

Emmanuel Akuamoah Boateng Baah
228782
Information Technology

Strictly private and confidential – Addressee Only

01 March 2019

Dear Emmanuel,

Reward Review

As expected, 2018 was a difficult year for the economy, particularly in South Africa. Nevertheless, by executing our strategy with discipline and energy, and by responding quickly to tactical challenges, we produced acceptable financial results. Our results reflect strong franchise growth across Africa, as evidenced by growing customer numbers, and growing deposits and loans to customers. We made steady progress against our non-financial value drivers, with particularly pleasing improvements in client satisfaction and employee engagement. However, and despite good work to contain cost growth during the year, our Group's cost base remains unacceptably high.

I am hopeful that 2019 will be a somewhat better year for the South African economy. It is likely that the economy of Africa as whole will continue to accelerate. It is absolutely certain that we will face intense – and increasing – competition in all of our markets.

This year, it is essential that we continue to reduce cost growth, eliminate unnecessary existing costs, and save to invest in our three focus areas: improved client experience, digitisation and becoming a more agile and universal financial services organisation.

Thank you very much for hard work and dedication to our purpose: Africa is our home, we drive her growth.

Annual Total Reward Statement

Appended to this letter is your annual Total Reward statement for 2018 which sets out all elements of your Total Reward. Your Total Reward reflects your individual performance and behaviour as aligned to the values of the Group as well as the performance of your business unit and the Standard Bank Group.

MyBenefits

We are excited at the recent successful launch of *MyBenefits*, a platform intended to support your employee experience in a digital way. *MyBenefits* offers you a personalised view of all your current benefits as well as those that may apply to you. This digital platform supports your understanding of your current employment offering and seeks to help you make informed decisions about any applicable voluntary benefits you may wish to consider.

If you have not already accessed MyBenefits, you can log in to the MyBenefits platform as follows:

1. Access the desktop site here and click on the button "**Standard Bank Single Sign On**" OR
2. Scan the QR code to download Benify and access MyBenefits or search Benify in your app store.

Select **Country: Global** when you have downloaded the app and click on "**SSO**" to login with your Office 365 credentials.



Following the review of your performance during 2018, the tables below set out your Performance Bonus for the 2018 performance year in your local currency.

2018 Performance Bonus		
Performance Bonus	GHS	6,900

Your performance rating for the year 2018 is **Right on track**.

I am confident that with your support and commitment we can make 2019 a positive and memorable one.

Regards,