

2024 Sustainability Assurance Criteria

Criteria for the Sustainability Reporting

Key Performance Indicator	Unit of measure	Boundary	Definitions
Ethics and anti-corruption staff training	%	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya.	% staff attendance on ethics awareness and anti-corruption training sessions during the year.
Business partners KYC and ethics training	Number	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	Dealers, M-PESA Agents and suppliers' attendance on ethics and anti-fraud sessions offered during the year. Number of awareness broadcasts covering all M-PESA agents during the year.
Fraud cases investigated	Number	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	The fraud cases investigated during the year.
Outcomes of fraud cases investigated (disciplinary, dismissals, cases reported to law enforcement agencies)	Number	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	The number of disciplinary warnings, dismissals or cases reported to law enforcement agencies emanating from the fraud investigations during the year.
Network availability and stability Average weekly unavailable minutes: power network unavailability rate (NUR) Average radio access network service unavailability rate (SUR)	Minutes	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	NUR (Network Unavailability Rate) – Power related outage in minutes/ total number of cells (BTS) SUR (Service Unavailability Rate) – Outage in minutes/ total number of cells (BTS)
Consumer NPS NPS (Consumer) Brand consideration	Rating	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	Independent quality scoring that measures the likelihood that a customer would recommend Safaricom to other customers, family, or friends, based on their overall experience. Brand consideration is the extent to which consumers are willing to

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			consider a brand when making a purchase decision.
Electricity consumption	Mwh	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	<p>This is electricity used in our main offices, regional offices, Safaricom retail shops, network infrastructure (BTS and Data centers, excluding co-located BTS towers) including power supply from landlords to our network.</p> <p><u>Offices leased from third party.</u></p> <p><i>These are our main office buildings leased from third party, but we have full operational control.</i></p> <p><u>Regional offices and Retail shops</u></p> <p><i>These are leased buildings or spaces within malls for our retail operations or offices and we have control on use of utilities.</i></p>
Fuel consumption	Liters	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	This is fuel used for power gensets in our network and office facilities, company vehicles as well as hired vehicles used for company operations.
Water consumption	M ³	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	<p>Water used (cleaning and drinking water) in all our main and regional offices and retail shops where we pay for water.</p> <p><u>Offices leased from third party.</u></p> <p><i>These are our main office buildings leased from third party, but we have full operational control.</i></p> <p><u>Regional offices and Retail shops</u></p> <p><i>These are leased buildings or spaces within malls for our retail operations or offices and we have control on use of utilities.</i></p>

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Scope 1 carbon emissions	tCO ₂ e	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	Emissions from fuel (diesel and petrol) used in gensets for power generation, company fleet and refrigerants used for cooling systems in offices and network.
Scope 2 carbon emissions	tCO ₂ e	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	Emissions from electricity used in our main offices, regional offices, Safaricom retail shops, network infrastructure (BTS and Data centers, excluding co-located BTS towers) including power supply from landlords to our network infrastructure.
Scope 3 carbon emissions	tCO ₂ e	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	This is emissions related to air travel for company business (both domestic and International), taxis and car hire services. Capital goods composed of spare parts procured by the organisation, upstream transportation and distribution of goods.
Digitising the customer Smart phones connected to the network (2G,3G, 4G and 5G) 4G enabled smartphones.	Number	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	This is the number of smartphones devices (2G,3G,4G and 5G) connected in the network as at 31 March 2024. This is the number of 4G enabled smartphones devices in the network as at 31 March 2024
Workforce demographics	Numbers	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	This depicts the number of permanent male employees, female employees and total number of permanent employees
Employees by gender	Number	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	This is the gender representation of permanent staff, executive leadership, and senior management
Persons with disabilities	%	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	% of employees with long-term physical, mental, intellectual, or sensory impairments which may hinder their full and effective

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			participation in society on an equal basis with others.
Women in technology Division	%	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	This is the % of women in the Technology Division
OHS incidents	Number	The entities Safaricom has the full authority to introduce and implement its operating policies in Kenya	<p>1. Man-hours, Fatal injury frequency rate (FIFR), LTI frequency rate (LITFR) for employees for the year.</p> <p>2. Fatalities, LTIs (lost-time injuries), Incidents, Medical treatment cases for employees, contractors and third parties for the year.</p>