Standard Bank Supporting Diversity & Inclusion:

Valuing Disability

23 February 2012

Diversity and Inclusion in Standard Bank

At Standard Bank we believe that **diversity** is about people, about the spectrum of differences and similarities of the human experience. These differences whether in our race, gender, nationality, sexual orientation, disability, age, religion, social grouping add to our uniqueness and our individual ability to add value and contribute to the success of the bank.

Inclusion is about our organisation and our culture, the way we are able, as a company, to utilise the potential vested in all of our diversity.

Our Commitment

We are therefore committed to building an inclusive and engaging culture for our employees where diversity is embraced and leveraged across the bank.

We believe that by building an inclusive culture for our employees we will have empowered, motivated and customer focused employees, who are able to innovate and work together to create the best solutions for our customers and shareholders.

Our Commitment in South Africa

For Standard Bank South Africa our journey towards inclusion is driven through the process of Transformation.

Transformation is a **fundamental change process** which affects every aspect of our business, either directly or indirectly, by virtue of being a South African company.

At a national level, the ultimate purpose of transformation is to **address the systematic exclusion of the majority of South Africans from full participation in the economy, particularly black South Africans, people with disabilities and women.**

Disability in the Workplace: the facts

What is a disability?

The term “Disability” can differ across countries and jurisdictions, for the purpose of having one **global** definition across the bank, disability means:

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

*UN Convention definition of disability

Disability in the Workplace: the facts

- There are over a billion people with disabilities worldwide.*
- Conflict and poverty continue to cause high rates of disability in the less developed world. The incidence of disability is increasing in the industrialised world as populations age.
- A significant number of people with disabilities are not born with them but develop them during their life, therefore if any of our valued and talented employees develop a disability we as an organization should be ready to support understand their requirements

*WHO 2012

Disability in the Workplace: the business case

Our Clients

- Do we know how many of our customers are disabled?
- What requirements do they have and what accommodations have we made for them?
- How do we engage with them?

When the Sun Trust Bank (USA) incorporated people with disabilities into visible positions within their branches, they opened themselves up to a whole new customer market. One branch manager who is blind, found that many other blind customers went out of their way to come to her branch because of the assistance they received there.

Disability in the Workplace: the business case

Our employees

• In an increasingly complex and competitive industry, we need diverse and forward thinking employees to be able to think of innovative ways to find customer focused solutions, hiring from the same mould will not enable this type of thinking.

• We must look beyond labels and identify the talent that we need to take our organization forward. In the UK for example 6% of graduates who obtain a first class degree are known to have a disability. By looking beyond these “labels” we will be placing ourselves in the best position to hire from the widest talent pool.

• Employees with disabilities, when fully engaged are less likely to leave a company than their non-disabled counterparts and have fewer scheduled absences than employees without disabilities.*

A manufacturing company found that when they modified their distribution centre’s supporting technology, making it easier for their employees with disabilities to use, that the changes simplified tasks for all employees, increasing productivity.

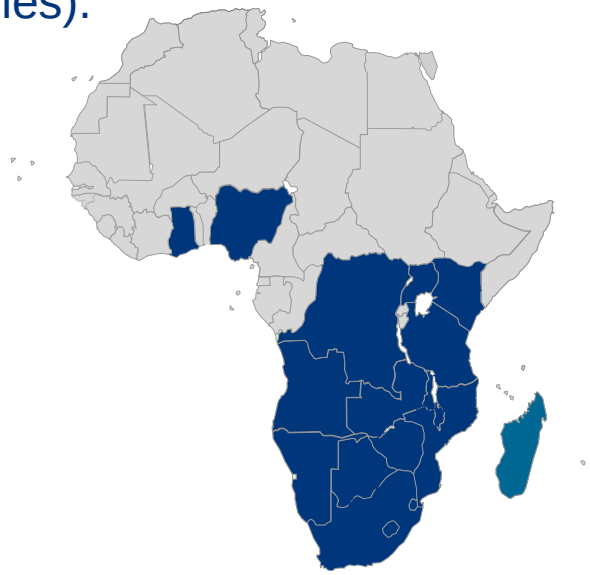
*Hidden Talent: how leading companies hire, retain and benefit from people with disabilities – Mark L Lengnick-Hall 2007

Disability in the Workplace: the business case

Deliver what is required from us as an employer

• Within the remit of employment legislation and as a provider of services and products, disability is legislated for within a number of the countries that we operate. Legislation includes quotas and tax benefits for both employees and employers in certain jurisdictions.

• Many of the countries in which we operate have signed up for the ILO Convention concerning discrimination in respect of employment and occupation 1958 (no.111), ILO Convention concerning vocational rehabilitation and employment (disabled persons) 1983 (no.159) and The United Nations Convention on the Rights of persons with disabilities (2006) and optional protocol (147 member countries).



From Disability to Ability

Assumptions made that limit our disabled employees to a specific role and limit their potential

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Understanding the *unique potential* that exists within each disabled employee and supporting them to reach that potential

Understanding the individual potential within all of our disabled employees and creating the right environment for our disabled employees to reach their full professional potential

Standard Bank...Moving Forward

Increase Awareness Internally	Create a more inclusive environment	**Awareness Training** **Disability Intranet site** **International Disability Day** **Sponsorship (DID)**
Increase our Disability Competency	Provide the right tools for managing disability	**HR upskilling** **Guidelines for employees and managers** **Helpline** **Simplify reasonable accommodation process** **Disability Committee**
Understand our Global Environment	Global Inclusion Global best practice	**Global legislation audit** **Partnering with disability experts** **Supporting our customers** **Set a global Standard for the bank**

Supported by Group D&I, Transformation, CEO & Social & Ethics committee

Case study – On-line Disability Awareness Training

- To increase employees awareness of disability
- To explain how our obligations towards Transformation are supported and sustained by our diversity and inclusion strategy
- To introduce the Standard Bank philosophy and definitions on disability
- To explain the bank's and employee's legal obligations in managing and valuing disability
- Provide comprehensive guidance on Reasonable Accommodation requirements and process.
- To explain the business benefits of valuing disability within the workplace, this is not just the right thing to do but fundamentally affects our performance
- Outline and practically explain the different processes and procedures that support disability
- Outline the obligations we must all support when valuing disability in the workplace
- Provide guidance on disability etiquette and language