

ISO INTEGRATED MANAGEMENT SYSTEM POLICY STATEMENT

Safaricom PLC is a leading provider of converged communication solutions in Kenya.

Safaricom's mission is to Embed Customer First Tech capabilities in order to attain the vision of being Africa's Leading Purpose-led Technology Company by 2030, Safaricom seeks to actualize this vision by deepening customer engagement through provision of digital first customer experience.

Safaricom is therefore committed to:

- Exceeding customers', employees', and stakeholders' expectations by driving quality and sustainability in operations and responsibly investing and partnering with communities around us.
- Delivering value to our customers by ensuring Quality of Safaricom products and services.
- Ensuring objectives, processes, controls, and targets are monitored to assess improvements in the integrated management system.
- Preserving the environment in a responsible manner, optimizing energy use, implementing sustainable waste management, and prioritizing the use of clean energy.
- Preventing environmental pollution.
- Ensuring availability, integrity, confidentiality, and continuity of Safaricom's products and services.
- Ensuring compliance with legal, regulatory, contractual requirements and applicable international standards.
- Maintaining a strong privacy framework and respecting privacy of all whose personal data we process.
- Maintaining and improving Information Security and Data Protection by minimizing exposure to risks within the company, leading to provision of timely and reliable products and services
- Safeguarding the Health, Safety and Well-being, Human Rights, and labour practices of our stakeholders.
- **Reduce energy consumption and promote efficient use of energy in our ecosystem.**
- Managing the risk of corruption and bribery by providing clear guidelines to internal and external stakeholders.
- Fostering a culture of employee engagement by promoting inclusivity.
- Satisfy applicable requirements related to information security and privacy to interested parties.
- Ensuring this policy is available to interested parties as appropriate.

Through conformance to integrated Management system, Safaricom recognizes the importance of complying with international standards and internal strategies to deliver right and relevant products and services to Customers.

Peter Ndegwa



Chief Executive Officer