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to be...

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King IV™ 2020 Disclosure Report
2020

Insurance | Financial Planning | Retirement | Investments | Wealth

Application of the King Report on Corporate Governance™ for South Africa, 2016 (King IV™)⁽¹⁾

Sanlam was established as a life insurance company in South Africa but has since transformed into a diversified financial services group operating across Africa, India and selected other emerging and developed markets, with listings on the Johannesburg, A2X and Namibian stock exchanges. For the period ended 31 December 2020, the Group continued to illustrate its commitment towards ensuring that Sanlam implements and discloses all the core principles on good corporate governance as provided for under King IV™. Even though Sanlam remains committed to adhering to the requisite standards and requirements, it continues to strive to improve in those areas that contribute to creating value for all its stakeholders. Below is a synopsis of the Group's application and response to the 17 principles on good corporate governance as provided for under King IV™ as well as the mandatory corporate governance requirements outlined in the JSE Listings Requirements and the Prudential Standards and Framework for Governance and Operational Standards for insurers.

Sanlam's key corporate governance pillars include:

- Ethical and effective leadership
- Ethical culture
- Sound and ethical governance
- Effective control
- Transparency, accountability and legitimacy
- Stakeholder inclusiveness
- Performance evaluation

King IV™ application process

In response to the Group's robust approach towards implementing sound corporate governance practices, specific key deliverables and actions have been identified during the year under review in order to ensure compliance with the principles and recommended practices outlined in King IV™. The Board of directors (Board) is therefore pleased to confirm that progress was made on a continuous basis during the reporting period. Even so, implementing and promoting sound corporate governance practices continue to form an integral part of The Sanlam Way as it illustrates the Group's ongoing commitment to continuous improvement and alignment to sound corporate governance business practices.

Leadership, ethics and corporate citizenship

Leadership

APPLICATION OF PRINCIPLE 1

The governing body should lead ethically and effectively.

The Board acknowledges its responsibility towards all its stakeholders to exercise effective leadership by adhering at

all times to their fiduciary duties (i.e. collectively and individually) whilst serving as directors of Sanlam. In addition to continuously practising and demonstrating effective leadership, the Board possesses the necessary skills and competencies to fulfil and discharge its duties as the governing body of Sanlam in an ethical manner. The Board's role and responsibilities are outlined in Sanlam's Memorandum of Incorporation and the Board's terms of reference. The members of the Board, furthermore, act in good faith and in the best interests of Sanlam and all its stakeholders. It assumes responsibility and accountability for steering and setting the strategic objectives of the Company, approving policies and procedures, overseeing the monitoring and execution thereof by management as well as ensuring accountability of organisational performance.

The Board charter and its annual workplan, which are both reviewed on an annual basis, guide the Board in a structured manner to ensure that each of its core deliverables are attended to. It also outlines the process for policies and practices on Board matters such as dealing in securities, the declaration of conflicting interests and those matters delegated to management. The Board, through the office of the Group Company Secretary, duly considers and deliberates on declarations at every meeting when there is a conflict of interest identified. Sanlam's directors, its executives and senior employees are, furthermore, prohibited from dealing in Sanlam securities during specified periods.

The Group Company Secretary regularly informs directors, executives and senior employees of the regulatory requirements relevant to insider trading and advises them of closed periods. A report on directors' dealings in Sanlam's shares is tabled at each Board meeting and disclosed in terms of the applicable JSE Listings Requirements. The Board is committed to ensuring that Sanlam's strategy is executed based on an ethical foundation that supports a sustainable business in the best interest of Sanlam and all stakeholders. The Group corporate governance policy, which is reviewed on a regular basis, details optimal corporate governance principles as well as the business's operational and authorisation requirements. It also provides for those matters that are reserved for the Board's decision-making authority, to enable the Board to exercise effective control whilst ensuring Sanlam's good performance and legitimacy.

Organisational ethics

APPLICATION OF PRINCIPLE 2

The governing body should govern the ethics of the organisation in a way that supports the establishment of an ethical culture.

During the period under review, the Board continued to exercise ongoing oversight responsibility for setting and guiding Sanlam's ethical values and the principles associated with conducting business in a responsible manner. This underpins Sanlam's overall business conduct and its continuous strive towards corporate citizenship. Even though the Board, as a collective, remains accountable for ethics across the Group, it delegated the governance of ethics,

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including the monitoring and implementation of Sanlam's activities against the Code of Ethical Conduct to the Social, Ethics and Sustainability committee. The key areas of focus during the reporting period are outlined in the Resilience Report and further disclosed in the Corporate Governance Report. In addition to the aforesaid, the Social, Ethics and Sustainability committee is required to report at every Board meeting on the activities and actions that were executed in line with its Board approved mandate and statutory obligations. This includes monitoring the progress made on key focus areas that are being identified over time.

Apart from an overview being provided on Sanlam's approach to ethics and the governance thereof in the Corporate Governance Report, the Company's Code of Ethical Conduct is published on Sanlam's website. More importantly, it has been incorporated and referred to in Sanlam's employment contracts, agreements entered into with independent contractors, agents, service providers and business partners - i.e. irrespective of their status as a natural person, a legal person or other entity. Through the Code of Ethical Conduct, the Board ensures that all Sanlam's stakeholders are properly guided regarding the Group's approach towards ethical conduct. The Code is regularly reviewed to ensure that it remains relevant to all environments and markets in which we operate. Sanlam's ethics-related processes, including its whistle-blowing protocols, are being carried out diligently. An external service provider was furthermore commissioned to independently manage Sanlam's ethics reporting hotline, which was specifically designed as a platform and an enabler to detect, monitor and investigate ethics breaches and fraud anonymously. International numbers are also available for callers from outside of South Africa. The service extends to all Sanlam businesses in and outside of South Africa and in most of the primary languages of the jurisdictions within which Sanlam operates. Several SEM businesses also operate their own whistle-blowing lines in addition to the Sanlam facility.

Dedicated efforts are implemented on a continuous basis across the business to create awareness and visibility of the relevant protocols and enablers. The latter, including Sanlam's internal controls that are designed to prevent, identify and respond to ethical breaches as well as the ongoing training programmes on anti-corruption conduct, all contribute to an enhanced and effective ethical culture throughout Sanlam.

Responsible corporate citizenship

APPLICATION OF PRINCIPLE 3

The governing body should ensure that the organisation is and is seen to be a responsible corporate citizen.

In accordance with the Board's responsibility to ensure that Sanlam conducts itself as a good corporate citizen, the Board continues to provide strategic support to management in implementing the strategy through ongoing, regular interaction and progress evaluation. The objective remains to create value for all Sanlam's stakeholders in a sustainable

manner while balancing the needs and expectations of the Company's diverse group of stakeholders. At Sanlam we believe that developing and maintaining healthy relationships with our stakeholders results in increased trust, especially in challenging times. It is therefore important that we continuously invest in identifying and building stakeholder relationships that increase confidence across the Group, minimise uncertainty, and effectively deal with dynamic challenges.

The Board, with the assistance of the Social, Ethics and Sustainability committee, the Human Resources and Remuneration committee and the Risk and Compliance committee, oversees and monitors all Sanlam's processes and its activities that are associated with its corporate citizenship responsibilities. This is measured against pre-determined performance targets agreed with management, in support of Sanlam's strategic objectives. The focus areas during the reporting period are outlined in the Social, Ethics and Sustainability committee report (which is disclosed on page 14 of the Corporate Governance Report) as well as Sanlam's remuneration policy and its remuneration implementation report that are tabled annually to shareholders for a non-binding advisory vote. The securities holders each receive an opportunity at the annual general meetings to voice any concerns or challenges that they might have, which the Sanlam Board and the Human Resources and Remuneration committee would take into account when considering the Company's remuneration policy. In addition, the Chair of the Social, Ethics and Sustainability committee attends the annual general meetings with the objective to respond to any enquiries or questions that shareholders and/or other stakeholders might have regarding how Sanlam conducts itself as a responsible corporate citizen.

Strategy, performance and reporting

Strategy and performance

APPLICATION OF PRINCIPLE 4

The governing body should appreciate that the organisation's core purpose, its risks and opportunities, strategy, business model, performance and sustainable development are all inseparable elements of the value creation process.

Sanlam's strategy is reviewed and approved by the Board on an annual basis. The Board acknowledges its responsibility to ensure that Sanlam's strategic objectives are aligned to the Group's vision, purpose and values. The process that outlines how Sanlam creates value for its stakeholders is explained in further detail in the annual reporting suite. The Board provides ongoing oversight and monitors, with the support of its committees, that the Group's strategy is implemented and executed within agreed timelines. It also ensures that Sanlam's core purpose, the risks and opportunities that the Company is exposed to, its strategy, its business model, performance and sustainable development are all inseparable in creating value for all its stakeholders on a continuous basis. The Board is also committed to making sure that

Sanlam takes responsibility and accounts for its performance. This is being implemented by ensuring that its reports and disclosures are credible, accurate and enable stakeholders to make an informed assessment of Sanlam's performance and the execution of its key performance metric, the Return on Group Equity Value (RoGEV) as well as targets that were agreed upon over the short, medium and long term. More details of Sanlam's performance against its strategic objectives are reported in the annual reporting suite.

Reporting

APPLICATION OF PRINCIPLE 5

The governing body should ensure that reports issued by the company enable stakeholders to make informed assessments of the organisation's performance, and its short, medium and long-term prospects.

The Board, through the Risk and Compliance committee and the Audit, Actuarial and Finance committee for Sanlam and Sanlam Life, ensures that the necessary controls are in place and that the requisite assurance is provided where necessary to verify and safeguard the integrity of Sanlam's Integrated Report, including any other disclosures. In this regard, the Board continues to be accountable for overseeing Sanlam's response to applicable disclosure requirements. The Audit, Actuarial and Finance committee as well as the Risk and Compliance committee assist the Board in setting Sanlam's reporting direction on how reporting should be approached and conducted. These committees, assisted by the Social, Ethics and Sustainability committee, review the integrated reporting process which includes the Group's audited financial statements as well as approving the reporting frameworks and materiality while ensuring compliance with applicable legal requirements and its relevance to Sanlam's diverse group of stakeholders. The Board ensures that the Integrated Report, Sanlam's response to the King IV™ "apply and explain" disclosure requirements, Sanlam's Annual Financial Statements, the Resilience Report as well as any other relevant information, are published on the Company's website as well as through other mediums as is appropriate.

Governing structures and delegation

Primary role and responsibilities of the Board

APPLICATION OF PRINCIPLE 6

The governing body should serve as the focal point and custodian of corporate governance in the organisation.

The Board operates in accordance with a clearly defined terms of reference, which is reviewed at least on an annual basis. The terms of reference defines, amongst others, the Board's governance responsibilities, its role, composition and membership requirements as well as the procedures applicable to conducting Board matters. Through its committees, the Board oversees the implementation of governance practices throughout the Sanlam Group. The

Board and its committees met, as a minimum, quarterly during the reporting period. The Board is satisfied that it has fulfilled its primary role and responsibilities in relation to corporate governance in alignment with the approved terms of reference.

The Board charter authorises the Board and its committees to seek independent, external professional advice at Sanlam's expense concerning matters within the scope of their duties. This includes the Board being able to request documentation from and set up meetings with management as and when required. The number of meetings held during the reporting period, attendance and details of the Board meetings are fully disclosed in the Corporate Governance Report. The arrangements regarding accessing professional corporate governance services and the statement on whether the Board believes those arrangements are effective, are disclosed in the Corporate Governance Report.

Sanlam's operations are grouped into four clusters:



The new operating model allows the businesses to be individually responsible for applying the Group risk and compliance management policies and frameworks in their respective businesses to achieve the Group's four strategic objectives.

Each cluster is managed by a Chief Executive, supported by an Exco and support functions that are appropriate to the cluster's particular operational needs.

These Chief Executives form part of the Sanlam Group Exco and are the designated prescribed officers.

The clusters function within the strategy approved by the Sanlam Board according to a set of tight management principles, established by the Group Office.

Governance structures (which are not all statutory) exist for each of the clusters. Each of these cluster governance structures have committees (or forums) with specific roles and responsibilities for the operation of the cluster. The cluster governance structures comprise non-executive and executive directors. The non-executive directors include members of the Sanlam Board and, where appropriate, expert external appointees.

Most of the operating business decisions are made by these cluster governance structures and the management of that particular cluster. These structures are responsible for generating memoranda and formulating matters for consideration by the Sanlam and Sanlam Life boards respectively.

The Sanlam Group governance principles are disclosed in the Corporate Governance Report.

Composition of the Board

APPLICATION OF PRINCIPLE 7

The governing body should comprise the appropriate balance of knowledge, skills, experience, diversity and independence for it to discharge its governance role and responsibilities objectively and effectively.

THE FOLLOWING ARE ALSO APPLICABLE REQUIREMENTS: JSE3.84(A): PROCESS TO ENSURE CLEAR BALANCE OF POWER AND AUTHORITY AT BOARD OF DIRECTORS' LEVEL. JSE3.84(B): APPOINTMENT OF CHIEF EXECUTIVE OFFICER AND BOARD CHAIR: JSE3.84(D): CV OF EACH DIRECTOR STANDING FOR ELECTION OR RE-ELECTION. JSE3.84(E): CATEGORISATION OF DIRECTORS. JSE3.84(I) AND (J): POLICY ON THE PROMOTION OF GENDER AND RACE DIVERSITY ON THE BOARD AND REMUNERATION POLICY AND THE IMPLEMENTATION REPORT BE TABLED FOR NON-BINDING VOTE BY SHAREHOLDERS AT THE ANNUAL GENERAL MEETING.

The Board sets the direction and approves the process for the Board to attain an appropriate balance of knowledge, skills, experience, diversity and independence to objectively and effectively discharge its governance role and responsibilities. The Nominations committee makes recommendations to the Board in discharging the process of nominating, electing and appointing members of the Board, which includes succession planning in respect of new appointments to the Board and its committees.

The Nominations committee follows a formal, transparent and robust process to review the balance, effectiveness and representivity of the Board and its committees as well as cluster governance structures. The skills required, and those individuals that are seen to provide such skills in a fair and thorough manner, are considered and identified as and when required. A thorough review of the independence of non-executive directors is conducted on a continuous basis and, in particular, those serving on the Board for longer than nine years. The capacity and independence of each director is categorised as defined in the Listings Requirements – i.e. taking cognisance of the requirements outlined in King IV™ as well as other factors documented in the Board charter and the Company's Memorandum of Incorporation. The categorisation of the independent directors is done by means of an application of the independence indicators outlined in the King IV™ as well as the recommended practices in relation to non-executive directors who held a long tenure. During the year under review, consideration was also given to the requirements documented in the Prudential Authority's Governance Standards for Insurers with a particular emphasis on applying and adhering to the Prudential Authority's requirements pertaining to non-executive directors' independence. The Board is satisfied that its composition reflects an appropriate mix of knowledge, skills, experience, race and gender diversity as well as independence. One of the significant changes that were made to the Board during the 2020 financial year was the appointment of an independent Chair. This appointment was done after a rigorous process had been embarked upon during the 2019 financial year to recruit an independent non-

executive director as a successor of the previous Chair of the Board. The Board can confirm that the aforesaid appointment was made in compliance with the Listings Requirements, King IV™ and the Prudential Authority's governance standards that are applicable to key persons.

The Board has an established Independent Non-Executive Directors committee, which is chaired by the Chair of the Board. This committee's primary function is to strengthen the Board's independence as a collective as well as providing leadership and advice to the Board in respect of matters where an actual or a perceived conflict of interest occurs that may impact independent decision-making. The Independent Non-Executive Directors committee also guides the Board on any related-party transactions, including but without limitation, to any financial, economic interest, position, association or relationship, which when judged from the perspective of a reasonable and informed third party could unduly or cause bias in decision-making in the best interest of Sanlam. Further to the aforementioned, the Board has also developed and approved a criteria document, which espouses on all matters pertaining to any perceived or potential conflicts of interest to ensure the effective oversight and management of governance. The latter is in addition to the standard protocol which requires each of the Board members having to declare their respective interests at each meeting as well on a quarterly basis. As at 31 December 2020 there were five executive directors serving on the Board. In terms of Sanlam's Memorandum of Incorporation, one third of directors shall retire at every annual general meeting (AGM) and are eligible for re-election.

The Nominations committee assists the Board in reviewing succession planning annually and includes the identification, mentorship and development of future candidates. The Board composition and the statement thereto on its composition are disclosed in further detail in the Corporate Governance Report. The Board has considered its composition in alignment with its policy on the promotion of diversity attributes. During the period under review, this policy had been reviewed by the Nominations committee after which a recommendation was made to the Board for its approval. The policy continues to be consistent with the Amendments Schedule relevant to the JSE Listings Requirements that were published during the latter part of November 2019. The policy makes provision for specific key deliverables and target dates of which the implementation is measured over time. The Board is of the view that the stance adopted by Sanlam in this respect goes beyond the minimum regulatory requirements and acknowledges the value that it contributes to the Group's diversity-related objectives and overall sustainability.

A brief curriculum vitae for each director standing for election or re-election at the 2021 AGM accompanies Sanlam's notice of its 2021 AGM. Each of the newly appointed directors receives induction training in Sanlam's business, on Board matters, their duties and governance responsibilities in accordance with each director's specific needs and aligned to applicable regulatory requirements.

Committees of the Board

APPLICATION OF PRINCIPLE 8

The governing body should ensure that its arrangements for delegation within its own structures promote independent judgement, and assist with balance of power and the effective discharge of its duties.

THE FOLLOWING ARE ALSO APPLICABLE REQUIREMENTS: JSE3.84(c): AUDIT COMMITTEE, REMUNERATION COMMITTEE AND SOCIAL, ETHICS AND SUSTAINABILITY COMMITTEE. JSE3.84(g) (i) TO (iii): EXPERTISE AND EXPERIENCE OF THE FINANCIAL DIRECTOR, APPROPRIATE FINANCIAL REPORTING AND ASSESSMENT OF AUDIT FIRM AND DESIGNATED INDIVIDUAL AUDIT PARTNER SUITABILITY.

The Board has established committees to support and assist it in discharging its responsibilities. The Board committees comprise an Audit, Actuarial and Finance committee, a Risk and Compliance committee, a Human Resources and Remuneration committee, a Nominations committee, a Social, Ethics and Sustainability committee, the Sanlam Customer Interest committee, a Non-Executive Directors committee and an Independent Non-Executive Directors committee. Each committee's overall role and associated responsibilities and functions, composition, meeting protocols, delegation of authority, its invitees and external advisers who regularly attend the committee as well as the number of meetings each committee held during the reporting period, are disclosed in the Corporate Governance Report. A statement confirming that each committee was satisfied that it fulfilled its responsibilities in accordance with its terms of reference for the period under review is also disclosed in the Corporate Governance Report.

The committees are appropriately constituted and each member is appointed by the Board as per the recommendations made by the Nominations committee. This, however, excludes the Audit, Actuarial and Finance committee, the members of which are nominated by the Board and elected by shareholders. The Nominations committee assists the Board by evaluating and presenting suitable candidates to shareholders for election or re-election, including the appointment of the Chair of each committee, taking into account factors such as diversity, skills, culture, expertise and succession planning as well as the need to create a balance of power and authority.

External advisers and members of management attend Board and committee meetings by invitation with no voting powers. The committees play a pivotal role in enhancing high standards of sound corporate governance principles. Formal terms of references, which are reviewed on an annual basis, are afterwards approved by the Board. The Board allocates and delegates to each committee its roles and responsibilities and oversees that each committee is properly constituted and functions in accordance with sound corporate governance principles.

The Board ensures effective leadership in its committees by allowing collaboration between them through cross

membership, while ensuring the co-ordinated timing of meetings for avoidance of duplication or fragmented functioning between the committees. Where duplication or fragmentation of functions exist, the Board assumes the responsibility of outlining a process of how each committee would deal with a similar matter by delegating a specific role and position to the committees concerned, rather than competing approaches or duplicating efforts.

The Board ensures that there is a balanced distribution of power in respect of membership across committees, so that no individual member can dominate decision-making and no undue reliance is placed on any individual. The Sanlam and Sanlam Life Board furthermore adopted the Group corporate governance policy and framework which is reviewed on an annual basis. It aims to regulate decisions on the following three levels:

- Decisions of the Board that require ratification or approval from Sanlam shareholders in terms of the Companies Act, 71 of 2008, as amended (the Companies Act), the Memorandum of Incorporation or good governance principles
- Decisions reserved for formal approval by the Board or which are delegated to its Board committees via the Group corporate governance policy and framework
- Decisions of the Board delegated to the Sanlam Group Chief Executive. The Group Chief Executive may consult with Group Office functionaries (including Group executives) as required and may delegate his decision-making authority to the respective cluster governance structures and/or Group executives as appropriate

Any delegation by the Board of its responsibilities to a committee will not by or of itself constitute a discharge of the Board's accountability or abdicating its own responsibilities. The Board therefore remains accountable to apply its collective mind to the information, opinions, recommendations, reports and statements presented and recommended by its committee.

A brief overview of each Board committee is detailed below:

Audit, Actuarial and Finance committee

The Audit, Actuarial and Finance committee comprises only of independent directors. The committee's performance and effectiveness are reviewed on an annual basis. It is constituted as a statutory committee and discharges its statutory duties in terms of section 94(7) of the Companies Act. The committee performs the functions as set out in the Companies Act, the JSE Listings Requirements and King IV™. Adequate processes and structures were implemented to assist the committee in providing oversight and ensuring the integrity of financial reporting, internal control and other governance matters relating to the businesses at cluster level.

During the year under review, the committee comprised five independent non-executive directors. In keeping with good corporate governance practices, the Chair of the Board is not a member of the committee. The committee considered and satisfied itself that the Group Financial Director has the

necessary expertise and experience to hold her position. The committee satisfied itself that the Group has established appropriate financial reporting procedures and systems and that these operate to the satisfaction of the committee. In accordance with the JSE Listings Requirements, the committee engages the external audit firms to assess the suitability and independence of the audit firms, including the suitability and independence of the designated audit partners at least once per annum.

The committee provides independent oversight of, among others, the effectiveness of Sanlam's assurance providers, with particular focus on combined assurance arrangements. The Chair of the Risk and Compliance committee is also a member of the Audit, Actuarial and Finance committee meetings. The committee comprises members with necessary industry experience and skills who are capable of employing a greater degree of focus in the quality of audit indicators. The committee is committed to develop a detailed, concise and transparent process that outlines Sanlam's quality of audit indicators relevant to the 2021 financial year and beyond.

The statement of the committee in relation to the external auditor's independence, matters of consideration in relation to Annual Financial Statements as well as quality and effectiveness of arrangements for internal audit, are disclosed in the Corporate Governance Report. The committee has considered all material aspects in relation to the Annual Financial Statements and how these were addressed by the committee and is satisfied herewith. In addition, the committee is satisfied with the quality of the external audit that was conducted, which is explained in further detail in the Corporate Governance Report.

Nominations committee

The Board has delegated oversight of, among others, the following to the Nominations committee:

- The process for nominating, electing and appointing members of the Board. This includes ensuring that candidates are nominated in light of the collective knowledge, skills and experience required by the Board, diversity requirements and whether the candidate meets the "fit and proper" criteria. The committee also ensures that all candidates' backgrounds are independently investigated and that their qualifications are independently verified.
- Succession planning of directors.
- The evaluation of the effectiveness of the Board and its committees.

The members of the Nominations committee are non-executive directors of which the majority are independent. The Chair of the Board chairs the Nominations committee.

Human Resources and Remuneration committee

The Human Resources and Remuneration committee is responsible for overseeing remuneration and the implementation of the Group's remuneration policy. The majority of the members of the committee are independent non-executive directors.

Sanlam Customer Interest committee

Sanlam's Customer Interest committee assists the Board in discharging its governance oversight responsibility of setting the direction and formulation of policies that give effect to the management of matters relating to clients' interest. This committee's mandate is ultimately shaped and influenced by taking into account the best interests of Sanlam's current and prospective policy holders in alignment with the applicable suite of regulatory requirements pertaining to Treating Customers Fairly and the policyholder protection rules.

Risk and Compliance committee

The purpose of this committee is to advise and assist the Board in respect of overseeing the governance of risk by setting the direction for how risks and opportunities should be approached and addressed in Sanlam. The committee's responsibilities include assisting the Board to discharge its governance responsibilities as they relate to:

- designing and implementing the Sanlam Group's enterprise risk management framework and policy in a manner that supports Sanlam in achieving its strategic objectives; and
- ensuring compliance in the implementation of the Group's compliance framework with applicable laws, regulations and adopted non-binding rules, codes and standards in a way that supports Sanlam conducting business in an ethical and sustainable manner which illustrates its commitment to operate as a good corporate citizen.

Independent Non-Executive Directors committee

The Independent Non-Executive Directors committee's primary function is to review and recommend for approval by the Board any related-party transaction, including without limitation, any financial or economic interest, position, association or relationship which, when judged from the perspective of a reasonable and informed third party, could unduly cause bias in decision-making.

Non-Executive Directors committee

The Non-Executive Directors committee of Sanlam and Sanlam Life Insurance Limited (Sanlam Life) has the responsibility to ensure the independent governance and functioning of the Board. The committee ensures that there are appropriate and balanced corporate governance practices and processes in place within Sanlam and that the Board acts objectively, independently oversees and gives due and careful consideration to the interests of Sanlam and all its stakeholders.

Social, Ethics and Sustainability committee

The Social, Ethics and Sustainability committee's statutory functions are set out in section 72 and Regulation 43 of the Companies Act, which are supplemented by the committee's charter. The Social, Ethics and Sustainability committee is responsible for overseeing organisational ethics, responsible corporate citizenship, sustainable development and stakeholder relationships. The Chair of the Audit, Actuarial and Finance committee is a member of the Social, Ethics and

Sustainability committee meetings. The Chair of the Social, Ethics and Sustainability committee attends Sanlam's AGM to report on and respond to any questions from stakeholders pertaining to how the committee discharged its duties and responsibilities.

Evaluations of the performance of the Board

APPLICATION OF PRINCIPLE 9

The governing body should ensure that the evaluation of its own performance and that of its committees, its Chair and its individual members, support continued improvement in its performance and effectiveness.

A Board effectiveness evaluation is conducted on an annual basis with the assistance of an external service provider. The Chair of the Board, with the assistance of the Group Company Secretary and the Nominations committee, leads the evaluation process. The Board is satisfied with the outcome of the Board evaluation process that was conducted during the 2020 financial year. It has been confirmed that the Board continued to operate effectively and efficiently in creating value for Sanlam's stakeholders. Consensus had been reached on the continuous commitment, competence and experience exercised at Board and committee level.

The Board, with the support of the Nominations committee, determines the number of external directorships and other positions a director may hold, taking into consideration the relative size and complexity of Sanlam. Annually, the Nominations committee considers other commitments of directors and whether each director has sufficient time to fulfil his or her responsibilities as the director on the Boards of Sanlam and Sanlam Life. In the event that the Nominations committee is of the view that a director is over-committed or has an unmanageable conflict, the Chair would meet with that director to discuss the resolution of the matter to the satisfaction of the Nominations committee.

The Board and the Nominations committee are responsible for succession planning for the position of the Chair, the Chairs of the committees, the Group Chief Executive and the Financial Director. The performance of the Board, its committees and the directors are disclosed in the Corporate Governance Report.

Appointment and delegation to management

APPLICATION OF PRINCIPLE 10

The governing body should ensure that the appointment of, and delegation to, management contribute to role clarity and the effective exercise of authority and responsibilities.

The Group Chief Executive was appointed by the Board with effect from 1 July 2020, on recommendation of the Nominations committee. The role and functions of the Group Chief Executive are specified in the Board charter, and the performance of the Group Chief Executive is evaluated by the Board against the agreed criteria.

The Board appoints members of the Group Executive committee upon recommendation of the Group Chief Executive and the Human Resources and Remuneration committee. The Nominations committee, in consultation with the Human Resources and Remuneration committee, is responsible for ensuring that succession plans are in place for the position of Group Chief Executive and other members of the Group Executive committee.

The Board approves and regularly reviews the Group corporate governance policy and framework and the top-level delegation of authority in terms of which matters are delegated to the Group Chief Executive.

The Group Chief Executive is accountable to the Board for the successful execution of Sanlam's strategic objectives and the overall management and performance of the Group, consistent with the primary aim of enhancing long-term stakeholder value.

The Board agreed to the manner in which the delegated authority is exercised by the Group Chief Executive which includes the development and implementation of the Sanlam strategy. In terms of the Group corporate governance policy and framework, the Group Executive committee supports the Group Chief Executive in the implementation of the Group strategy and the overall management and performance of the Sanlam Group. The respective cluster businesses develop their own authorisation frameworks in alignment with the Board approved Group corporate governance policy and framework.

The Group Chief Executive is not a member of the Human Resources and Remuneration, the Audit, Actuarial and Finance or the Nominations committees, but attends any meeting, or part thereof by invitation only - i.e. if and when required to contribute to pertinent issues and provide information to the respective committees. Other professional commitments of the Group Chief Executive and succession planning arrangement for his position are disclosed in the Corporate Governance Report.

The Board agrees upfront with the Group Chief Executive on whether the Group Chief Executive or other directors may take up additional professional positions, including membership on other governing bodies outside Sanlam. Time constraints and potential conflicts of interests are considered and balanced against the opportunity for professional development. The Board, supported by the Nominations committee and the Human Resources and Remuneration committee, evaluates the performance of the Group Chief Executive annually against agreed performance measures and targets. The Board's confirmation of its satisfaction of the effectiveness and contribution of the Group corporate governance policy and framework to effectively exercise authority and responsibilities is disclosed in the Corporate Governance Report.

ALSO APPLICABLE: JSE3.84(H): THE COMPANY SECRETARY.

The Group Company Secretary has been duly appointed by the Board in accordance with the Companies Act. The Board considers and evaluates the competence,

qualifications and experience of the Group Company Secretary annually and is satisfied that he is competent and has the appropriate qualifications and experience to fulfil his role and responsibilities. The Group Company Secretary has a direct channel of communication to the Chair of the Board, while maintaining an arm's-length relationship with the directors as far as is reasonably possible. The role and responsibilities of the Group Company Secretary are described in the Board charter as well as summarised in the Corporate Governance Report.

Governance functional areas

Risk governance

APPLICATION OF PRINCIPLE 11

The governing body should govern risk in a way that supports the organisation in setting and achieving its strategic objectives.

The Board has the ultimate responsibility for the governance of risk. The Risk and Compliance committee advises and assists the Board in respect of overseeing risk governance by setting the direction for how risk should be approached and addressed at Sanlam. The Board approves the enterprise risk management framework, which gives effect to how the governance of risk is approached and addressed at Sanlam. Sanlam's enterprise risk management framework reaffirms that Sanlam is committed to effective enterprise risk management in pursuit of its strategic objectives. The enterprise risk management process includes identifying the key risks of a business, which are monitored as part of a regular review of processes and procedures to ensure the effectiveness of its internal systems of control, so that decision-making capability and the accuracy of reporting and financial results are maintained at a high level at all times. This includes identifying and affording consideration to converting risks into opportunities that the Group could potentially explore in its continuous drive to create value.

The nature and extent of risks and opportunities that Sanlam is willing to take are outlined in the Group risk appetite, which are disclosed in Sanlam annual reporting suite.

The enterprise risk management policy and plan are aimed at ensuring that:

- all risks which could jeopardise or enhance the achievement of the Sanlam Group's strategic objectives, are identified;
- appropriate structures, policies, procedures and practices are in place to manage these risks;
- Sanlam takes a portfolio view of risk;
- sufficient organisational resources are applied to, and that the Group's corporate culture is fully supportive of the effective implementation of these structures, policies, procedures and practices; and
- Sanlam's risks are being managed in accordance with the foregoing.

The Group Executive committee ensures that the business achieves its strategic objectives in a manner that optimises the business risk-adjusted return performance. In particular, it has the executive responsibility of providing assurance to the Board that risk management is governed in the manner that supports Sanlam to achieve its strategic objectives. An overview of risk governance and management, key focus areas, the arrangement taken to ensure the effectiveness of risk management and how these are addressed, are disclosed in the annual reporting suite.

Technology and information governance

APPLICATION OF PRINCIPLE 12

The governing body should govern technology and information in a way that supports the organisation setting and achieving its strategic objectives.

The Board has the ultimate responsibility and accountability for the management and governance of technology and information. The governance of technology and information are essential for Sanlam to achieve its strategic objectives. The Board exercises oversight and direct the strategic and operational use of technology and information to ensure that opportunities derived from the use of technology and information are maximised. Technology and information management as well as the governance thereof are supported by the Board and governance structures within the businesses.

The Risk and Compliance committee, supported by the Group IT Steering committee, is responsible for technology and information governance. It oversees the management of Sanlam's top technology and information risks, including those risks involved in major change programmes. The Risk and Compliance committee oversees the Group's technology and information strategy, establishes cyber-resilience as well as overseeing architectural and operational excellence. The Audit, Actuarial and Finance committee provides assurance that the management and governance of technology and information are in place and effectively applied in the Sanlam Group. This is also to ensure data integrity, which forms an integral part of the Group's external reporting which is predominantly aimed at meeting the legitimate and reasonable information needs of its material stakeholders.

Technology and information risks and opportunities are addressed by the federated operating model, wherein cluster businesses execute their specific change projects aimed at effectively delivering and complementing Sanlam's strategy. External auditors and internal audit perform assessments as part of the Group's combined assurance model. All significant technology and information-related audit findings are reported to the Group IT Steering committee, the Risk and Compliance committee as well as the Audit, Actuarial and Finance committee, which ensures that these are addressed accordingly.

Compliance governance

APPLICATION OF PRINCIPLE 13

The governing body should govern compliance with applicable laws and adopted, non-binding rules, codes and standards in a way that supports the organisation being ethical and a good corporate citizen.

The Risk and Compliance committee advises and assists the Board in respect of overseeing governance of compliance by setting the direction for how compliance should be approached and addressed in Sanlam. The Sanlam Group compliance policy mandates all Boards at business cluster level and employees to comply with the Group compliance policy, applicable laws, non-binding rules, codes and standards that support Sanlam being a responsible and good corporate citizen. The Group's design and implementation of sound compliance management practices and procedures are aimed at detecting and mitigating compliance risks. It serves to improve the remediation of any instances of non-compliance which may occur. The Group compliance policy seeks to ensure compliance with the applicable laws and non-binding rules, codes and standards in all jurisdictions within which Sanlam operates. Creating a sound governance and compliance culture in Sanlam means that compliance is understood for the obligations it creates and for the rights and protections it affords for the Sanlam Group and its stakeholders.

The Sanlam Group compliance policy gives effect to the "tight" aspects of governance in respect of which Sanlam establishes the principles and minimum standards to be adhered to. It provides for principles and minimum standards in respect of the defined tight aspects of governance that are set and approved by the Risk and Compliance committee and the Sanlam Group Executive committee based on its respective delegated authority from the Board. The Group compliance office is the responsible functionary that operates as the custodian of compliance as a "tight" area of governance and set the minimum standards for the Group Executive committee to approve. The Group compliance office develops procedures to facilitate the implementation of the Group compliance policy in respect of compliance across the Sanlam Group and monitors adherence to the Group compliance policy.

The Risk and Compliance committee receives regular reports on compliance-related matters through the Group head of compliance, who is suitably skilled and experienced. He reports directly to the Group's Chief Actuary and Group Risk Officer and his performance is assessed on an annual basis in alignment with best practices. An overview of compliance governance and management, the key focus areas, the arrangements and initiatives embarked on to ensure the effectiveness of risk management and how these have been addressed are disclosed in the Corporate Governance Report.

Remuneration governance

APPLICATION OF PRINCIPLE 14

The governing body should ensure that the organisation remunerates fairly, responsibly and transparently to promote the achievement of its strategic objectives and positive outcomes in the short, medium and long term.

ALSO APPLICABLE: JSE3.84(κ): THE REMUNERATION POLICY AND THE IMPLEMENTATION REPORT.

The Board has ultimate responsibility and accountability to ensure that Sanlam remunerates fairly, responsibly and transparently for the achievement and promotion of Sanlam's strategic objectives over the short, medium and long term. Sanlam's remuneration philosophy and policy support the Group strategy by incentivising the behaviour required to meet and exceed predetermined strategic goals. Both short and long-term strategic objectives are measured and rewarded. This blended approach mitigates excessive risk-taking and balances longer-term strategic objectives with short-term operational performance.

The policy and implementation report are reported in detail in the Remuneration Report in the annual reporting suite. The Human Resources and Remuneration committee is responsible for matters relating to developing an appropriate remuneration policy, monitoring the implementation of the policy and regularly reviewing the suitability of the policy. Over and above matters relating to reward, matters pertaining to the attraction and retention of skilled resources, the fit and proper requirements relevant to the status of directors and the management of material human resources related risks are covered in the policy and the Human Resources and Remuneration committee charter.

The primary objectives of the policy are to:

- attract, motivate, reward and retain key talent;
- promote the Group's strategic objectives, within its risk appetite;
- promote positive outcomes across the inputs and resources which the Group uses or affects; and
- promote an ethical culture and behaviour that are consistent with our values and which encourage responsible corporate citizenship.

Sanlam's remuneration philosophy aims to:

- inform stakeholders of Sanlam's approach to rewarding its employees;
- identify those aspects of the reward philosophy that are prescribed and to which all businesses should adhere;
- provide a general framework for all the other elements of the reward philosophy;

- offer guidelines for short and long-term incentive and retention processes; and
- offer general guidelines about how the businesses should apply discretion in their own internal remuneration allocation and distribution.

The Human Resources and Remuneration committee, furthermore, considers shareholders' contributions and recommendations thoroughly and takes their input into account to inform future enhancements of the policy and alignment to Sanlam's strategy. Sanlam discloses the remuneration of each director and prescribed officer individually in its annual reporting suite. In line with the recommended practices in King IV™, the remuneration policy and the implementation report will, similar to 2020, be tabled for separate non-binding advisory vote by the shareholders at the AGM scheduled to take place in 2021. The remuneration policy and the Human Resources and Remuneration committee charter provide for the measures that Sanlam commits to take in the event that either the remuneration policy or the implementation report, or both, are voted against by 25% or more of the votes exercised at the AGM. These measures include undertaking an engagement process to ascertain reasons for dissenting votes and to thereafter address legitimate and reasonable objections and concerns. At the June 2020 AGM, 94,85% of the votes were cast in favour of the remuneration policy and 78,12% of the votes were cast in favour of the implementation report.

Assurance

APPLICATION OF PRINCIPLE 15

The governing body should ensure that assurance services and functions enable an effective control environment, and that these support the integrity of information for internal decision-making and of the organisation's external reports.

The Board assumes overall responsibility for assurance and the integrity of information reported. The Audit, Actuarial and Finance committee was delegated the responsibility for overseeing the Group's approach towards combined assurance in order to ensure that it incorporates and optimises the various assurance services and functions across the business. This included, holistically, that the requisite assurance objectives of effective internal control and integrity of reported information are achieved.

The Audit, Actuarial and Finance committee ensures that appropriate assurance is obtained that covers the significant risks and material matters. This is done through a combination of reporting by first line management functions that own and manage risks, specialist risk functions that oversee risk management and compliance as well as independent assurance providers such as internal and external audit.

The Board is responsible for the quality and integrity of the information disclosed in Sanlam's Integrated Report. The Board, with the support and assistance of the Audit, Actuarial and Finance committee, satisfies itself that the quality and integrity of the combined assurance model is effective and

sufficiently robust. The latter continues to assist and enable the Board to place reliance on the Group's response to combined assurance, which underpins the statements that the Board makes concerning the integrity of Sanlam's external reports. Based on the results of the review of Sanlam's systems of internal control, risk and opportunities management, the Audit, Actuarial and Finance committee concluded during the reporting period that Sanlam's systems of internal control and risk management were effective.

The Group maintains internal financial control systems that are specifically designed to provide quality and integrity assurances on the maintenance of proper accounting records. This includes the reliability of financial information used by the business for decision-making and external publication purposes. An internal audit charter is in place which summarises the role and responsibilities of the internal audit function. Internal audit is a centralised function that services all companies within the Group. The Sanlam Chief Audit Executive reports functionally to the Audit, Actuarial and Finance committee and administratively to the Group Financial Director. The Board delegated the responsibility to the Audit, Actuarial and Finance committee to oversee that the internal audit services are executed in line with the internal audit charter. The Chief Audit Executive is appointed and may be removed by the Audit, Actuarial and Finance committee.

The performance of the Chief Audit Executive is evaluated annually by the Audit, Actuarial and Finance committee who confirms that he has the necessary skills, competence and independence. The Audit, Actuarial and Finance committee also assesses annually whether the necessary arrangements are in place to ensure that the internal audit function is adequately resourced with the requisite skills for the effective auditing of governance, risk management and internal controls.

Stakeholder relationships

Stakeholders

APPLICATION OF PRINCIPLE 16

In the execution of its governance role and responsibilities, the governing body should adopt a stakeholder-inclusive approach that balances the needs, interests and expectations of material stakeholders in the best interests of the organisation over time.

The Sanlam Board, through the Social, Ethics and Sustainability committee, and executive management are responsible for managing Sanlam in a sustainable and stakeholder-inclusive manner. This includes overseeing the strategic risks that relate to the interface between Sanlam and its stakeholders, and balancing the needs, interests and expectations of all material stakeholders over time. Sanlam has adopted an inclusive approach that considers stakeholders as an integral part of how Sanlam conducts itself as a corporate citizen. This approach is embedded in the Group's stakeholder engagement function and remains a practice across the Group.

The Social, Ethics and Sustainability committee has oversight of stakeholder engagements and the management thereof through quarterly reporting by management and key internal stakeholders. The Chair of the Social, Ethics and Sustainability committee subsequently provides feedback to the Board for the Board's satisfaction that the Group's approach towards stakeholders balances the needs, interest and expectations of material stakeholders in the best interest of Sanlam over time. The Board appreciates and understands that its response to stakeholder relations must respond to the needs and interests of the Group's material stakeholders which, among others, include: clients; employees; shareholders and the investment community; business partners and suppliers; distribution partners; media; civil society; organised business and industry; government; and law makers and regulators.

One of Sanlam's key objectives is to consistently improve its stakeholder relations and stakeholder communication. This is to ensure the Board effectively executes its governance role and responsibility towards Sanlam's stakeholders. Sanlam's stakeholders are continuously engaged in accordance with specific focus areas of the different business units and interests of the Group. Sanlam has built a strong culture of interactive stakeholder liaisons, which serves as a platform to share information with stakeholders with the objective to simultaneously understand their needs, identify risks and receive feedback that enables Sanlam to ultimately achieve positive outcomes. The Board annually reviews and updates the Sanlam Group stakeholder management policy. The objective of the policy is to, amongst other things, establish principles and minimum standards to be applied by Sanlam Group in respect of stakeholder management as a "tight" area of governance. The policy sets out basic principles to be adhered to for how stakeholder management should be approached across the Group.

Salient features of the policy:

- Sanlam acknowledges different stakeholder management practices across its footprint and allows business entities relative autonomy to position themselves in relation to their stakeholders, providing they adhere to our principles;
- the policy mitigates risks related to lack of planning, improper engagement conduct, the absence of institutional memory and thus a widening gap between stakeholder expectations and Sanlam behaviour;
- the management of key stakeholder relationships is governed according to the Group's tiered operating structure with the Sanlam Board and Group Chief Executive being primarily accountable. Authority is delegated to Group cluster governance structures, the cluster Chief Executives and Group executives; and

- the Sanlam Board authorisation framework makes provision for the management of two specific stakeholder groups to be delegated to specialist functions, namely media and shareholders.

The Social, Ethics and Sustainability committee, on behalf of the Board, oversees and monitors the implementation as well as the compliance to the policy throughout the Sanlam Group. This is achieved through quarterly reporting on stakeholder engagements by the different business clusters, to the committee. The Group stakeholder management policy furthermore enables Sanlam to communicate with its stakeholders including those stakeholders with no or limited access to electronic media, by publishing its reports and performance (including the Group's interim and final financial results) as well as details of corporate activities in the main South African daily newspapers and on the Company website. Sanlam invites all shareholders to attend its AGM and facilitates participation by way of focused proxy solicitation and electronic means. The Group Chief Executive and Group Financial Director conduct regular presentations and roadshows on the Group's performance and strategy to analysts, institutional investors and the media in South Africa and abroad.

Responsibilities of institutional investors

APPLICATION OF PRINCIPLE 17

The governing body of an institutional investor company should ensure that responsible investment is practised by the organisation to promote the good governance and the creation of value by the companies in which it invests.

The Board exercises oversight responsibility, rights and obligations through its elected representatives in the various companies in which it has invested. The Sanlam and Sanlam Life Boards have the ultimate responsibility of ensuring that Sanlam promotes good governance by investing responsibly. The Board achieves this through its management and governance structures at Group and operational level. The respective cluster governance structures have the responsibility of ensuring that Sanlam's investments are managed in accordance with the approved policies and authorised investment mandates. The Board ensures that these governance practices promote responsible investment, achieve good governance, and promote an ethical culture whilst enhancing effective control, good performance and legitimacy.