

Our Board members, employees, including temporary and contracted staff, our subsidiaries, suppliers, dealers, agents and all other business partners are obliged to disclose any unethical activity or suspected activity. We treat all reports in a confidential and sensitive manner, keeping the identity of the individual making the report confidential.

We are committed to protect whistleblowers who report in good faith from any form victimization.

Responsibility to report

We place the obligation to report any suspected incidents of dishonesty, financial malpractice, illegal activity or breaches of our Business Principles/ policies on our:

- ✓ Board members.
- ✓ Agents.
- ✓ Suppliers
- ✓ Subsidiaries
- ✓ Employees.
- ✓ Business partners
- ✓ Dealers

Reporting

Should any unethical or suspected activity come to your attention, please report anonymously;

- ✓ By telephone to our anonymous toll-free **Ethics Hotline - 0800720009** which is independently operated by Deloitte South Africa.
- ✓ By email to safaricom@ethics-line.com



Open reporting may also be made to any of the following;

- ✓ Chief Executive Officer.
- ✓ Chief Corporate Security Officer.
- ✓ Any Chief Officer.
- ✓ Head of Ethics and Compliance by email to reportfraud@safaricom.co.ke
- ✓ Any member of the fraud team.