary (grade 8 to 10 learners and staff), and Olievenhoutbosch Christian School (27 learners across grades 6 to 10).

We also followed up with the 2021 STEAM winner at Katlehong High School, who won a 3D printer and in-depth tutorial at the end of 2021. We are delighted that the school is using the 3D printer to print consumables for Life Skills and Science classes. Further, its success in the competition has enabled the school to offer robotics as a subject in 2023, directly contributing to our objective of building tech skills in our local communities.

We were the primary sponsor of the 2022 **South African Tertiary Mathematics Olympiad (SATMO)**, which is open to university students across South Africa. 270 students from 19 universities participated in the challenge. Prizes contributed by the bank included a bursary for the top student in the pre-graduate category, and internship opportunities for the top performing student and first runner-up in the honours category.



Through our **partnership with Microsoft**, we have invested in training South African school students (grade 8 upwards) on data literacy and Power Point skills. Training includes an 'hour of code' training and PowerPoint certification. The programme is delivered via our third-party vendors: SchoolNet delivers the training to students and teachers and manages the project, and Mustek ensures that labs are set up in the schools with the necessary hardware and software. The Department of Education selects the schools.

We partnered with businesses to create 12 to 24-month paid work experiences for youth not in employment, education or training:

- We partnered with REATECH in the Northern Cape to create employment for 125 young people in the renewable energy industry
- We partnered with SAPPI in Mpumalanga to create employment for 28 young people in the agriculture Industry.



## Investment in our people

To support all our employees to reach their full potential and transform our workforce at all levels, we make significant investments in skills development. SBSA spent approximately 90% of the skills development budget on the development of black employees across all levels of the organisation. Approximately 9% of the total budget was spent at senior and executive management levels.

Our integrated **Youth Development and Employment strategy** provides for bursaries, learnerships, internships and our flagship graduate programme.

Our **graduate programmes** offer individualised learning journeys, action learning projects, executive sponsorship and accelerated work experience, enabling us to build a strong succession pipeline. We include a strong focus on future-fit skills.

- **117** individuals joined our graduate programmes in 2022
  - **88%** were black
  - **53%** were female.

Our **internship and learnership** programmes for unemployed young people provide an opportunity for graduates and matriculants to enter the world of work while enabling the group to develop core and emerging skills.

- **479** young people participated in learnerships and internships in 2022
  - **99.6%** were black
  - **64%** were female
  - **70%** were offered further employment opportunities with us.

We offer employees the opportunity to participate in employed learnership opportunities to build key skills. **871** employees participated in 2022.

SBSA sponsored **53** student bursaries in 2022, and **1 522** bursaries for employees engaged in university studies. Total bursary sponsorship spend was **R50.4 million**.

### B-BBEE scorecard performance

We scored 17.1 out of 20 for the skills development pillar of the scorecard. This element measures skills development expenditure as a proportion of total payroll leviable amount and proportion of black people participating in skills development activities.

- We met the target for spend on black women middle management.
- We were below target for spend on black executive and senior management and black women executive and senior management.
- We were below target for spend on African executive, senior and middle management.
- We exceeded target for spend on black junior management, black women junior management and African junior management and general staff.
- We were under target for spend on unemployed black people and black people with disabilities.
- The number of black people on learnerships and internships significantly exceeded the FSC target.
- We earned a bonus point for number of unemployed black people absorbed into employment.

	2022	2021	2020	2019	2018	2017
SBSA graduate programmes: % of black attendees	<b>88</b>	86	87	92	91	89
SBSA graduate programmes: % of black African attendees	<b>68</b>	70	71	77	75	40
SBSA learnership/graduate programmes: total	<b>596</b>	712	432	983	1 009	924
% learnership students absorbed into employment	<b>70</b>	54	55	47	64	83
SBSA leadership training total	<b>6 547</b>	5 244	4 246	2 708	4 920	3 543
SBSA leadership training: % black attendees	<b>78.6%</b> ✓	74.6	75	71	75	68
SBSA leadership training: % black female attendees	<b>48.9%</b>	45	45	43	46	35



## Corporate social investment

Our CSI focus is on supporting improved access to quality education through the development of multi-year strategic partnerships with community organisations. We support programmes to strengthen the capacity of teachers and caregivers, with a focus on early childhood development (ECD) and foundation phase learning. Research demonstrates that quality ECD programme can make a substantial contribution to improved nutrition, health, cognitive development, and educational outcomes. We aim to be a contributing partner to the development and implementation of future skills curricula for ECD and foundation phase, by working with leading organisations and entities in this area. We support projects that develop teachers and teaching in early years schooling, benefitting children from pre-school to grade 3, and we empower primary caregivers by providing them with skills to supplement early learning. These projects are run in partnerships with NGOs or academic institutions and are typically implemented over three to five years. We also provide support to a limited number of programmes designed to improve access to tertiary level education. 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.



CSI funds spent on  
education programmes in  
2022:

**R78 million**

### CSI South Africa funds spent on education

Category	Organisation	2022 spend
<b>ECD</b>	Fundisani Thuto	R4.2 million
	Ntataise Lowveld	R3.5 million
	Cotlands	1.9 million
	BrightKid Foundation	R3 million
<b>Foundation phase</b>	Mfundo	R6.2 million
	Edufundi	R6.8 million
	Uplands	R3 million
	READ	R1.8 million
<b>Future skills</b>	The Sandbox Project (an NECT initiative)	R5.4 million
	University of Johannesburg	R1.5 million
<b>Primary caregivers</b>	Singakwenza	R1.5 million
	Sebofon Pilot Project	R2.5 million
	Seriti Institute	R8 million
<b>Cross-cutting</b>	Early Learning Resource Unit	R3 million
<b>High School</b>	Youth Start	R1 million
	Hulisani	R1.7 million
<b>University bursaries</b>	CSI bursary programme	R3.2 million
	ISFAP	R12.7 million
	Feenix	R5 million
<b>Other projects</b>		R2 million
<b>Total education projects</b>		R78 million
<b>Total CSI spending</b>		R125.4 million

## Examples of projects

### Foundation phase: Mfundo

Since 2017, we provided funding for the Mfundo Development Foundation to implement the Northern Cape curriculum support programme. For the past five years, Mfundo has worked with teachers and learners in grades 4 to 7 in sixteen schools in Galeshewe and Homevale townships. During this time, the schools have demonstrated improvements in academic results, learner engagement, and teacher collaboration, professionalism and confidence. Teachers have participated and presented at national conferences, while learners have taken part in national and international festivals. The schools are the only public primary schools in their district to be exposed to robotics and coding, and to access Robot Kits and tablets.



In 2022, Mfundo moved on to support a new cohort of fifteen schools, with a focus on foundation phase including grade R. The programme provides teacher support and mentoring and professional development opportunities. It aims to:

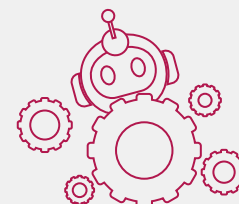
- Increase the number of learners in grade 3 who, by the end of the year, have mastered the minimum language and numeracy competencies for grade 3
- Improve the grade promotion of learners through grades 1 to 9
- Improve the professionalism, teaching skills, subject knowledge, and computer literacy of teachers throughout their careers
- Ensure learners cover all the topics and skills areas they should cover within their school year.

In 2022, Mfundo reached

154  
teachers

5 321  
learners

33  
departmental heads and deputy  
principals and 15 school principals.

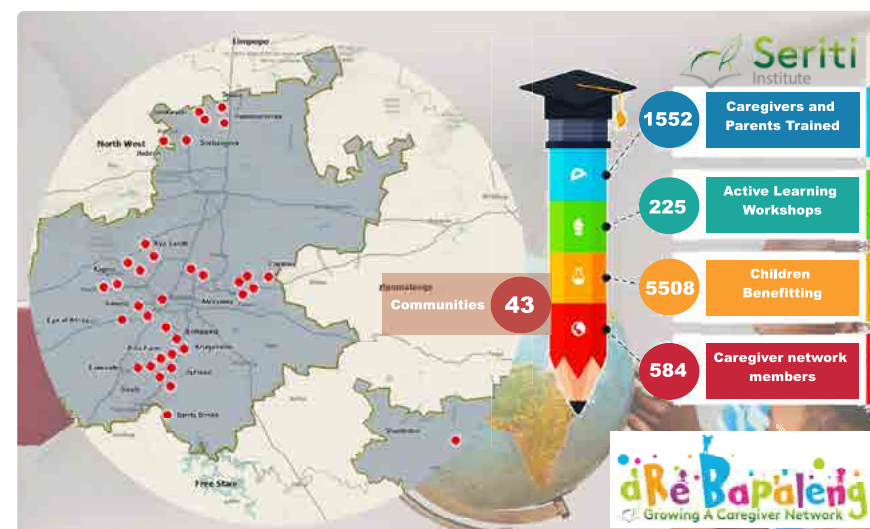


### Future skills:

Our foundation phase **robotics programme** introduces robotics to rural teachers, to capacitate them to teach the subject. It provides an opportunity for learners to become acquainted with robotics and develop competencies to pursue the subject. Our programme includes 10 schools in Sekhukhune District in Limpopo, and 10 schools in Magaliesberg. It also includes research to understand how best to integrate robotics in the primary school STEM curriculum.

### Primary caregivers:

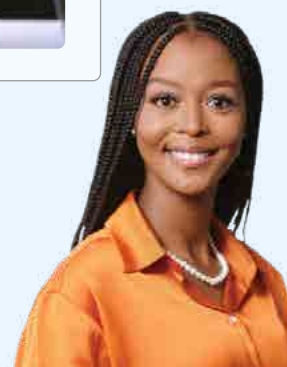
We also support the **Seriti Institute's** ECD programme, aRe Bapaleng (a Sesotho word meaning let's play). The programme aims to build capacity among parents and caregivers of children aged six and younger to support positive childhood development. It includes active learning workshops in marginalised communities, and the establishment of networks of caregivers, with whom Seriti keeps in touch and shares information updates.





### Standard Bank Teacher Development Programme at Uplands Outreach

The programme aims to boost teacher effectiveness by forming vibrant Professional Learning Communities (PLCs) of foundation phase and intermediate phase teachers in Mpumalanga. The overall teaching confidence for the foundation phase teachers increased from 43% in 2017 to 93% in 2022 and from 48% to 97% for intermediate teachers.



*"Education is one of the ways in which we contribute towards socioeconomic development in Africa. In South Africa, we continue to prioritise and invest in early learning and foundation phase, working with teachers and practitioners to help prepare and equip learners with essential 21st century skills. We aim to provide opportunities for learners to receive quality education that will enable them to become global participants of the economy, fulfil their potential and lead dignified lives."*

**Pearl Phoolo**  
CSI Senior manager, SBSA





### University: CSI bursary programme

Our bursary programme supports students who fall under the 'missing middle' category. It covers the full cost of tuition and accommodation, together with medical aid, mentoring and psychological support and transportation between home and campus four times a year at the cost of a bus ticket.

In 2022, we provided bursary funding of **R12.8 million**, averaging **R106 400 per student, for 120 students** studying STEM related courses.



*"In 2020, the Covid-19 pandemic put an abrupt stop to in-person CSI initiatives. At the same time, our employees made it clear to us that they wanted meaningful ways to make a positive contribution to the communities hardest hit by the pandemic. We forged a new partnership with ForGood, an online platform that enables people to give back to their communities in ways that work best for them as individuals. Since then, our partnership has gone from strength to strength. In 2022, over 1 000 Standard Bank employees used the platform to donate their time, skills or funds to the causes that matter most to them."*

**Kirston Greenop**  
Head, CSI

### Employee community involvement

We encourage employee community involvement, including donations and volunteering of time and skills to community outreach projects and disaster/humanitarian relief. We partner with **ForGood**, an online platform that connects volunteers with organisations in need of assistance. ForGood vets and monitors all beneficiary organisations. Employees can choose an organisation or cause that resonates with them, and donate money, goods or skills.



*"ForGood is an amazing platform, a place where charities can register themselves, and people wanting to give back can find their perfect initiative to support. We can choose how to give back, via monetary donations, volunteering time and giving of goods, or sharing our skills and expertise. I've supported a number of initiatives via the platform, and every time I feel like I made a valuable contribution and difference. Thank you, Standard Bank, for connecting us to such a great platform and such great causes – it makes me a very proud employee!"*

**Laurianne Unger**  
Manager, SBSA

The **ForGood** online platform connects volunteers with organisations in need of assistance. ForGood 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.

**Over 1 200 of our employees used the ForGood platform in 2022.** They supported 108 different causes, with a focus on humanitarian relief and support for children in need.

- 552 employees participated in in-person events
- 113 employees contributed their skills and time.
- 343 employees used the platform to make donations, amounting to almost R540 000. The top three causes were Salaam Foundation, Gift of the Givers and Rise Against Hunger.

SBSA matches all employee donations made via the platform, thus doubling the funds received by the beneficiary organisation. In total, we matched donations to 85 organisations in 2022.

Employees also participated in hands-on activities at head office and provincial level. For example, during national literacy month employees were able to join virtual reading sessions, reading stories aloud to children, download stories to read to their own children and join a live storytelling session with their children and participate in a board game tied to the story. Employees could also join a training session to learn how to improve storytelling skills and join Facebook sessions with Nal'ibali where authors told their stories in different languages.



# HEALTH

South Africa needs investment in resilient, accessible and affordable health systems, with a focus on primary healthcare, health promotion and preventing disease. We finance governments and the private sector to develop healthcare infrastructure and purchase medical equipment. We are forging new partnerships with technology companies to empower people to take control of their health through access to quality, affordable healthcare when they need it. And we invest in community-based healthcare programmes through corporate social investment.



## Focus areas and impact

Implemented BeWell, providing employers with a seamless and affordable health-care solution for their employees, in conjunction with the Unu app, which empowers individuals to take charge of their healthcare journey.

Donated **R34 million** to organisations responding to gender-based violence across South Africa, and the humanitarian crisis caused by floods and community displacement in KwaZulu-Natal.

Provided **58 million** meals to **1.2 million** people, creating market access for **354** emerging farmers through our partnership with OneFarm Share.

## Lending solutions for businesses in the healthcare sector

We provided loans of R126 million to finance the development of hospital infrastructure and equipment in 2022. This finance was used by our clients to



Expand an operating theatre at EmoyaMed hospital in Mangaung



Purchase equipment for a new, 100% black-owned diagnostic radiology practice in Buffalo City



Upgrade and replace diagnostic equipment for a radiology practices in KZN and the Western Cape



Purchase new diagnostic equipment for Lesedi Hospital in Soweto.


## Investing in the health and wellbeing of our employees



## Improving access and affordability through digital platforms



A healthy workforce is vital to a healthy business. Without access to adequate healthcare, employees have to take time off work to wait in long queues to see a doctor, without being guaranteed quality care or being able to afford medicine.

To address the challenge,  **Unu Health** and our BeWell solution are working together to transform how people access, pay for and experience primary healthcare.

BeWell is an employer-funded telemedicine solution to help support employees' primary healthcare needs.

- Employers pay a monthly fee which covers the costs of medical care and medication for their employees, making healthcare accessible, efficient, and quick to access
- Employers select a customised benefits option, according to their needs
- Standard Bank manages the spend within agreed limits, and employers pay only for what their employees use, creating savings compared to traditional medical aid plans
- Employers have access to a wellness dashboard which provides anonymised data on employees' wellbeing, helping them to reduce risk and ensure compliance, and predictive data and insights to drive human resource planning and wellness initiatives.

The solution is supported by the Unu app, a patient-centred health management platform that empowers individuals to look after their health and wellbeing. The Unu app enables employees to:

- Talk to a nurse or doctor anytime, using WhatsApp chat or video call
- Get a referral to a network of over 3 400 private doctors for an in-person consultation and, depending on option selected, access 8 000 specialists, including radiologists, pathologists and dentists, and 3 500 pharmacies
- Access their health history and full medical records and share these with their healthcare provider or pharmacist
- Access tips and educational content, generate a health score and track improvements.

The solution combines improved access to health care with robust data and workforce insights, thereby supporting improved workforce wellness and productivity and reducing absenteeism. It also enables employers to attract and retain talent with affordable health plans and wellness programmes tailored to their workforce.

The platform was launched in South Africa in August 2022. Since launch:

- **470** Unu sign-ups
- **292** Unu Health profiles created
- **323** Health assessments linked to profiles
- **1 200** BeWell members
- **198** nurse consults, **37** doctor telemedicine consults, **32** in-person doctor referrals
- **132** nurse-prescribed over the counter scripts
- **95%** in app customer satisfaction rating.

## Corporate social investment

While our CSI strategy focuses primarily on education, we provide ad hoc funding for humanitarian support and disaster relief in response to specific events, together with funding to support initiatives against gender based violence (GBV).

### CSI South Africa funds spent on health-related, GBV and humanitarian relief programmes in 2022

Organisation	2022 budget
One Farm	R20.9 million
Tears	R6 million
Search and Rescue South Africa	R2.8 million
Save the Children Fund	R2.5 million
KZN Disaster	R789 000
The Teddy Bear clinic	R30 000
Other	R1 million
<b>Total GBV &amp; disaster spending</b>	<b>R34 million</b>
<b>Total CSI spending</b>	<b>R125.4 million</b>
<b>Health and disaster as a % of total CSI spending</b>	<b>26%</b>



We partnered with NGOs to provide relief to communities impacted by severe floods in KZN in April 2022. The flooding caused extensive damage to infrastructure, disrupted electricity and water supply, displaced communities caused damage and disruption to over 600 public schools and over 120 ECD centres.

Standard Bank donated **R1 million to OneFarm Share** to ensure the delivery of food to the NGOs supporting communities with emergency food relief. With our support, OneFarm Share was able to distribute more than **9 400 tonnes** of food to impacted families.

Our donation to **Save the Children** helped them to support displaced families to access water, food and shelter, and enable children displaced from their homes to continue to access schooling.

Our donations to **Search and Rescue South Africa** supported their rescue efforts and provision of humanitarian aid.





# Sponsorship

## Funding for the arts

SBSA has been a proud supporter of Africa's visual and performing artists for over 40 years. We sponsor a variety of initiatives which have become highlights of the cultural calendar. In 2022, our sponsorships amounted to **over R10 million**. This included support for the National Arts Festival, the Wits Art Museum and exhibitions at the Standard Bank Gallery.



### National Arts Festival (NAF)

Standard Bank has sponsored the annual National Arts Festival since 1984.

- Over the 11-day period of the festival, 262 productions were hosted across 47 venues including workshops and exhibitions, 128 featured on the Fringe programme.
- Over 22 000 tickets were sold, while almost 67 000 people visited the festival website.
- The festival also hosted 10 international festival and theatre programmers from around world who attended to identify future partnership and touring ventures with productions featured on the programme.



### The Standard Bank Young Artist Awards campaign

The productions by the Standard Bank Young Artists continue to remain the core of the programme at the National Arts Festival. The demographics of the 2021 winners featured at the 2022 festival were:

- Black South Africans: 50%**
- Women: 50%**



### Standard Bank Ovation Awards

The NAF announced **36 daily Standard Bank Ovation Awards** recognising excellence on the Fringe programme.

The winners comprised:

- Black South Africans: 76%**
- Women: 65%**



### Joy of Jazz

We are proud to support the Joy of Jazz festival as an associate sponsor. Over 16 000 people attended the 2022 festival, which supported 1 349 direct and indirect jobs, ranging from artists to hospitality, event management and media.

The Joy of Jazz Music and Lifestyle expo gave a platform to 68 brands and businesses that form part of the music value chain, and created a networking platform for small businesses, corporates and government to explore opportunities.

The festival included **music workshops**, designed to empower young people with knowledge and skills to support the pursuit of a career in the music industry, while also providing them with opportunities to engage with experienced musicians.



### Visual Arts

SBSA hosted two exhibitions at the **Standard Bank Gallery** in Johannesburg. The 'We are Culture' experience shone the spotlight on 13 young creatives across the disciplines of music, sculpture, fashion and visual art.

The **Standard Bank Corporate Art Collection** has been extended over four decades to include more than 1 200 works by 250 South African artists. The artworks are housed mainly in offices and meeting rooms at our head offices and regional offices across the country.

The **Standard Bank African Art Collection** was established to preserve and honour Africa's diverse cultural heritage. It is one of the largest African art collections in the southern hemisphere with more than 5 000 objects from across Africa. SBSA provides an annual grant for acquisitions and the promotion of the collection, while the University of the Witwatersrand takes responsibility for administering the collection and providing professional curatorial expertise for conservation and research.





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