



Our focus

Our impact in 2021

Digital solutions to improve access, convenience and affordability

Business development support for SMEs

Support for small-scale farmers and the agriculture value chain

Support for clients in difficult times

Corporate social investment

JOB CREATION AND ENTERPRISE GROWTH



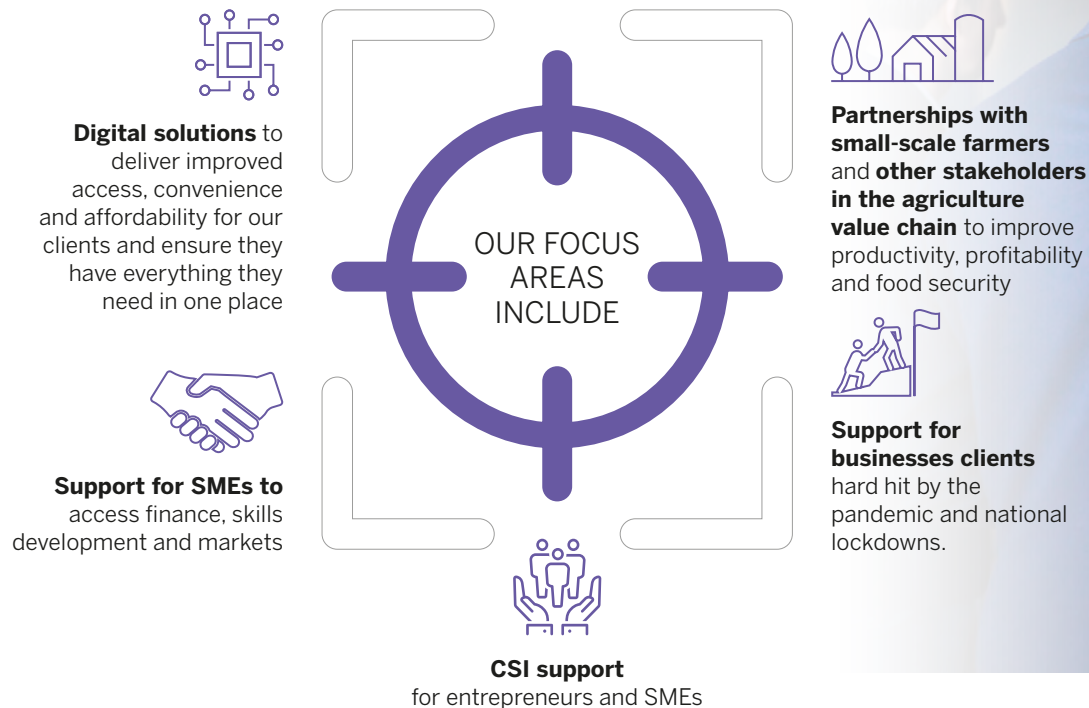


Job creation and enterprise growth



We work with our clients, from micro-enterprises to large corporations, to support their growth and sustainability. We take the time to understand their challenges, priorities and aspirations, and design solutions to support their individual needs.

This includes improving access to a wide range of financial services for small enterprises; and supporting small enterprises to access value chains and markets. We are committed to ensuring fair outcomes for our clients and supporting them during difficult times. This remained a priority as the world endured a second year of the Covid-19 pandemic.





Our impact in 2021



559 users
across 370 clients
using **OneHub online**
marketplace



Invested in
38 African startups
through our partnership
with **Founders Factory
Africa**



Almost 53 000
clients have opened a
MyMoBiz account



In South Africa, our enterprise
development team provided **loans**
to **700 SMEs**, valued at almost
R140 million, enabling the creation or
preservation of 1 357 jobs



Facilitated distribution of
5 900 tonnes of food via
OneFarm, from **126 contributors**,
of whom 75 are emerging farmers,
44 are commercial farmers, and 7 are
food processors

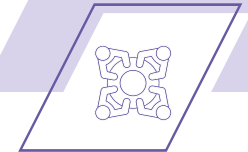


Provided relief to SME
clients impacted by **Covid-19**
and social unrest in South Africa.



Digital solutions to improve access, convenience and affordability

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



OneHub

Standard Bank launched **OneHub**, a business to business online marketplace, in June 2021, to assist our corporate clients with their digital transformation. Clients benefit from a safe and convenient single sign-on, which gives them access to a one stop shop to address their needs. They can access a range of digital tools and services, including web applications and application programming interfaces (APIs), developed by the bank and its trusted network of technology partners, to enhance efficiencies and streamline their own processes. New capabilities can be co-created with developers to address specific client needs. The OneDeveloper solution, for example, offers an API sandbox, enabling APIs to be discovered and securely accessed to build new solutions to complex business-to-business problems. OneHub won the Global Finance award for outstanding innovation in corporate finance in 2021.

559 corporate users
across 370 clients

28 partner users

Founders Factory Africa

In 2018, Standard Bank Group entered a strategic investment partnership with **Founders Factory Africa (FFA)**, a venture development company that designs, builds, and grows tech-enabled businesses across Africa. Together with FFA's co-investors, Netcare and Small Foundation, our objective is to build and grow 88 African startups in five years, by providing early-stage ventures with access to investment, technology, expert support and strategic partnerships. Standard Bank's focus is on FinTech businesses. Our goal is to build two new businesses and grow five existing businesses every year, over five years, while achieving a return that equates to three times the initial investment. 67% of FFA portfolio businesses have benefitted from Standard Bank's competitive advantage, demonstrating the significant commercial potential of the strategic partnership.

IMPACT TO DATE

38 investments supported to date, across six African countries and three sectors (FinTech, healthtech, agtech)

Startups have raised USD28 million in follow-on funding after initial support from FFA

Portfolio is valued at \$240million, demonstrating an average growth of 42%

Ecosystem of +200 investors, 120 corporates and 28 hand-picked advisors

30 000 new jobs created through the portfolio, and contributed to employment opportunities through expanded market access, transparency and increasing productivity through technology

Portfolio businesses are solving significant market problems, with a focus on the financial sector, health and agriculture, contributing to inclusive economic growth in Africa

We have spun-out seven Build ventures that we co-built from scratch with founders. One of these achieved +900% valuation growth based on the first priced round, 18 months post-launch.



Some of the successful startups we have supported to date include:

THE IMPACT

THE BUSINESS



Powered By People (PBP), a digital wholesale platform that connects over 150 artisan producers in 46 emerging markets with buyers

- Built and launched end-to-end marketplace platform, including ten B2B customers, 5 000 sellers and +800 buyers
- Deployed USD3 million purchase order financing
- Created 20.00 jobs (50% women)



Asaak, an alternative asset-financer for boda boda drivers in Uganda

- Raised USD30 million to scale into new markets
- Achieved USD1 million gross revenue in 2021
- Maintained a market-leading loan performance rate
- Disbursed >2 000 loans, enabling drivers to buy their own motorcycles and increase their income generating capacity



Foodlocker enables smallholder farmers to transact with commercial buyers through intelligent demand matching

- Improves access to markets for smallholder farmers
- Provides data analysis to support climate change resilience programmes for small and mid-scale farmers
- Provides food production education programmes to enhance farm productivity
- Includes assessment of financial need among local communities to inform provision of financial services
- Improves efficiency of value chain, reducing food waste and spoilage



Tripplo, a digital logistics platform that manages road freight end-to-end across SADC

- Reduces transit risk and cost, increases efficiency, and provides enhanced visibility of cargo in transit
- Integration with Standard Bank's forex and Instant Money APIs give Tripplo's transporters access to forex at the best rates and easy access to funds across SADC



WellaHealth provides affordable unbundled insurance plans, including cover for illnesses such as malaria and typhoid, and cashback for hospital stays

- Increased access to medical insurance and thus to quality healthcare
- Provision of packages tailored to individual and company needs
- Network of community pharmacies delivers cost-effective care



OkHi, a digital address verification product enabling businesses to verify customer addresses through their smartphone, replacing manual processes like utility bills and in-person visits.

- Improves access to services such as banking and healthcare for people without other means of proving their address
- Successfully completed a pilot with Stanbic Nigeria, improving accuracy of address verification by 29%; speed of address verification by four times, and reducing cost of address verification by up to 52%.



MyMoBiz and BizConnect, South Africa

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. **52 940 clients** have opened a MyMoBiz account, with 91% of clients registered for internet banking. The majority of these clients are new to Standard Bank. We also offer MyMoBiz account holders a free MarketLink savings account, enabling them to save toward their business goals. **Over 12 000 SME clients** used these free MarketLink accounts in 2021.

Our BizConnect site offers a wide range of guides, resources, templates and information to equip and empower business owners to start, manage and grow their businesses.

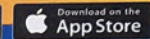
In 2021, Bizconnect received
413 630
unique visitors and
630 777
page views.

3 271 templates
were downloaded, a
third of which were
business plan templates.

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Business development support for SMEs

Standard Bank works with our small business clients to encourage entrepreneurship and innovation, with solutions tailored to address clients' needs at every stage of their business lifecycle. Not only do we make it easy and convenient for SMEs to access banking products and services, we also use our partnerships and technology to improve SMEs' access to funding, information and markets, supporting their growth.



We provide enterprise development support services to our clients across our countries of operation. These services include incubator hubs in several countries, and targeted enterprise support services. We aim to cultivate entrepreneurial mind-sets; help businesses transform ideas into minimum viable products; support improvements to business operations to encourage profitability and growth; support SMEs to access supply chain integration opportunities; and provide targeted solutions to support financial inclusion for women, young people and the informal sector.



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



Enterprise development support, South Africa



In **South Africa**, our enterprise development team provides financial and non-financial support to small business.

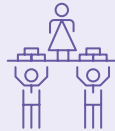
In 2021

Businesses assisted:
Approximately 700

Value disbursed:
Approximately R140 million

Employment opportunities created/jobs sustained
1 357

Programmes included:



Funding for local women in the informal trading sector, through the **Sebenza Mbokodo Women's Fund**, a 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 register with CIPC.

- Number of participants: **154 women**
- Value disbursed: **R1.5 million**
- Employment opportunities created: **260**
- Number of businesses assisted to formally register with CIPC: **90**



Loans to black-owned SMEs who have secured purchase orders or small contracts with selected provincial governments and need access to finance to undertake the work

- Number of businesses assisted: **125**
- Value disbursed: **R18.2 million**
- Employment opportunities created: **240**



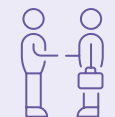
Loans to black-owned SMEs who have secured government and corporate contracts in the construction sector, to access the finance and material needed to undertake the work, in partnership with Tusk and Builders Warehouse

- Number of construction projects assisted: **24**
- Value disbursed: **R79.3 million**
- Employment opportunities created: **292**



Loans to entities that do not meet normal credit requirements, in the form of credit top-ups, cash cover, soft loans and Purchase Order Funding

- Number of businesses assisted: **317**
- Value disbursed: **R38.7 million**
- Employment opportunities created: **443**



Production loan financing and development support for small-scale black farmers in Mpumalanga, in partnership with Timbali Technology Incubator

- Number of businesses assisted: **20**
- Value disbursed: **R2 million**
- Employment opportunities created: **122**



Non-financial support: mentorship and skills development programmes facilitated by business development service specialists and sponsored by Standard Bank.

- Number of businesses assisted: **268, of which 207 are women-owned**
- Value disbursed: **R735 700.**



Mentorship for small enterprise banking clients, South Africa

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 has been shown to make a substantial difference to business success.

In 2021, Standard Bank South Africa implemented two **mentorship programmes**, in partnership with the National Mentorship Movement (NMM), for selected enterprise banking clients. One programme provides one-on-one mentorship, while the other comprises a set of four group mentorship relationships (one mentor and five mentees per group). Standard Bank provided funding of R430 000 for the programme in 2021, benefitting 65 SMEs. As personalised mentorship of this type is necessarily resource intensive, the bank is currently investigating options for a digitally delivered management skills development and business incubation solution to achieve greater reach.



Standard Bank business competitions to encourage business growth



Stanbic Kenya's Accelerate Programme

supports small businesses through the provision of digital literacy and skills training, grant funding and access to markets. To date the programme has benefitted over 850 small businesses with financial and non-financial support. In 2020, Stanbic Kenya Foundation and the US African Development Foundation (USADF) entered a partnership to provide grants to SMEs, cooperatives, and producer groups in Kenya, making available USD10 million to be disbursed over five years to Kenyan-owned, managed and registered SMEs. As part of this initiative, we launched an inaugural Entrepreneur Pitch Event in 2021. Over 500 enterprises applied. 21 participants were invited to pitch to a panel of judges. The seven finalists, who came from diverse industries, including agribusiness, technology and health, were able to show how their businesses will benefit underserved and at-risk communities, with a focus on young women, youth and marginalised groups. They each received up to USD50 000 in grant funding to grow their enterprises.



Standard Bank South Africa's Business Awards

aim to recognise and reward exceptional and growing businesses, and to provide winners with the tools and funding to support their growth and ensure sustainability. An independent panel of judges and industry experts reviewed applications from over a thousand entries, across diverse sectors. They shortlisted 20 semi-finalists, who participated in a robust interview process. Standard Bank provided the winning businesses with financing and business development assistance.



Standard Bank Mozambique

launched a grant funding competition for SMEs in 2021, to support local businesses that require capital investment for expansion. We shortlisted 20 SMEs for participation in a bootcamp, themed Rethinking the business model, innovation and sustainability. SMEs presented their plans to a panel of judges, who selected ten finalists to participate in a virtual Dragon's Den. The SMEs selected for the top three places received cash prizes of up to MZN9 million (R2.1 million) and mentorship to ensure successful execution of their expansion plans.

"We hope to support the winning businesses with the resources that they need to navigate their next phase of growth. The participating businesses give us hope for the impact businesses can make on South African growth. These businesses have the potential to grow employment, promote trade and provide innovative solutions. With the Business Awards and financial backing that we are providing, we want to ensure that business growth and development is attained and sustained."

Simone Cooper

Head, Business Clients, Standard Bank South Africa



Training and skills development



Kenya



Stanbic Bank **Kenya** is providing digital training to SMEs, government departments, young people and women under an agreement with the Ministry of Industrialisation, Trade and Enterprise Development and Microsoft. Through the initiative, Future ni Digital, the bank aims to train 1 000 trainers and reach at least 500 000 Kenyans over the next three years. The bank has signed memoranda of understanding with Laikipia, Mombasa, Meru and Nakuru counties to provide capacity building and entrepreneurial training programmes.

Uganda



In **Uganda**, the business incubator we established in 2018 has expanded to five regional locations across the country. At each location, we provide SMEs with access to business development training, training on procurement and contracting standards, and coaching. Since 2018, over 1 216 Ugandan companies and almost 2 400 entrepreneurs have benefitted from the incubators' services. Our focus includes capacity building for contractors and sub-contractors within the oil and gas value chain and related sectors like retail and transportation.

Nigeria



In **Nigeria**, our Women in Successful Careers programme provides structured mentoring and activities for young women in professional careers in both the corporate world and small enterprises. In 2021, over 1 000 women benefitted from the programme.



Support for small-scale farmers and the agriculture value chain

Standard Bank recognises the importance of supporting small-scale farmers to drive economic growth, job creation, poverty alleviation and food security in Africa. Africa's estimated 50 million smallholder farmers are responsible for 80% of its food supply.

These farmers face an ongoing struggle to access finance, quality inputs, a fair market, quality training and infrastructure. They are also vulnerable to growing risks associated with climate change. Multinationals, in turn, struggle to sell services to or source produce from these markets because they are disparate, often unbanked and difficult to access. Standard Bank works with small-scale farmers to improve access to productive inputs, expertise, financial services, markets and opportunities for value addition.



OneFarm, Uganda

The **OneFarm platform** connects small-scale farmers to an ecosystem of buyers. Standard Bank launched OneFarm in Uganda in 2019. To date we've focused mainly on value chains associated with maize, coffee and barley farming. By establishing a formal supply chain, OneFarm enables corporates to purchase from small holder farmers with minimal risk, improving the quality and consistency of the produce they can access and helping them meet sustainability, fair trade, organic and gender equality objectives. It also enables linkages between farming communities and quality input providers, and to local and international markets to facilitate sale of their produce. Farmer yield has improved by 40%. The platform will be further expanded in 2022.



Platform partners: five, including corporate clients and outgrowers

Farmer profiles on the platform:
44 300



OneFarm Share and HelloChoice, South Africa

In November 2020, Standard Bank and HelloChoice, an agri-FinTech with an existing digital marketplace, launched **OneFarm Share** in South Africa*. OneFarm Share makes use of the HelloChoice marketplace technology to relieve hunger and food insecurity by improving the national coordination and distribution of excess farm produce to registered charities through food distribution partners like Food Forward SA and SA Harvest. More than half of the produce distributed during 2021 was procured from 58 emerging farmers. The balance of the food contributions came from commercial farmers and food processors. Farmers can either sell their excess or out-of-spec produce at a reduced price or donate the food to OneFarm Share and receive a s18A tax certificate.

The value chain is verified, accredited and audited, with complete transparency for donors to see how their donations are being spent. Donating is simple and effective, removing unnecessary time delays and red tape as we effectively offer CSI-as-a-service.

OneFarm Share provides consistent, regular offtake at market-related prices, which allows emerging farmers to plant according to a schedule, secure fair pricing and receive immediate payment. The programme has also assisted with access to market, standardising packaging, transportation of produce and invaluable commercial market experience. Logistics can also be coordinated and subsidised where necessary.

* Standard Bank bought a 25% equity stake in HelloChoice in September 2021.

5 900 tonnes of food distributed, equating to 23.9 million meals

Over 1 million people have benefited from the platform across South Africa's nine provinces

1 850 beneficiary organisations on the platform

126 contributors, of whom 75 are emerging farmers, 44 are commercial farmers, and 7 are food processors

OneFarm Share recently won gold in the Social, Sustainable and Responsible Banking category of the Efma-Accenture Banking Innovation Awards 2021.

"We are extremely proud to receive this award. Our goal for the platform is to safeguard the sustainability of farmers while also contributing to food security – matching the tremendous needs of organisations that provide food relief with farmers of all sizes with excess supply. We are proud to see OneFarm Share helping to drive sustainability in the agriculture sector and reducing hunger and malnutrition."

Wendy Pienaar

Head, Ecosystems, Group Innovation, Standard Bank Group





Support for agriculture programmes in Nigeria

In **Nigeria**, we are a leading disbursement partner of the Central Bank of Nigeria Intervention Funds Schemes, with an estimated NGN78 billion (R2.79 billion) disbursed over the last five years to support key sectors of the economy, including agriculture. In addition, we have created a dedicated loan portfolio of N50 billion (R1.79 billion) to support agribusiness value chains through the Nigeria Incentive-Based Risk Sharing System for Agricultural Lending (NIRSAL) Credit Risk Guarantee and Interest Drawback Schemes.

Our financing solutions include

Import substitution

We help major processors across the grains value chain increase local sourcing of raw materials. Some key players report increases close to 90%.

Employment generation

By creating efficient solutions for our clients, we've helped support the creation of over 10 000 indirect jobs, created through backward integration structures across various grains and cassava value chains, and input distribution to smallholder farmers and other producers, including livestock, dairy and shea butter.

Digital crop monitoring

We are undertaking pilot production of maize and soya beans in the northern part of Nigeria with a platform partner, with the aim of supporting efficient crop production, increasing yield and creating new routes to market for farmers.



Strengthening the agriculture value chain in Mozambique

In **Mozambique**, Standard Bank is working with partner organisations to improve and extend linkages within the agribusiness value chain, from input suppliers and primary agriculture to agri-processing, exports, logistics and warehousing. We're working with farmers in several agricultural subsectors, including grains, cassava, sugar, poultry, tobacco and bananas. Through these efforts, we're supporting Mozambique's food security, supporting job creation and facilitating foreign exchange revenue through exports. We also aim to trigger a positive impact on related industries, including transport, logistics, technology, wholesale and retail.

Our financial and non-financial solutions include the following:

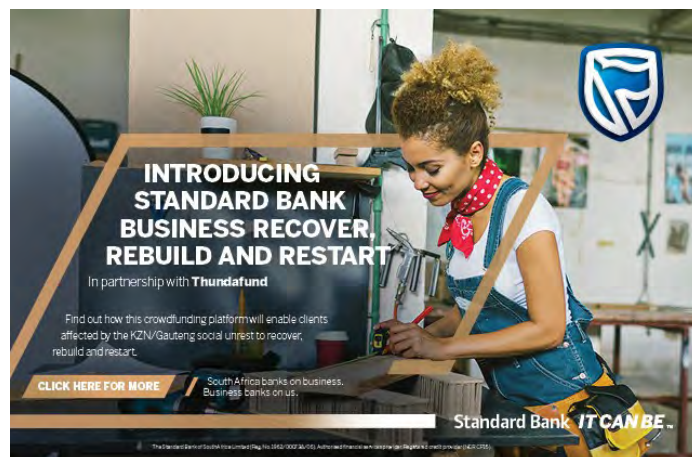
- Financing the purchase of maize and cassava from small growers as input to brewery companies' value chains
- Financing upstream players in the sugar value chain
- Extending investment and working capital finance for Mozambique's first organic sugar processing and exporting company, which sources organic sugar from farmers cooperatives
- Using remote sensing technology to support farmers to improve crop production and increase yields
- Developing digital solutions to improve access to market for emerging farmers and bring efficiencies in the 'last mile' – the transaction between buyers and smallholder farmers.



Support for clients in difficult times

All businesses have had to make serious adjustments to align with Covid-19 restrictions, while operating in an environment of reduced consumer spending power. Under these challenging conditions, we continued to work with our clients to understand their needs and develop appropriate interventions to support them.

Standard Bank has been recognised as being among the top banks globally in our efforts to support and provide relief to our SME clients since the onset of the Covid-19 pandemic. We were invited to participate as a nominee in the 'SME Bank of the Year' category at the 2020 Efma-Mastercard SME Banking Awards, and received a silver award in recognition of the compassion and support we provided to our SME clients impacted by the pandemic. This support ranged from providing access to flexible funding for cashflow support, to fee waivers, loan repayment moratoriums and creating awareness around support information resources and solutions to help businesses navigate through the strictest periods of lockdown.



Relief for South African SMEs



In South Africa, our 343 000 active SME clients had to contend not only with a second year of the pandemic, but also with social unrest which created widespread disruption to supply chains and impacted businesses across the country.

Ways in which we supported our clients

- We reduced insurance premiums to all our **Standard Insurance Limited** small business and agriculture customers by 30% for the period August to October, without impacting insurance cover, enabling client savings of over R2 million. We also supported customers impacted by the unrest by managing SASRIA-related claims on their behalf. We have assisted over 100 clients in this way.
- We engaged with the SMEs in our **supplier development programme** to support their access to relief programmes initiatives made available by the bank and others. We implemented early payment terms for our certain suppliers and instituted a loan repayment moratorium for up six months.
- We launched a crowdfunding initiative with **Thundafund**, which allowed four businesses impacted by the social unrest to create campaigns and receive contributions from members of the public. The campaigns ran for three months and raised R43 000 for the businesses, including a matched donation from Standard Bank.
- Our **SME Business Recovery Fund** provided support for businesses adversely affected by the July unrest, in the form of interest free loans to limit of R150 000 per SME. Through this solution, almost R680 000 was disbursed to five SMEs, helping to sustain 50 jobs.



Relief for Kenyan SMEs

In November, Stanbic Bank Kenya, **Stanbic Kenya Foundation and the German Development Cooperation** launched a partnership to accelerate business recovery and growth of SMEs. The Ksh62 million (R8.7 million) project supports SMEs to recover and rebound from the effects of the pandemic.



Business recovery interventions will be provided to

500 micro-enterprises and 200 small enterprises, across services, trade, agriculture, manufacturing and construction.

Support includes technical skills training to enhance business capacity and expand market opportunities and improve access to affordable financing.



Corporate social investment



MycoHAB

The **MycoHAB initiative** is a partnership between Standard Bank, the Massachusetts Institute of Technology (MIT), and architectural firm redhouse studio from Cleveland, Ohio. MycoHAB aims to grow a sustainable economic and social ecosystem, using mushroom mycelium technology from NASA's Mars NIAC programme to build affordable houses, and create food security and agricultural jobs.

At our lab-to-market test site in Namibia, we're harnessing additional environmental benefits, by using the indigenous encroacher bush, a major ecological and environmental problem in Namibia, as food for the mushroom mycelium. Mycelium requires very little water, no additional nutrients and thrives on the substrate of the encroacher bush.

The MycoHAB test site in Namibia is progressing well. Over 40 kilograms of nutritious mushrooms are harvested every week by MycoHAB's cultivators, with plans to scale up to 200 kilograms per week. The mushrooms are sold through selected channels at prices rivalling those of fresh-quality beef. After growing and harvesting the mushrooms, the leftover substrate is compressed into mycelium composite bricks that are strong, fire-retardant, and offer excellent thermal and sound insulation. The first habitable mycelium structure is expected to be completed in 2022. It will become a MycoHAB FabLab linked to MIT and open to Namibians as an incubator to support the growth of new, local micro-businesses.



"We hope to proactively help societies to leverage technological innovation and digital fabrication to benefit communities and individuals. In doing so, we're investing in Africa's future."

Carolyn Kirksmith

Executive Strategic Development, Standard Bank

