



FirstRand

FIRSTRAND INFORMATION SECURITY POLICY STATEMENT

INTRODUCTION

FirstRand Limited (FirstRand or the group) believes that information must be protected in a manner commensurate with its sensitivity, value and criticality. Security measures must be employed regardless of the medium on which information is stored (paper, electronic media, computer bits, etc.), the systems which process it (computers, mainframes, voice mail systems, etc.), or the methods by which it is moved (electronic mail, face-to-face conversation, etc.). Such protection includes restricting access to information based on the need-to-know principle.

PURPOSE

This policy statement summarises the group's approach to information security and is supported by a detailed internal policy, as described below.

APPROACH

FirstRand has an information security policy (the policy) that defines the minimum information risk and information security management requirements across the group to preserve the integrity, availability and confidentiality of the group information resources.

The purpose of the policy is to provide direction and support for information security to achieve business objectives and demonstrate support for, and commitment to, information security through the issue and maintenance of the policy across the group.

There are three security control objectives that address information security requirements:

- **Confidentiality:** The restriction of data to those authorised to see it.
- **Integrity:** Safeguarding the accuracy and completeness of information and processing methods.
- **Availability:** The property of being accessible and usable upon demand by an authorised entity.

Information security training

All group employees and, where relevant, contractors must receive appropriate awareness education and training and regular updates on organisational policies and procedures, as relevant for their job function.

SCOPE

The policy applies to all group employees, as well as contractors and third parties, and their employees. The policy is also applicable to people, processes and technology involved in the management of the group's information systems and data resources.

COMPLIANCE

End users must comply with the policy as well as the related policies, standards and guidelines when interacting with group information resources to maintain confidentiality and integrity, and ensure appropriate availability.

ENGAGEMENT AND FEEDBACK

Contact FirstRand Investor Relations on investor.relations@firstrand.co.za.