

# DIRECTORS AND SENIOR LEADERSHIP TEAM *(continued)*

## SENIOR LEADERSHIP TEAM

### **Robert Collymore**

**Chief Executive Officer** (see profile on page 130)

### **John Tombleson**

**Chief Financial Officer** (see profile on page 131)

### **Peter Arina**

**General Manager, Consumer Business Unit**

Peter Arina is responsible for the consumer sales business, which includes dealer and M-PESA agents' management and retail sales with a current footprint of 43 Safaricom retail shops across the country. He is also charged with consumer propositions and growing internet and data content. Arina joined Safaricom in November 2004 as Chief commercial officer and was appointed to his current role following the business' structural reorganisation. He is a seasoned professional, having joined Safaricom from Unilever Kenya in October 2004 as customer development director (sales director) reporting to the chief executive officer (East Africa). Arina holds a Bachelor of Commerce (Marketing) degree from the University of Nairobi.

### **Roy Masamba**

**Director, Resources**

Roy Masamba joined Safaricom on 1 November 2012 and is currently Director Resources. He is an international Human Resources executive with over 20 years' experience gained in various countries in Europe, the US, Africa and the Middle East. Before joining Safaricom, Masamba worked with the Vodafone group for three years. He was Regional HR executive for Central Europe, Africa, the Middle East and Asia Pacific before taking up the role of Vice President Human Resources for Verizon Vodafone Enterprise Services, based in London. In addition, Masamba headed the Human Resource function in other multinational companies such as the Zain group of companies and British American Tobacco. He has a BSc Honours degree in Electrical Engineering from the University of Zimbabwe and an MBA in general management from Cranfield School of Management in the United Kingdom.

### **Nicholas Mulila**

**Director, Risk Management**

Nicholas Mulila is responsible for the Risk Management functions of the Company, including Enterprise Risk Management, Ethics and Compliance, Revenue Assurance, Security and Anti-Money Laundering. He joined Safaricom in 2001 and has risen through the ranks to become a member of Senior Leadership Team. He has held the positions of Senior Management Accountant and Principal Business Planning & Forecasting Accountant in the finance division, Head of Corporate Strategy and Planning, Head of Commercial Planning/Pricing Department and, most recently, Executive Business Analyst and Programme Management Officer. Prior to joining Safaricom, Mulila worked for General Motors (EA) and Eastern Produce (K) Ltd, where he held various positions

in finance. He holds a Bachelor of Commerce degree (Accounting option) and a Master of Business Administration degree in Strategy from the University of Nairobi. He is a member of the Institute of Certified Public Accountants of Kenya (ICPAK) and the Institute of Certified Public Secretaries of Kenya (ICPSK).

### **Sylvia Wairimu Mulinge**

**General Manager, Enterprise Business Unit**

Sylvia Wairimu Mulinge is General Manager of Safaricom's Enterprise Business Unit. Under her leadership, the business unit has tripled its revenue, largely driven by her focus on the Small and Medium Enterprise (SME) and Government sectors.

As a member of the Safaricom Sustainability team, she successfully led an initiative to embed sustainability in the organisation and is spearheading an ambitious plan to recruit additional members for the United Nations Global Compact office in Kenya. In addition, she is an active member of Make A Difference (MAD) and sits on the board of The Partnership for Maternal Newborn & Child Health (PMNCH), a global health initiative hosted by the World Health Organisation in Geneva. Sylvia was named one of Kenya's Top 40 Women Under 40 in 2014 and is passionate about developing women leaders across the region. In this respect, she is Executive Sponsor of the Safaricom Women In Technology (WIT) initiative. She holds a BA (Hons) of Science degree from the University of Nairobi and is pursuing an Executive MBA through the University of Cape Town in South Africa.

### **Joseph Ogutu**

**Director, Strategy & Innovation**

Joseph Ogutu joined Safaricom as Chief Corporate Affairs Officer in May 2005 from Telkom Kenya where he was the Principal Assistant to the Managing Director and Chief Strategy & Regulatory Officer. He then served as Chief Human Resource Officer from 2008 before taking on the role of Director, Resources Division following the March 2011 company reorganisation. In October 2012, Ogutu was appointed as Director, Strategy & Innovation division. In addition, he serves as the Chairman of Safaricom Foundation and sits on the Board of TEAMS Limited. Ogutu has more than 25 years in the telecommunications industry, 12 at the executive committee level. During this period, he has played an instrumental role in the reform of the sector including the drafting of the Postal and Telecommunication Policy Paper that led to the restructuring of the defunct Kenya Posts and Telecommunications Corporation and subsequent establishment of CCK, Telkom Kenya and Postal Corporation of Kenya. He has also been involved in the establishment of the institutional framework for the Eastern Africa Submarine Cable System (EASSY).

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## **Rita Okuthe**

### **Director, Marketing**

Rita Okuthe was appointed Director, Marketing at Safaricom in May 2013. She joined the Company in August 2009 as Head of Consumer Segments. Her deep understanding of local consumer behaviour has helped drive voice revenue. Prior to joining Safaricom, she held several marketing roles, including Head of Marketing at MTN Uganda. Okuthe has gained substantial work experience in advertising and brand management over the years and has successfully managed brands at all stages; from infancy to maturity in monopolistic and highly competitive environments. She holds a Bachelor's degree in Economics and a Master's degree in Marketing.

## **Denish Osodo**

### **Director, Internal Audit**

Denish Osodo is the Director, Internal Audit, a role he has held since October 2013. He is a seasoned professional with 14 years' experience in Audit and Risk Advisory Services. He previously worked at PricewaterhouseCoopers (PwC) for several years, offering audit and business advisory services to companies in different industries during stints at PwCs' Kenya and United Kingdom offices. He left PwC as a Director in the Risk Assurance Services team focused on the provision of Internal Audit and Business Controls Advisory Services to large businesses in the region. Osodo graduated with a Bachelor of Commerce from the University of Nairobi and is a practicing member of the Institute of Certified Public Accountants of Kenya (ICPAK).

## **Thibaud Rerolle**

### **Director, Technical**

Thibaud Rerolle was appointed Director, Technical at Safaricom in January 2012. Prior to this he was the Chief Technology Officer at Orange Dominicana in the Dominican Republic. He has a wealth of experience in telecommunications, having worked for the France Telecom Group for 17 years in various senior managerial roles spanning networks, management, international assignments and customer services in six countries in Europe and South America. Rerolle has a Bachelor of Sciences Degree in Telecommunications Engineering, specialising in Networks, from the prestigious Telecom ParisTech (ENST) and is fluent in six languages.

## **Betty Mwangi-Thuo**

### **General Manager, Financial Services**

Betty Mwangi-Thuo is General Manager Financial Services, responsible for overseeing the strategic growth, profitability and development of M-PESA. She joined Safaricom in December 2007 as head of New Products Division, which comprised the M-PESA business and GSMA projects. She was promoted to Chief Officer New Products Division in October 2008, responsible for Safaricom's Value Added Service. Prior to joining Safaricom Mwangi was Chief Marketing Officer at Afsat Communications. In addition, she also worked at GlaxoSmithKline for five years where she was responsible for the East African business and interoperability for Africa

and the Middle East. In 2010 she was featured by Mobile Communications International as one of the top 10 most influential women in mobile globally and in August 2011 and 2013, she was recognised as one of the TOP 20 most powerful African Women in ICT by the ITNewsAfrica. In December 2011, she was recognised for her contribution to Kenya's Information Communications Technology (ICT) sector by His Excellency the President of Kenya, Hon. Mwai Kibaki, who awarded her the prestigious State honours of the Moran of the Order of the Burning Spear (MBS). Mwangi has a B. Eng. (Hons) in Electrical and Electronic Engineering from the Victoria University of Manchester and an MBA from the University of Leicester. She is Chartered Marketer and a member of the Chartered Institute of Marketing.

## **Nzioka Waita**

### **Director, Corporate Affairs**

Nzioka Waita joined Safaricom in 2001 as a Legal Officer responsible for Site Acquisition. He rose through the ranks to serve the company in various roles including Legal Services Manager between 2002 and 2007 and Head of Legal & Regulatory Affairs between 2007 and 2010 followed by a brief stint as Head of Strategy & New Business, responsible for driving the company's mergers and acquisitions agenda. He held this position until April 2011 when he stepped into his current position.

Waita is an Advocate of the High Court of Kenya and a Certified Public Secretary. He holds a Bachelor of Laws (LLB) degree from the University of Sheffield and a Post Graduate Diploma in IT & Communications Law from Queen Mary, University of London both in the United Kingdom. Waita is also a founding Trustee of the Safaricom Foundation, a role he has held since August 2003.

## **Pauline Warui**

### **Director, Customer Care**

Pauline Warui is Director Customer Care, responsible for delivering unmatched customer care to Safaricom's over 21 million customers. She joined Safaricom Limited in January 2008 as the Head of the Call Centre in the Commercial Division and was later promoted to Chief Customer Care Officer, a role she fulfilled until assuming her current position. Warui is recognized for her skills in customer care and youth leadership and is credited with spearheading the growth of Safaricom's customer support service to its current platform. She honed her skills in customer service at Chevron Corporation where she worked as the Area Customer Service Coordinator for East Africa and Egypt for two years. Prior to that, she had worked for Celtel (K) Ltd now Airtel (K) Ltd as a Customer Service Manager where she gained extensive experience and training in Customer Service and Contact Centre Operations. She holds a BA (Hons) degree from the University of Nairobi and a certificate in Advanced Management from the Strathmore Business School.