

Safaricom Plc Environmental, Social and Governance (ESG) Policy

Issued by the Board of Directors

Effective Date: November 2023

Purpose

Our key objective as Safaricom Plc is to ensure that we always operate our business responsibly and sustainably for customers, staff, suppliers, and the wider community.

Policy Statement

We recognize that Environment, Social and Governance (ESG) issues matter to our stakeholders and are fundamental to the continued success of the business and long-term shared value creation.

As a purpose-led business, our impact goes beyond economic profit, benefiting our stakeholders and society. We stay true to this by ensuring we consistently evaluate and report on our ESG performance. We commit to always remain transparent and accountable to our stakeholders.

Policy Objective

Our policy aims to ensure that we exercise the goal of being a responsible corporate entity by complying to ESG matters. It further outlines our approach to integrating ESG in our business activities.

Policy Application

The policy is applicable to Safaricom Plc and its subsidiaries, Board of Directors and staff.



Environmental Stewardship

Environmental consideration is strongly linked to our purpose of transforming lives.

We are committed to ensuring that we continuously make a positive difference to the planet, and we endeavor to preserve the environment responsibly, decrease our environmental impact and promote responsible behavior among all our stakeholders.

We track our environment performance carefully, enabling us to establish both negative and positive impacts and implement mitigation measures as required. It also ensures that we produce and consume responsibly.

ESG at Safaricom Plc



Social Responsibility

We have outlined key priority areas and defined targets which we track and report on progress. These priority areas include:

- Embracing diversity & inclusion (D&I) in all its forms i.e., gender parity (Staff and Board), procurement spending on local special interest groups (Women, Youth and PWDs).
- Health and safety with a key focus on maintaining zero-harm work environment for our staff and business partners.
- Customer engagement sustainable community investments through our MPESA and Safaricom Foundations.



Governance, Business Ethics and Risk

Our strong governance structures include a governance charter, an ethical culture and a risk management framework.

We view good governance as essential to creating and preserving value for our shareholders and other stakeholders. We achieve this by maintaining a robust governance framework (i.e., compliance with all applicable laws, regulations, and policies), ensuring accountability and transparency while operating in a dynamic risk environment.

At the Board level, we have a Risk and ESG Committee, which is our apex ESG decision making body. This confirms our commitment to entrenching ESG practices in all that we do.

To achieve our ESG objectives, we shall:

- Assess the ESG impacts of all our business activities and ensure that any negative impacts are mitigated.
- Comply with applicable legal, regulatory, and other requirements, in line with the UN Principles and Conventions on ESG matters and the Constitution of Kenya.
- Respect and champion human rights in our own business and through our broader relationships.
- Responsibly use our products and services to promote the rights of children and integrating child safeguards into our products.
- Embrace continual improvement by operating effective management systems to ensure our HSE risks are identified, controlled, and responsibly managed, hazards are eliminated, and that ownership and accountabilities are clearly defined and understood.
- Ensure that all ESG-related matters are consistent with our vision and values are considered and supported in our operations.
- Maintain the highest standards of integrity and corporate governance practices to maintain excellence in our daily operations, and to promote confidence in our governance systems.
- Remain transparent with our investors, shareholders, and other stakeholders about Safaricom's ESG initiatives, successes, and goals, as well as accurately report on our ESG priorities, milestones annually and provide periodic updates on our website and through the annual reports.
- Remain alert and responsive to developing issues and public concerns with regards to ESG matters.
- Respect the rights of employees, provide good conditions of work and equal opportunities, improving employee satisfaction and through training and development enhance the intellectual capital of the company.
- Ensure that employees are treated fairly and with dignity and consideration for their goals and aspirations and that diversity in the workplace is embraced.