

ABOUT OUR REPORT

The 2019 Sanlam Integrated Report (the report) forms part of our annual reporting suite – a combination of targeted elements made available to our stakeholders to enable them to make informed assessments about our performance and prospects.

The purpose of this report	<p>This Integrated Report aims to provide readers with material information and insights about our performance for the financial year from 1 January to 31 December 2019. In terms of external factors, risks and opportunities, we take a longer-term view. This enable readers to effectively assess Sanlam’s value creation abilities, sustainability and prospects. Although this Integrated Report is primarily aimed at our shareholders, we take a systemic and strategic reporting approach. This is part of our commitment to transparent and relevant stakeholder reporting, and is enhanced through personal interaction and feedback.</p>
The availability of this report	<p>We are transitioning to fully integrated online reporting. We launched a new investor centre on the Sanlam website that contains our annual reporting suite, supplemented by additional information on sustainability, governance, shareholding and archived elements.</p> <p>This allows us to update some components of our reporting suite continuously and gives readers the ability to search for specific topics.</p> <p>Please visit www.sanlam.com/investorrelations.</p>
What to note when comparing this report with previous years	<p>The content of this report is comparable to the 2018 report in terms of the entities covered (apart from first-time consolidation of the B-BBEE SPV and newly acquired subsidiaries), the measurement methods applied, and timeframes used for financial and non-financial data.</p>
Material matters and resilience focus areas	<p>We continue to integrate and improve our financial and non-financial reporting. Financial resilience and prosperity remains the theme encapsulating Sanlam’s material sustainability matters. We continue applying this theme, with further refinement after a consultative process with the heads of the five clusters during 2019. We also consider investor feedback and requests for information when determining the materiality of the clusters’ resilience focus areas. These matters are specifically addressed in the cluster reports and in the online sustainability portal of our investor relations site.</p>
How we compiled the report	<p>This report (within the context of the annual reporting suite) adheres to the following regulatory requirements and reporting guidelines:</p> <ul style="list-style-type: none"> • The International Integrated Reporting Council’s (IIRC’s) Integrated Reporting <IR> Framework (<IR> Framework) • King IV Report on Corporate Governance™ for South Africa, 2016 (King IV™)¹ • JSE Listings Requirements (JSE LR) • The Companies Act, 71 of 2008, as amended (the Companies Act) • International Financial Reporting Standards (IFRS)
The reliability of information	<p>We follow a combined assurance approach to support the integrity of information. This approach comprises internal management and audit functions, and external service providers. The financial data was subject to independent assurance by EY. EY provided an audit opinion on the shareholders’ information and on the Annual Financial Statements. The opinion states that these elements of the annual reporting suite comply in all material respects with the basis of accounting described in each.</p>
How to give us feedback	<p>Feedback on this report and the annual reporting suite is welcomed. Please contact Sanlam Investor Relations on IR@sanlam.co.za.</p>

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The scope and boundary of this report

Sanlam Limited (Sanlam) is the holding company of the Sanlam Group of companies, which operates through several subsidiaries, associated companies and joint ventures. Sanlam Life Insurance Limited (Sanlam Life) is the largest operating subsidiary and the holding company of most of Sanlam's operations in emerging markets. Sanlam Limited and all of its subsidiaries, associated companies and joint ventures are referred to as Sanlam or the Group.

Sanlam Limited is listed on the Johannesburg Stock Exchange (JSE), with a secondary listing on the A2X and the Namibian Stock Exchange (NSX).

This report covers the activities of Sanlam in South Africa, the Rest of Africa, India, Malaysia, Lebanon and selected developed markets, with the emphasis on South African operations, which contribute 67% to net result from financial services.

All subsidiaries, joint ventures and associate companies recognised in the Annual Financial Statements are included, apart from investments in consolidated funds (collective investment schemes and similar investment funds). These are consolidated in terms of IFRS by virtue of Sanlam's shareholding, but do not form part of the Group's strategic operations.

For some non-financial metrics, only the South African operations are included, based on their relative size. The metrics to which this limitation applies are indicated where relevant.

Santam is a separately listed entity. Therefore, its employee data is not included in Group numbers; however, it is included in Financial Sector Charter (FSC) Scorecard reporting and where Group-wide programmes are discussed.

Forward looking information

This report includes comprehensive forward looking information through the disclosure of Group Equity Value (GEV) information (refer to page 163 for a detailed description of GEV). Instead of only providing limited future growth and earnings information, GEV provides a valuation of future expected earnings from Sanlam's life and non-life operations. Detailed disclosure is provided in respect of the main valuation assumptions used sensitivities to the main assumptions as well as an indication of the accuracy of assumptions used through the annual disclosure of variances between actual experience and the assumptions used in the calculation of GEV.

In this report, including the GEV disclosures, certain statements are made that are not historical facts and relate to analyses and other information based on forecasts of future results not yet determinable, relating, among others, to new business volumes, investment returns (including exchange rate fluctuations) and actuarial assumptions.

These statements may also relate to future prospects, developments and business strategies. These are forward looking statements as defined in the USA Private Securities Litigation Reform Act of 1995. Words such as "believe", "anticipate", "intend", "seek", "will", "plan", "could", "may", "endeavour" and 'project' and similar expressions are intended to identify such forward looking statements, but are not the exclusive means of identifying such statements. Forward looking statements involve inherent risks and uncertainties and, if one or more of these risks materialise, or should underlying assumptions prove incorrect, actual results may be different from those anticipated. Forward looking statements apply only as of the date on which they are made, and Sanlam does not undertake any obligation to update or revise any of them, whether due to new information, future events or otherwise. Any forward looking information contained in this report has not been reviewed and reported on by Sanlam's external auditor.

Sanlam Board responsibility statement

The Board of directors acknowledges its responsibility to ensure the integrity of the Sanlam Integrated Report and evaluated its preparation and presentation. In the opinion of the Board, the Integrated Report was prepared according to the IIRC's <IR> Framework and addresses the material matters pertaining to the long-term sustainability of Sanlam, and presents fairly the integrated performance of the Group and the impacts thereof.



Johan van Zyl
Chair



Ian Kirk
Group Chief Executive