



# STANDARD BANK GROUP

## OUR VALUES

### Serving our customers

- Being fair to customers
- Providing excellent products, services and solutions
- Keeping customers informed
- Determining customer needs responsibly
- Meeting customer expectation
- Keeping our processes easy and simple

### Growing our people

- Providing opportunities for professional development
- Evaluating performance objectively
- Applying Standard Bank's values and principles consistently

### Delivering to our shareholders

- Creating sustainable value
- Adhering to good corporate governance practices
- Protecting intellectual property
- Protecting Standard Bank's name and reputation
- Avoiding anti-competitive behaviour
- Engaging in political activities responsibly

### Being proactive

- Anticipating and embracing change
- Encouraging and rewarding innovation responsibly
- Maintaining and sharing accurate and useful information

### Working in teams

- Being individually accountable for our actions
- Preventing favouritism
- Extracting value from different perspectives
- Working in unity
- Acknowledging both individual and team contributions

### Respecting each other

- Recognising human dignity
- Valuing Standard Bank and that for which it stands
- Providing a work environment free of harassment and intimidation
- Complying with occupational health and safety regulations
- Protecting Standard Bank's physical assets

### Upholding the highest levels of integrity

- Being honest
- Avoiding both actual and perceived conflicts of interest
- Accepting gifts and entertainment responsibly
- Giving gifts and entertainment responsibly
- Avoiding illegitimate commission payments
- Combating and reporting unethical and criminal activities

### Constantly raising the bar

- Having the confidence to achieve ambitious goals
- Meeting the legitimate expectations of our stakeholders
- Expressing personal identity with dignity and tolerance



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