



Our focus

Our impact
in 2021Providing tailored financial services
solutions for educational institutionsProviding innovative funding
solutions for studentsInvesting in employee skills
development and trainingCorporate social
investment

EDUCATION



Education



We support Africa's people to access quality education and opportunities for life-long education and training, enabling them to acquire the knowledge and skills needed to thrive in an increasingly digitised world.

OUR FOCUS AREAS INCLUDE



Working with our clients in the **education sector** to provide tailored financial solutions for their institutions



Providing innovative funding solutions for students, from affordable student loans to bursaries and the **Feenix crowd funding platform**



Investing in **employee skills development** to ensure that our people have access to the training they need to thrive in a rapidly evolving workplace



Corporate social investment focusing on early childhood development, school education, and skills development for youth and entrepreneurs, with a current focus on addressing the gaps created by the ongoing pandemic and disruption to schooling and tertiary education across Africa.



Our impact in 2021



Disbursed over
R21 million
through **Feenix**,
supporting
587✓ students



Assisted **116 medical students** at three universities with loans to the value of **R16.5 million**, through partnerships with **Discovery Foundation** and **Stellenbosch University**



Funded CSI education projects in **South Africa** to the value of **R72.7 million**



Funded CSI education projects in **Africa Regions** to the value of **USD1.1 million**



Invested over **R738 million** in **employee development** across the group, which equates to 1.9% of staff cost, and to an average of R12 591 per employee



Human capital return on investment of **2.31**



Recruited 159 candidates to our graduate programme and **1 276 candidates** to virtual learnerships



>60% of positions were filled internally



7 565 employees attended **management and leadership development programmes** of whom **54% were women**.





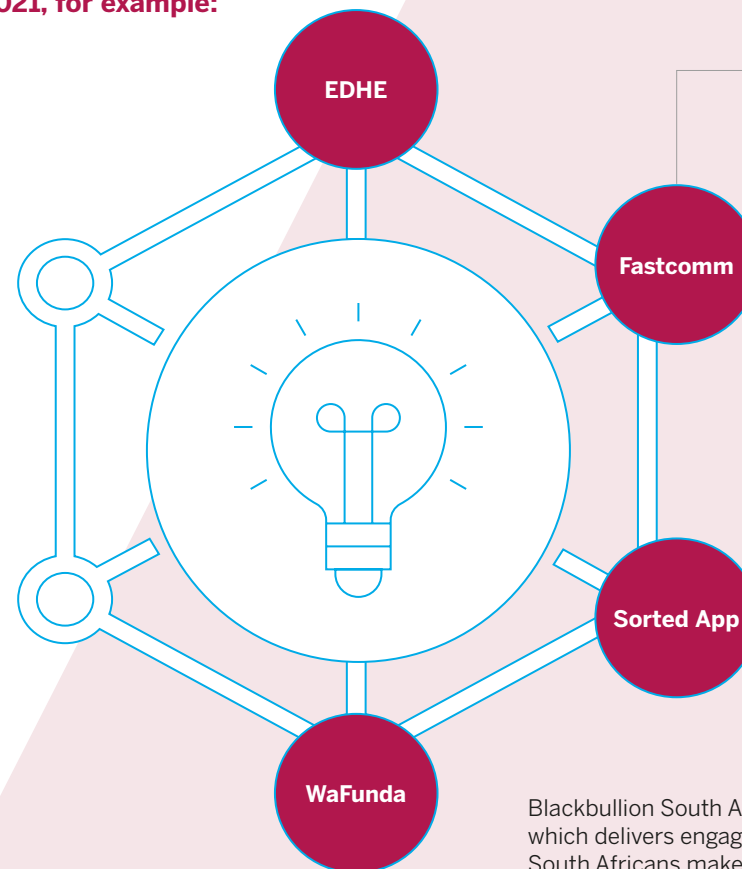
Providing tailored financial services solutions for educational institutions

Standard Bank recognises access to education as a critical driver of sustainable and inclusive economic growth. Our dedicated education team supports our clients in the education sector with financial and non-financial solutions. We work closely with our clients in the 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 to our clients in the education sector.
In 2021, for example:



We partnered with the **Entrepreneurship Development in Higher Education (EDHE)** programme, which tackles graduate unemployment by developing entrepreneurial skills among students; developing entrepreneurship in teaching, learning and research; and supporting the development of entrepreneurial universities.

Our partnership agreement with **Fastcomm** enables schools to purchase FeverSafe at a discounted price through Standard Bank. This streamlined, digitised Covid-19 screening, tracking and reporting solution is suitable for a variety of educational environments and is simple and easy to use. The FeverSafe platform enables instant recording and reporting of learner, staff and visitor health status. If an individual records a higher than normal body temperature, the solution will alert the institutions Covid-19 representative, who will be able to advise the individual of further screening required from a health professional before entering the premises. All information is captured and stored on FeverSafe in a secure cloud-based platform.

We developed the **Sorted App** and prepaid debit card system, which enable the digitisation of payments and campus activities. By removing the need for cash, the app creates a safer environment for learners and staff, increasing security and minimising the risk of the spread of Covid 19. The app also provides learners with a safe space to become financially savvy.

Blackbullion South Africa is a product offered by **WaFunda**, which delivers engaging and relevant content to help young South Africans make better financial decisions before, during and after university. This local adaptation of a global award-winning financial literacy product aims to improve students' financial outcomes through increased confidence, positive behaviour, and better decision-making regarding their finances.



Providing innovative funding solutions for students

Feenix

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 in South Africa. 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 BBBEE 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.



Impact since launch in 2017

Number of students who have successfully raised funding via the platform:
2 331

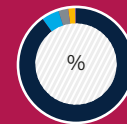
Students who have registered on the platform:
5 532



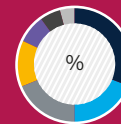
58%



42%



● Black 90
● Coloured 5.2
● White 2.8
● Indian 1.9
● Asian 0.1



● 31 Commerce
● 19 Humanities
● 19 Science
● 13 Engineering
● 8 Medicine
● 6 Law
● 4 Education

Total funding raised since 2017:
R112.5 million

Number of universities
represented:
26



Money disbursed
since 2017:

R75 million

Money disbursed in
2021:

R21 million



Partnership with The Discovery Foundation

In South Africa, the **National Student Financial Aid Scheme** provides assistance to students, where the parents' annual income is less than R350 000. However, students who fall outside this threshold struggle to access conventional bank loans, because they cannot provide surety against the loan. Standard Bank offers several finance solutions for students from low-middle income households.

One such initiative is the **Medical Student Loan Guarantee Fund**, which we have been managing on behalf of **The Discovery Foundation** since 2016. Discovery Foundation capitalised

the fund with R20 million (through interest this has now grown to over R25 million). The fund provides surety against which Standard Bank can issue student loans to students who would not otherwise be able to access such loans. The fund is a partnership with the University of Pretoria and University of the Witwatersrand medical schools, and loans are for medical students at these universities. Qualifying students can apply annually to receive loans of up to of R120 000 per student, which will be repaid upon completion of their studies. We run a similar initiative with the University of

Stellenbosch. Standard Bank holds R2.5 million in collateral directly from the university.

We are also piloting an innovative student loan (launched in 2021) that does not require students to have surety and does not require the student to have any form of income, further assisting students from low-middle income households. This student loan assists students studying towards science, technology, engineering and mathematics (STEM) subjects as well commerce and medicine at several universities.

237 students provided with loans in 2021, to the value of over R24.4 million



"Education is crucial for the prosperity and wellbeing of society, shaping the world for the better. We are committed to our mission to accelerate societal growth and contribute to South Africa's financial health by helping individuals fulfil their aspirations around education, creating meaningful, positive change in people's lives. We believe that every student deserves the chance to pursue their dreams and we understand that sometimes all it takes is some extra support and assistance along the way."

Ben Pretorius

Head, Education Sector, Standard Bank



Investing in employee skills development and training

We invest extensively in employee skills development to ensure that our people remain relevant and thrive in a rapidly evolving workplace.

As part of our efforts to develop, attract and retain critical skills and to ensure that all our employees have access to tools and resources to grow and develop, we have identified **four core areas of focus**:



- Fostering a **growth mindset** across the group, through self-directed learning with a focus on future skills and bespoke learning paths, and leadership development



- Building skills to enable a platform business, inclusive of bespoke academies to build **digital skills** and leveraging strategic relationships to develop Africa's engineering skills



- Building a **future skills** pipeline, through young talent development initiatives and a focus on behavioural economics, and data and actuarial science



- Attracting and retaining **critical skills** through talent acquisition strategies, market mapping for scarce critical skills, succession planning and meaningful employee engagement.

Self-directed learning and a focus on future skills

We encourage our people to drive their own learning and development via our online learning platform, My Learning, powered by Degreed, and through conversations with peers and managers, project work and meaningful goal setting. All our employees have access to the My Learning platform, which is designed to enable them to acquire the skills needed to meet the demands of a rapidly changing and increasingly digital world of work. Topics range from general to highly specialised and include internally developed content and access to external resources. The platform uses machine learning to gather information about employees' interests and personalises development pathways based on their roles and learning goals. Each employee can generate and share a record of their completed learning.

Our learning team refreshes a list of future skills priorities every year to guide employees' learning focus. With input from the business and global research, we identify scarce skills and develop capability academies to help employees to transition into these critical roles. We have established bespoke academies to build digital skills, including Cloud, data science, experience design, AI/machine learning and behavioural economics. We are also leveraging our strategic relationships to develop Africa's engineering skills, within the group and more broadly in our communities.

Over 44 000
employees active

on the My Learning platform

5.3 million learning items
completed

Employees spent an average of
95 hours on learning in 2021,
up from 60 hours in 2020

41% of total learning hours
were spent on future skills,
up from 33% in 2020

48% of this time investment focused
on building digital skills,
including future-ready transformation,
Salesforce, data and technology skills

114 learning assets
completed per active employee
(average).

We offer employed learnerships to current employees seeking to build key skills.

1 276 employees participated in 2021, in qualifications including banking, entrepreneurship, data analytics, automation and Masters programmes.

We also support employees in growing their portfolio of formal qualifications through our bursary programme. Employees have to access both long-form qualifications and shorter form certificate programmes.

In 2021

1 868 employees
accessed bursaries for under-and
postgraduate studies, to a
value of R59.8 million

In South Africa, we awarded
1 711 bursaries to a value
of R50.6 million.

Given our extensive footprint across Africa, we value multi-country experience and offer international assignments and secondments for our people. International assignments build cross-cultural awareness and support succession planning for key roles. **78** employees participated in international assignments in 2021.

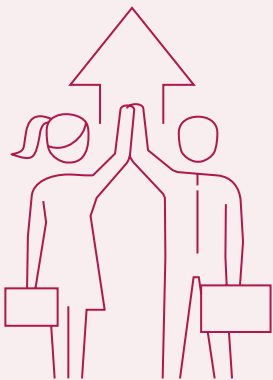


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Leadership development

We actively identify potential leaders and provide a range of leadership development courses at different levels. **7 565** employees took part in leadership development programmes in 2021, of whom 54% were women. We continue to refine our core leadership programmes for leaders at managerial and team leader level in line with our future-ready aspirations. Our 2021 programmes were all delivered using virtual solutions.



Examples include:

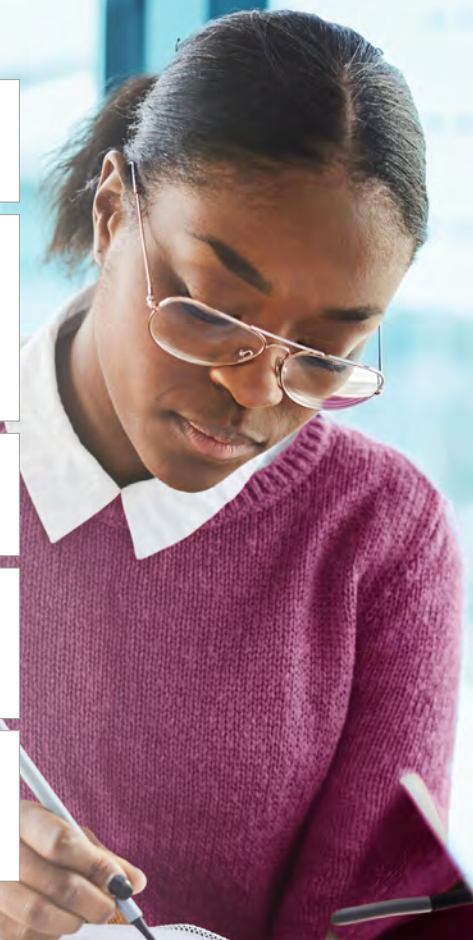
Senior executives and managers have access to **thought-leader masterclasses, virtual conferences and online international business school programmes**.

Our tailored leadership programme, **Journey to Greatness**, brings together leaders from across our geographies and business areas, drives strategic alignment and develops behaviours aligned to our leadership identity, while embedding the mindset shift required to operate optimally in a platform and ecosystem environment. **1 154** employees took part in Journey to Greatness in 2021, bringing the total over three years to **1 853**.

Our **Adaptive Leadership Experience** for senior managers and executives is delivered in partnership with GIBS and Henley Business School.

The **Last Mile programme** focuses on developing potential chief executive successors in Africa Regions. Of the **25** executives who have completed the programme to date, **7** have been promoted into chief executive roles, of whom 2 are women.

The **Breakthrough Headwinds programme**, launched in 2021, focuses specifically on the development of female leaders. A cohort of six female successors are being mentored by female members of the group leadership council.



The depth and diversity of experience in our successor pipeline is evident in the fact that **>60%** of group vacancies were filled internally in 2021.



Building skills to enable platform business

We launched our partnership with Salesforce in 2020. 36 523 (78.3%) of our employees are registered on the Salesforce Trailhead platform. 22 000 have achieved the status of Trailhead Rangers. We have more Rangers than any other company in the world, apart from Salesforce itself.



“When I started my Ranger journey, it felt like this was the opportunity that I was waiting for. So began my love for this fascinating new world. My commitment to myself was to get the best out of the learning experience. I am now a proudly double certified Salesforce Administrator and Salesforce Platform App builder. My Ranger journey also allowed me a secondment to the Salesforce program EPIC 3 as a Salesforce Quality Assurance lead. I gave my best and put all my learning to good use and have been promoted to a Salesforce Developer. I am grateful to be able to serve the bank in this capacity and to make a positive contribution to our success.”

Dennis Stanley Mbogo

Salesforce Developer, Stanbic Bank Uganda



“The Salesforce platform is an exciting platform that offers a variety of learning interests. It has enabled me to build knowledge and skills that I use every day.”

Thato Tibe

Double Salesforce Ranger, Standard Bank Botswana



“I use my lunch hour for learning, to progress and grow myself. The platform enables me to learn for free. It has eye-opening business-related topics that have enhanced my knowledge base. It's been an awesome journey.”

Oarabile Mofaladi

Standard Bank Botswana



As part of our commitment to **continually innovate** to deliver greater convenience and value to our clients, we challenge our employees to think beyond the ordinary to deliver extraordinary solutions.

During 2021, we ran a Going Beyond challenge, in which we asked all our employees to think about non-financial solutions for our clients, to transition us to being more than a bank. Everyone was invited to think up a solution that would meet clients' needs, beyond banking, insurance and investments. We received 556 ideas. The top 10 submissions, which came from Angola, Lesotho, Nigeria and South Africa, are being supported by executive sponsors and taken forward in collaboration with the innovation team.

Standard Bank's Insurance Academy won **Digital Learning Award**, 2021 SA Board for People Practices (SABPP)

for strategic alignment and leading practice for an organisation. We established the academy to enable our people to upskill and reskill, enabling us to build a future-ready, client-orientated workforce and attract and retain talent through innovative development opportunities.



Creating work opportunities for young people

Our graduate programme, learnerships and internships, provide opportunities for young people to gain work experience and develop critical skills.

- Our graduate programme offers individual learning journeys, action learning projects, executive sponsorship, and accelerated work experience. **142** young people joined the programme in 2021 (130 from South Africa and 12 from Africa Regions).
- In South Africa, we offer internships and learnership programmes for unemployed young people from disadvantaged backgrounds. Entry requirements vary from matric to a degree, depending on the programme. **508** young people completed a learnership or internship in 2021. **54%** of them were offered employment opportunities at Standard Bank.

Since the inception of the South African Graduate Employer Association (SAGEA) awards 11 year ago, Standard Bank has won the Employer of Choice in the Commercial & Retail Banking Sector award ten times, including in 2021.



Corporate social investment

Our different countries of operation have different CSI strategies and delivery models.

In all cases, we work closely with government departments and other social partners to understand priority needs at the national and local level, and partner with local agencies and community organisations to ensure effective and sustainable delivery of our programmes.

CSI funds spent on education programmes in 2021:

South Africa
R72.4 million
(45% of total CSI SA spending)

Africa Regions
USD1.1 million
(30% of total CSI AR spending)

CSI South Africa



In **South Africa**, 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. 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 aged 4 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.

CSI South Africa funds spent on education in 2021

Category	Organisation	2021 Spend
ECD	Fundisani Thuto	R3.5 million
Foundation phase	Mfundo	R3.5 million
	Shikaya	R4 million
	Uplands	R2.5 million
	Edufundi	R4.75 million
	READ	R1.65 million
	NWU Little African Scientist Programme	R1 million
Future skills	The Sandbox Project (an NECT initiative)	R5.4 million
	University of Johannesburg	R3 million
Primary caregivers	Singakwenza	R800 000
	Sebofon Pilot Project	R2 million
	Seriti Institute	R5 million
Cross cutting	Early Learning Resource Unit	R3 million
University bursaries	CSI bursary programme	R6 million
	ISFAP	R26.3 million
Total education projects		R72.4 million
Total CSI spending		R158.9 million



ECD and foundation phase schooling in South Africa

In **South Africa**, our CSI activities support improved access to education at all levels, but with a focus on **ECD and foundation phase** education. We contribute to social and economic transformation in South Africa by supporting the development of future fit children who are ready for a new world of work by upskilling ECD practitioners and foundation phase teachers and empowering primary caregivers to play an active role in early learning. In 2020, we focused on supporting ECD practitioners to adapt to lockdown conditions, supporting them to develop and distribute digital educational materials to children in their homes, provide nutritional support to children who rely on school meals, and to support access to a blended learning platform, working in partnership with the Department of Education. This work continued in 2021.

Our employee community involvement programmes include a focus on education. For example, our ongoing partnership with **Nal'ibali NPO**, strives to **encourage children to enjoy reading**, by establishing reading clubs, assisting educators in running reading activities and helping to sustain an effective library book lending system in schools. During 2021, Standard Bank volunteers worked with Nal'ibali to deliver a virtual version of their reading programme to schools in four provinces. We also enabled distribution of over 90 000 reading materials to beneficiary schools.

We co-hosted two virtual campaigns, to celebrate World Read Aloud Day in February, and to celebrate and encourage storytelling during literacy and heritage month in September. We enabled employees to access training on storytelling and participate in read aloud and storytelling

sessions with children. **60** employees participated. We also hosted three live reading sessions on Nal'ibali's social media platforms with popular local performers. Each performer retold a classic fairy tale in a different South African language and with culturally relevant settings and characters. The sessions attracted an audience of over **1 700** people, and were widely covered in the media, creating positive publicity for Nal'ibali. We're setting up partnerships with community radio stations in the four focus provinces to broadcast Nal'ibali's* children's audio stories in local languages.

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.

757 primary caregivers trained

135 active learning workshops

3 395 children benefitted

123 communities

65 caregiver network members

* Nal'ibali is funded from our employee community involvement (ECI) CSI budget and is therefore not reflected in the table on the previous page. Our allocation to Nal'ibali was R2 million in 2021. ECI comprises 7% of our total CSI spend.



"Reading and sharing stories with children is one of the most powerful gifts we can give them, more so in languages they can fully understand. Children who regularly read for pleasure perform better in the classroom, regardless of their family's social or financial standing."

Kirston Greenop

Head, CSI, Standard Bank South Africa



School level programmes

Examples of our support for school level programmes include the following:



In **Uganda**, we are the lead sponsors of the **National Schools Championship**, which aims to empower the job creators of tomorrow and is the bank's flagship project. Launched in 2016, it runs countrywide and aims to equip students with life skills, career guidance, financial literacy, business and enterprise skills, to nurture entrepreneurship, creativity and long-term business thinking. To date, the initiative has reached over 300 000 students, 2 000 teachers, and 300 schools, with over 2 000 business ideas generated and 500 of those ideas translated into functional small businesses. The 2021 Championship covered 100 schools and four tiers:

- Start-up challenge for new business ideas
- Biz-grow challenge for school-based businesses looking for capital to grow
- Alum-grow challenge, for alumni personal businesses looking for investment
- Teach-grow challenge for teacher personal businesses looking for investment.





In **South Africa**, the Standard Bank [Tutuwa Community Foundation](#) sponsors a high school scholarship programme, launched in 2016 in partnership with the Allan Gray Orbis Foundation. The scholarship covers all schooling expenses for five years, at some of South Africa's top achieving high schools. In March 2021, we hosted the first graduation ceremony for the eight initial scholarship recipients. The scholars all achieved bachelor degree admission passes, with a total of 23 distinctions. All are currently enrolled in South African universities, studying courses including actuarial science, applied statistics and computer science, law, engineering, nursing, biology and psychology.

A second cohort of 12 scholars graduated in 2021, having been funded and supported by the foundation since 2017. Between them, they achieved 19 distinctions and all but one achieved a bachelor degree admission.





Developing IT skills among Africa's youth

Standard Bank is one of the sponsors of the annual **UmojaHack Africa** competition, which brings together students from across the continent to compete in time-bound challenges. The objective is to build skills, create new machine learning applications to solve pressing social and economic challenges, and forge connections among the students and with industry. In 2021, students competed in Zindi's UmojaHackathon in three different machine learning challenges: a financial resilience prediction challenge, a logistics challenge, and a computational biology challenge. More than USD10 000 in prizes were awarded to data science students from nine African countries. The winning solutions will be deployed in real-world applications.

Over 1 000
students from
**21 African
countries**
participated

126
universities
represented

Over 8 500
submissions
received

"DiSEP is geared toward equipping the right candidates with the appropriate skills to excel in this digital era and ultimately prepare them for the future of work."

Funke Amobi

Country Head People and Culture,
Stanbic IBTC Holdings Plc



"Standard Bank is deeply invested in funding and implementing critical data science skills development programmes, such as Zindi's UmojaHack Africa 2021 hackathon, to position Africa as a serious competitor in the world's rapidly emerging data-driven sector."

Adrian Vermooten

Chief Innovation Officer, Standard Bank Group

Standard Bank's **Kuunda Disrupt** team encourages employees across the group to use innovation and technology to help address societal challenges. The programme includes:

- STEAM* roadshows in schools, where teams of our employees provide learners with the tools and skills to develop technological solutions to benefit their school or community. Our technical mentors teach the learners simple coding language, provide guidance on the use of raspberry pi and a micro:bit, and support them to perfect their solutions. We held two events in 2021, with learners from five primary schools and two high schools. The winning schools were awarded a 3D printer

- Innovation events at our Digital Disruption Centre, a virtual and physical space where our employees and guests can experience cutting edge technology and develop skills in areas such as machine learning, robotics, raspberry pi coding and 3D printing
- Our annual group hackathon for employees. Participating teams are invited to a design thinking session and an immersion day with our strategic Cloud partners.
- Design thinking master classes focused on solving real problems. Participants develop a team charter, interview stakeholders and build prototypes to improve customer experience.

* Science, technology, engineering, arts, maths



In **Nigeria**, Stanbic IBTC launched the **Digital Skills Empowerment Programme (DiSEP)** in 2021, to build new tech skills and enable Nigeria's youth to compete in the global workforce. 221 young people participated, achieving professional certifications in various fields. The certification exam was fully funded by Stanbic IBTC.



Supporting access to tertiary education

Standard Bank's **bursary programmes** across Africa support efforts to achieve positive social and economic impact by helping young people to access tertiary education.

For example,



In **South Africa**, our bursary

programme supports students who fall under the 'missing middle' category. In 2021, 125 students were funded to further their studies in universities across South Africa in STEM related courses.



In **Mauritius**, the Standard Bank scholarship programme enables students with limited financial means to enrol for undergraduate courses at the University of Mauritius. We cover the cost of university fees and provide each student with a monthly stipend of MUR5 000. In 2021, we provided 24 students with scholarships, at a cost of USD48 000 to the bank. To further support our scholarship beneficiaries, we run a buddy programme, whereby each student is paired with a Standard Bank employee who provides mentoring and support.



In 2021, Stanbic IBTC awarded 87 scholarships to scholars from across **Nigeria**. The scholarships will be disbursed in annual tranches over four academic years.



Standard Bank **Lesotho's**

Bursary Fund provided bursaries to the value of USD55 000 to 50 students in 2021.



In **Malawi**, we are

in the third year of sponsoring 30 students at five different universities, with USD409 000 disbursed in 2021.



"Stanbic IBTC appreciates the fundamental role education plays in transforming society, which is why we have chosen to institute the scholarship to encourage hard work and academic excellence among Nigerian students who desire tertiary education. The scholarship will enable them to pursue and realise their dreams of academic excellence."

Dr Demola Sogunle

Chief Executive Officer, Stanbic IBTC Holdings PLC