



# Additional sustainability disclosures on sustainable business practices

## Introduction

The disclosures below reflect our view on sustainable business practices, including discrimination, human rights training for security personnel, political contributions, and customer privacy. With a firm commitment to fostering diversity, respecting human rights, maintaining political neutrality, and safeguarding client data, we demonstrate our dedication to responsible corporate citizenship and our ongoing efforts to contribute positively to the communities we serve. Through transparent policies, proactive measures, and continuous improvement, we endeavour to set a benchmark for social responsibility within the financial sector and beyond.

## Incidents of discrimination and corrective actions taken<sup>1</sup>

We are committed to fostering a diverse, inclusive, and discrimination-free work environment in line with the International Labour Organization conventions and relevant employment legislation. The Employment Relations Policy guides our disciplinary procedures and grievance resolution processes, highlighting prompt and fair resolution of incidents. Throughout the year, eight incidents of discrimination were reported, with three resolved and five pending finalisation, underscoring our proactive approach to addressing such matters.

## Security personnel trained in human rights policies or procedures<sup>2</sup>

We outsource security to reputable companies. These security personnel are trained in human rights principles to ensure compliance and adherence to ethical standards. Human rights training is integrated in the basic induction programmes for new recruits and accredited training courses for learners. Across all Absa Regional Operations countries, security personnel undergo comprehensive training on human rights policies and procedures, supported by electronic updates and distribution of human rights booklets. Regular attestations from security providers reaffirm the commitment to upholding human rights standards.

## Political Contributions<sup>3</sup>

We maintain political neutrality and refrain from engaging in partisan political activities or making political contributions. Strict guidelines prohibiting payments to political speakers, elected officials, or political parties are adhered to. Furthermore, the employees are prohibited from soliciting or receiving donations for political purposes. We abstain from direct political involvement, but actively engage in government initiatives aligned with the organisation's strategic objectives and values, ensuring a balanced and ethical approach to interactions with governmental bodies.

## Substantiated complaints concerning breaches of customer privacy and losses of customer data<sup>4</sup>

Protecting customer privacy and data security is paramount at the Group. Despite rigorous safeguards, substantiated complaints are addressed regarding breaches of customer privacy and losses of customer data with urgency and transparency. In 2023, 140 substantiated customer privacy complaints were addressed, demonstrating the commitment to accountability and compliance with regulations such as the Promotion of Access to Information Act. Our ongoing efforts focus on enhancing data protection measures and ensuring the integrity of our customer information across all interactions.

## Conclusion

We remain steadfast in our commitment to upholding social responsibility principles and promoting ethical practices across our operations.

<sup>1</sup> GRI 406-1

<sup>2</sup> GRI 410-1

<sup>3</sup> GRI 415-1

<sup>4</sup> GRI 418-1