

Safaricom Technology Governance Policy

Issued by the Board of Directors

Effective Date: November 2023

Purpose

Through this policy, we aim to develop an integrated process approach to ensure services are delivered effectively and efficiently to meet agreed business and customer requirements.

The objectives of this policy are:

- To improve services to our customers.
- To reduce the level of unplanned service unavailability of critical business services.
- To ensure delivery of quality products & services to our customers.
- To ensure that the cost of delivering services is optimized through operational efficiency based on comprehensive improvement.

Scope

The Technology Policy governs anything related to computing technology, including but not limited to, information assets, systems, networking, maintenance, and usage available for use by our staff, stakeholders, and service providers.

Compliance

We expect compliance by our employees with the Technology Governance Policy rules and affiliated policies and processes while using and maintaining any asset/ equipment or software provided by the Safaricom.

Policy Application

This policy shall apply to the Board, subsidiaries and all staff of Safaricom PLC.

To meet our Technology objectives stated herein, we have in place the following key policies that are governed effectively for a successful implementation of this policy

Continual Service Improvement Policy

Policy aligns our services with changing business needs by identifying and implementing improvements to services that support business processes.

Capacity and Demand Management Policy

Policy helps to forecast the future evolution, identify possible bottlenecks, determine the current demand and future forecast demand for services.

Problem Management Policy

To detect and eliminate problems hence minimizing the number and impact of incidents on the business that are caused by errors and to prevent the re-occurrence of incidents or to minimize the impact of incidents that cannot be prevented.

Business Relationship Management Policy

To establish and maintain a business relationship between Technology division and the Safaricom business units, identify the business units' needs and ensure that the Technology division can meet and exceed these needs on the desired technology solutions as business needs change over time.

Release and Deployment Management Policy

To define the governance measures followed during release and deployment of Technology solutions into the our live (production) environment.

Service Level Management Policy

To outline all adopted courses or principles of action regarding agreement and documentation of service level targets and responsibilities within our Technology division.

Vendor/ Supplier Management Framework

To ensure that the suppliers and the services they provide meet the needs of our business.

Financial Management Framework

To assist our Technology division with all aspects of financial planning, budgeting and purchasing.

Information Security Management Policy

Ensure that all our assets, manpower, programs, data, and equipment are adequately protected on a cost-effective basis and against threats to the level of service required that we require to conduct our business.

Change Policy

This policy describes the steps to be followed to enable beneficial changes to be made on our Technology infrastructure and services with minimal disruption.

Incident Policy

To ensure standardized procedures are used for efficient and prompt handling of reported incidents, to restore services to a normal service level as quickly as possible.

Training Policy

The purpose of this policy is to give a guide on all professional and technical trainings taking place within the Technology division.

Service Level Management Policy

This agreement is made between Technology division and our business units. It covers the provision and support of Technology services as documented in the Technology Service Catalogue. This agreement applies to all Technology Services except where a separate SLA document exists.

Laptop Policy

To communicate the company position on allocation of laptop computers to staff, responsibility of the staff provided with a laptop and approval process for requisition of a laptop.