

GRI Index

Absa Group Limited has reported with reference to the GRI Standards for the period 1 January to 31 December 2023.		
GRI 1: Foundation		
2 General disclosure		
1 The organisation and its reporting practices		
2-1 Organisation details		
2-1	Organisational details	Sustainability Report 2023: Absa at a glance; Back page Integrated Report 2023: Absa at a glance
2-2	Entities included in the organisation's sustainability reporting	Sustainability Report 2023: About our Sustainability Report Annual Consolidated and Separate Financial Statements 2023
2-3	Reporting period, frequency and contact person	Sustainability Report 2023: About our Sustainability Report
2-4	Restatement of information	Annual Consolidated and Separate Financial Statements 2023: Accounting policies 1.1 and Reporting changes 1.21.
2-5	External assurance	Sustainability Report 2023: About our Sustainability Report; Sustainability Report 2023: Independent Assurance Practitioner's limited Assurance report 2023 Climate report: Independent Assurance Practitioner's limited Assurance report 2023 Principles for Responsible Banking report: Independent Assurance Practitioner's limited Assurance report 2023
2 Activities and workers		
2-6	Activities, value chain and other business relationships	Integrated Report 2023: Our structure, products and services Financial Results booklet 2023 - Segment performance Sustainability Report 2023: Diversity and inclusion – Sustainable procurement
2-7	Employees	Integrated Report 2023: Absa at a glance Sustainability data sheet 2023
2-8	Workers who are not employees	We do not have workers managed by the bank who are not employees
3 Governance		
2-9	Governance structure and composition	Sustainability Report 2023: Our Group governance structure Integrated Report 2023: Protecting value through strong governance Board committees: https://www.absa.africa/about-us/corporate-governance/ Additional sustainability disclosures on Governance
2-10	Nomination and selection of the highest governance body	Integrated Report 2023: Protecting value through strong governance Integrated Report 2023: Protecting value through strong governance

		Absa Group Board of Directors Policy on Conflict of Interest Absa Group Director Nomination Policy: https://www.absa.africa/wp-content/uploads/2024/02/Director-Nomination-Policy-Approved-4-December-2023.pdf
2-11	Chair of the highest governance body	The Chairman is an independent chairperson and is not an executive of the organisation Integrated report 2023: Protecting value through strong governance https://www.absa.africa/wp-content/uploads/2024/02/Board-of-Directors-Conflict-of-Interest-Policy-Approved-4-December-2023.pdf https://www.absa.africa/about-us/board-and-management/
2-12	Role of the highest governance body in overseeing the management of impacts	Integrated Report 2023: Protecting value through strong governance Integrated Report 2023: Rewarding value creation
2-13	Delegation of responsibility for managing impacts	Integrated Report 2023: Protecting value through strong governance Sustainability Report 2023: Governance / Group governance structure
2-14	Role of the highest governance body in sustainable reporting	Sustainability Report 2023: About our sustainability report; Our material matters Our Group governance structure Integrated report 2023: materiality determination process https://www.absa.africa/about-us/corporate-governance/ - Board responsibilities
2-15	Conflicts of interest	Integrated Report 2023: Protecting value through strong governance Absa Group Board of Directors Policy on Conflict of Interest: https://www.absa.africa/wp-content/uploads/2024/02/Board-of-Directors-Conflict-of-Interest-Policy-Approved-4-December-2023.pdf
2-16	Communication of critical concerns	GRI Supplementary information 2023: Annexure 1, Governance
2-17	Collective knowledge of the highest governance body	Integrated Report 2023, Board performance evaluation Climate Report 2023: Our climate action deliverables and Board empowerment and capacity building Sustainability report 2023: Sustainability skills development and capacity building Additional sustainability disclosures on Governance
2-18	Evaluation of the performance of the highest governance body	Integrated Report 2023, Board performance evaluation
2-19	Remuneration policies	Remuneration Report 2023, Remuneration policies
2-20	Process to determine remuneration	Remuneration Report 2023 The 2023 annual general meeting voting outcomes, https://www.absa.africa/wp-content/uploads/2023/06/SENS-Absa-Group-Results-of-the-AGM-2-June-2023.pdf The 2024 annual general meeting voting outcomes will be published on www.absa.africa following the meeting that will be held on 4 June 2024.
2-21	Annual total compensation ratio	Remuneration Report 2023

4 Strategy, policies and practices

2-22	Statement on sustainable development strategy	Sustainability Report 2023: Chief Executive Officer's message
2-23	Policy commitments	Sustainability Report 2023: Human Rights Statement Human Rights Statement Our Human Rights Booklet The Absa Way Code of Ethics Handbook (to be released June 2024) Principles for Responsible Banking Report 2023 Sustainability Report 2023: Protecting value through strong governance Integrated Report 2023: An active force for good in everything we do, Protecting value through strong governance Additional sustainability disclosures on ethics and conduct
2-24	Embedding policy commitments	Additional sustainability disclosures on ethics and conduct The Absa Way Code of Ethics Handbook (to be released June 2024) Our Human Rights Booklet Integrated report 2023: An Ethical bank
2-25	Processes to remediate negative impacts	Additional sustainability disclosures on Ethics and conduct Integrated report 2023: An Ethical bank Sustainability Report 2023: Empowering our employees and clients to do the right thing
2-26	Mechanisms for seeking advice and raising concerns	Sustainability Report 2023: Empowering our employees and clients to do the right thing Integrated Report 2023: Protecting value through strong governance Additional sustainability disclosures on ethics and conduct
2-27	Compliance with laws and regulations	Additional sustainability disclosures on ethics and conduct Sustainability report 2023: Empowering our employees and clients to do the right thing
2-28	Membership associations	Additional sustainability disclosures on financial services sector and membership associations
5 Stakeholder engagement		
2-29	Approach to stakeholder engagement	Sustainability Report 2023: Our stakeholders Climate Report 2023: How we engaged with our stakeholders Integrated report 2023: Our stakeholders' needs and expectations
2-30	Collective bargaining agreements	Sustainability Report 2023: Other disclosures Remuneration Report 2023: Implementation Report Sustainability data sheet 2023
3 Material topics		
3-1	Process to determine material topics	Sustainability Report 2023, Our material matters
3-2	List of material topics	Sustainability Report 2023, Our material matters

3-3	Management of material topics	Sustainability Report 2023, Our material matters
Economic performance		
201-1	Direct economic value generated and distributed	Integrated Report 2023: Economic value created and distributed
201-2	Financial implications and other risks and opportunities due to climate change	Climate Report 2023: Climate-Related Financial Risks and Opportunities
201-3	Defined- benefit plan obligations and other retirement plans	Annual Consolidated and Separate Financial Statements for the year ended 31 December 2023: Note 41 Retirement benefit obligation Additional sustainability disclosures on economic performance
201-4	Financial assistance received from government	We do not receive financial assistance from any government. Additional sustainability disclosures on economic performance
Market presence		
202-1	Ratios of standard entry-level wage by gender compared to local minimum wage	Remuneration Report 2023: Implementation Report
202-2	Proportion of senior management hired from the local community	Broad-Based Black Economic Empowerment report 2023: Management control
Indirect economic impacts		
203-1	Infrastructure investments and services supported	There were no infrastructure transactions closed during 2023.
203-2	Significant indirect economic impacts	Climate Report 2023: Upcoming regulations Integrated report 2023: Our external environment in 2023
Procurement practices		
204-1	Proportion of spending on local suppliers	Broad-Based Black Economic Empowerment report 2023 Sustainability Report 2023: Procurement practices Sustainability Report 2023: Creating accessibility to economic opportunities Sustainability data sheet 2023: Social
Anti-corruption		
205	Management approach disclosures – Anti-corruption	Sustainability Report 2023: Anti-corruption and financial crime Additional sustainability disclosures on anti-corruption and anti-competitive behaviour
205-1	Operations assessed for risks related to corruption	GRI Supplementary information 2023: Annexure 4, Anti-corruption
205-2	Communication and training about anti-corruption policies and procedures	Sustainability Report 2023: Empowering our employees and clients to do the right thing Additional sustainability disclosures on anti-corruption and anti-competitive behaviour
205-3	Confirmed incidents of corruption and actions taken	Sustainability Report 2023: Empowering our employees and clients to do the right thing

		Sustainability data sheet 2023
Anti-competitive behaviour		
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Absa is committed to complying with competition/anti-trust laws in all the jurisdictions in which we operate, as set out in our Competition/Anti-trust Policy. Additional sustainability disclosures on anti-corruption and anti-competitive behaviour
Tax		
207-1	Approach to tax	Tax Transparency Report 2023
207-2	Tax governance, control, and risk management	Tax Transparency Report 2023
207-3	Stakeholder engagement and management of concerns related to tax	Tax Transparency Report 2023
207-4	Country-by-country reporting	Tax Transparency Report 2023
Environment		
Materials		
301-1	Materials used by weight or volume	Climate report 2023: Our carbon emissions - Materials
301-2	Recycled input materials used	Climate report 2023: Our carbon emissions - Materials
Energy		
302-1	Energy consumption within the organisation	Climate report 2023: Our carbon emissions - Energy
302-3	Energy intensity	Climate report 2023: Our carbon emissions - Energy
302-4	Reduction of energy consumption	Climate report 2023: Our carbon emissions - Energy
Water and effluents		
303-1	Interactions with water as a shared resource	Climate report 2023: Our carbon emissions - water and effluents
303-2	Management of water discharge-related impacts	Climate report 2023: Our carbon emissions - water and effluents
303-3	Water withdrawal	Climate report 2023: Our carbon emissions - water and effluents
303-4	Water discharge	Climate report 2023: Our carbon emissions - water and effluents
303-5	Water consumption	Climate report 2023: Our carbon emissions - water and effluents
Biodiversity		
304-1	Operational sites owned, leased, managed in or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Sustainability Report 2023: Managing climate risks - Biodiversity
Emissions		
305-1	Direct (Scope 1) greenhouse gas emissions	Climate report 2023: Our carbon emissions - Emissions

305-2	Energy indirect (Scope 2) greenhouse gas emissions	Climate report 2023: Our carbon emissions – Emissions
305-3	Other indirect (Scope 3) greenhouse gas emissions	Climate report 2023: Our carbon emissions – Emissions
305-4	Greenhouse gas emissions intensity	Climate report 2023: Our carbon emissions – Emissions
305-5	Reduction of greenhouse gas emissions	Climate report 2023: Our carbon emissions – Emissions
305-6	Emissions of ozone- depleting substances	Climate report 2023: Our carbon emissions – Emissions
305-7	Nitrogen oxides (NOx), sulphur oxides (Sox), and other significant air emissions	Climate report 2023: Our carbon emissions – Emissions
Waste		
306-1	Waste generation and significant waste-related impacts	Climate report 2023: Our carbon emissions - Waste
306-2	Management of significant waste-related impacts	Climate report 2023: Our carbon emissions - Waste
306-3	Waste generated	Climate report 2023: Our carbon emissions - Waste
306-4	Waste diverted from disposal	Climate report 2023: Our carbon emissions - Waste
306-5	Waste diverted to disposal	Climate report 2023: Our carbon emissions - Waste
Employment		
401-1	New employee hires and employee turnover	Sustainability data sheet 2023
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Sustainability Report 2023: Employee benefits Sustainability data sheet 2023
401-3	Parental leave	Sustainability Report 2023: Employee benefits Sustainability data sheet 2023
Labour/management relations		
402-1	Minimum notice periods regarding organisational change	Additional sustainability disclosures on labour relations and Occupational Health and Safety
OHS		
403-1	Occupational health and safety management system	Additional sustainability disclosures in labour relations and Occupational Health and Safety
403-2	Hazard identification, risk assessment, and incident investigation	Additional sustainability disclosures in labour relations and Occupational Health and Safety
403-3	Occupational health services	Additional sustainability disclosures in labour relations and Occupational Health and Safety
403-4	Worker participation, consultation, and communication on occupational health and safety	Additional sustainability disclosures in labour relations and Occupational Health and Safety

403-5	Worker training on occupational health and safety	Additional sustainability disclosures in labour relations and Occupational Health and Safety
403-6	Promotion of worker health	Additional sustainability disclosures in labour relations and Occupational Health and Safety
403-7	Prevention and mitigation of OHS impacts directly linked by business relationships	Additional sustainability disclosures in labour relations and Occupational Health and Safety
403-8	Workers covered by an OHS management system	Additional sustainability disclosures in labour relations and Occupational Health and Safety
403-9	Work-related injuries	Sustainability data sheet 2023
403-10	Work-related ill health	Sustainability data sheet 2023
Training and education		
404-1	Average hours of training per year per employee	Sustainability Report 2023: Empowering our employees through learning and development Sustainability data sheet 2023
404-2	Programmes for upgrading employee skills and transition assistance programmes	Sustainability Report 2023: Empowering our employees through learning and development Sustainability data sheet 2023
404-3	Percentage of employees receiving regular performance and career development reviews	Sustainability Report 2023: Performance and career development reviews
Diversity and equal opportunity		
405-1	Diversity of governance bodies and employees	Sustainability Report 2023: Embracing diversity and inclusion Integrated Report 2023: Protecting value through strong governance Sustainability data sheet 2023
405-2	Ratio of basic salary and remuneration of women to men	N/A
Non-discrimination		
406-1	Incidents of discrimination and corrective actions taken	Additional sustainability disclosures on sustainable business matters
Security practices		
410-1	Security personnel trained in human rights policies or procedures	Additional sustainability disclosures on sustainable business matters
Public policy		
415	Political contributions	Additional sustainability disclosures on sustainable business matters
Customer health and safety		
416-1	Assessment of the health and safety impacts of product and service categories	GRI Supplementary information 2023: Annexure 6

416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	GRI Supplementary information 2023: Annexure 6
Products, service and labelling		
417-1	Requirements for product and service information and labelling	N/A
417-2	Incidents of non-compliance concerning product and service information and labelling	N/A
Customer privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Additional sustainability disclosures on sustainable business matters
Financial services sector disclosure		
FS1	Policies with specific environmental and social components applied to business lines	Additional sustainability disclosures on financial services sector and membership associations
FS2	Procedures for assessing and screening environmental and social risks in business lines	Sustainability Report 2023: Managing climate risk
FS3	Processes for monitoring clients' implementation of, and compliance with, environmental and social requirements included in agreements or transactions	Additional sustainability disclosures on financial services sector and membership associations
FS4	Processes for improving staff competence to implement the environmental and social policies and procedures as applied to business lines	Additional sustainability disclosures on financial services sector and membership associations
FS5	Interactions with clients/investors/business partners regarding environmental and social risks and opportunities	Sustainability Report 2023: Our stakeholders Climate Report 2023: How we engaged with our stakeholders Integrated report 2023: Our stakeholders' needs and expectations
FS6	Percentage of the portfolio for business lines by specific region, size (e.g., micro/SME/large) and by sector	Financial Results for the reporting period ended 31 December 2023: Note 8 Financial Results booklet 2023 - Segment performance
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose	Sustainability Report 2023: Our products and services
FS8	Monetary value of products and services designed to deliver a specific environmental	Sustainability Report 2023: Managing climate risk

	benefit for each business line, broken down by purpose	
F13	Access points in low-populated or economically disadvantaged areas by type	B-BBEE Report 2023: Access to financial services
FS14	Initiatives to improve access to financial services for disadvantaged people	B-BBEE Report 2023: Access to financial services
FS15	Policies for the fair design and sale of financial products and services	Additional sustainability disclosures on financial services sector and membership associations
FS16	Financial literacy	Integrated Report 2023: An active force for good in everything we do B-BBEE Report 2023: Access to financial services Sustainability Report 2023: Social