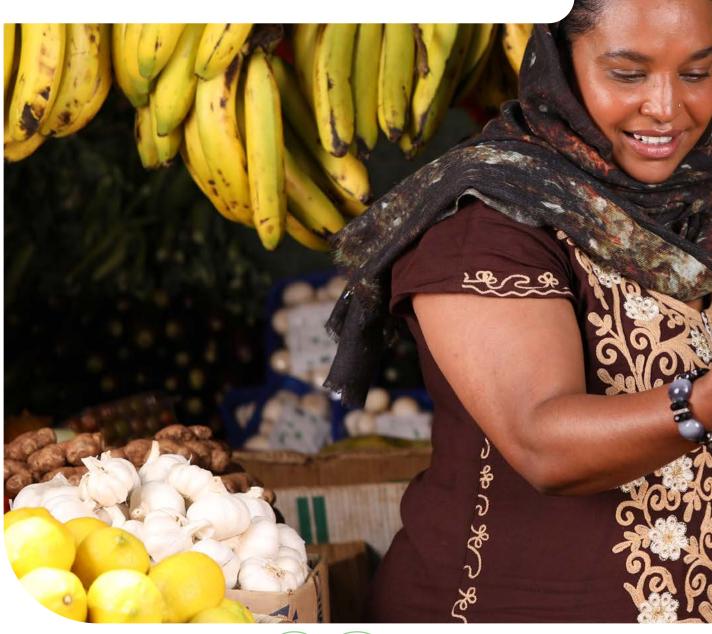


Key numbers – FY2022

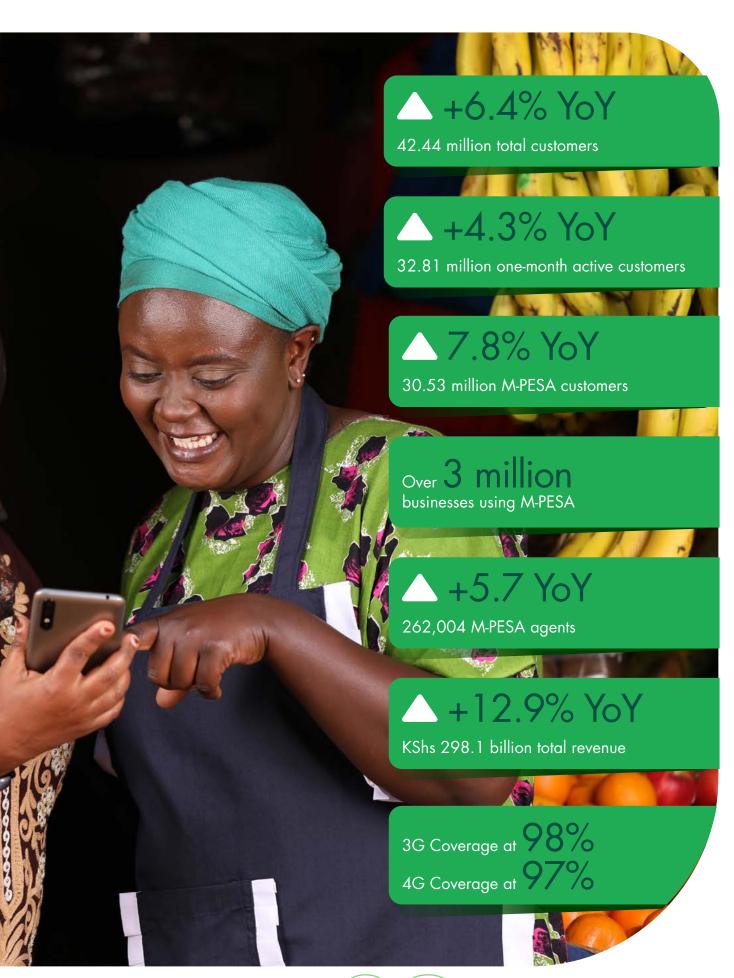
04

How we continued to create value in FY2022

07









Key numbers - FY2022



Financial capital

KShs 281.11 billion

△12.3% YoY

Service revenue (2021: KShs 250.35 billion)

KShs 83.21 billion

▲ 0.8% YoY

Voice service revenue (2021: KShs 82.55 billion)

KShs 107.69 billion

▲ 30.3% YoY

M-PESA revenue (2021: KShs 82.65 billion)

KShs 10.88 billion

▼20.0% YoY

Messaging revenue (2021: KShs 13.60 billion)

KShs 48.44 billion

▲ 8.1% YoY

Mobile data revenue (2021: KShs 44.79 billion)

KShs 9.85 billion

▲ 4.0% YoY

Mobile incoming revenue (2021: KShs 9.47 billion)

KShs 9.80 billion

▲ 25.9% YoY

Other mobile service revenue (2021: KShs 7.78 billion)

KShs 11.24 billion

▲18.3% YoY

Fixed line and wholesale transit revenue (2021: KShs 9.51 billion)

KShs 109.13 billion

△13.5% YoY

Earnings before interest and tax (EBIT)

(2021: KShs 96.16 billion)

KShs 69.65 billion

▲ 1.4% YoY

Net income excluding non-controlling interests

KShs 63.67 billion

▼1.3% YoY

Free cash flow

(2021: KShs 64.52 billion)

KShs 124.70 billion

▲17.7% YoY

Taxes, duties and licence fees paid

(2021: KShs 105.92 billion)



Human capital

50% Women in our workforce (2021: 50%)

4.0% Procurement spend on women-owned businesses (2021: 2.3%)

Women in senior management (2021: 33%)

3.0% Employees with disabilities (2021: 2.6%)

Proportion of staff engaged in their work (2021: 92%)

Proportion of staff likely to recommend Safaricom as a great place to work (2021: 93%)

Staff fatalities;
2 third-party employees
(2021: 0 staff;
3 third-party employees)

23 Staff members dismissed for fraud (2021: 19)

*Assured data will be included in the 2022 Sustainability Report



Manufactured capital

10,880 km ▲7.9% YoY

Cumulative fibre-optic footprint (2021: 10,080 km)

193,059 **▼**5.5% YoY

Residential homes connected to fibre-optic network (2021: 204,234)

97% **△** 3.0%

Proportion of population with 4G coverage (2021: 94%)



Natural capital*

58,294 m³

Water consumption (2021: 57,103m³)

310

Sites using solar and hybrid clean power (2021: 255)

81,642 kgs

Total waste collected – 87.9% recycled (2021: 75,465 tonnes – 88%)

196 tonnes

E-waste collected – 100% recycled

(2021: 143 tonnes; Total to date: 1,626 tonnes)



Key numbers - FY2022 continued



How we continued to create value in FY2022



For our shareholders:

Declared:

KShs 55.69 billion in dividends (2021: KShs 54.89 billion)

KShs 0.64 DPS interim dividend (2021: KShs 0.45 DPS)

KShs 0.75 DPS final dividend (2021: KShs 0.92 DPS)

FY22 DPS KShs 1.39

(2021: KShs 1.37)

Recorded:

611% in total shareholder returns since listing (Closing price - IPO price + DPS) / IPO Price (2021: 654%)

58.9% of total NSE market capitalisation on the NSE

Zero-rated educational resources (2021: Zero-rated)

Provided double permanent bandwidth to fibre customers

(2021: Provided double permanent bandwidth to fibre customers)

Cemented:

Regional expansion

by preparing for commercial launch services in Ethiopia within calendar year 2022

(2021: Drove: Regional expansion)



For our customers:

Enhanced:

CFO's review

4G coverage to 97% (2021: 94%)

3G coverage to 98% (2021: 95%)

2G coverage to 98% (2021: 96%)

35 5G sites

Enabled:

2.48 million 4G devices added on our network (2021: 2.41 million)

2,000 transactions per second on M-PESA

(2021: 1,800)

15.75 billion transactions

via M-PESA, valued at KShs 29.55 trillion (2021: 11.68 billion transactions, valued at KShs 22.04 trillion)

Network

of over 3.2 million businesses accepting payments on M-PESA (2021: Network of about 2 million)

492,772 active

Lipa na M-PESA (LNM) merchants (2021: 301,597)



Key numbers - FY2022 continued

Free M-PESA

wallet-to-bank and bank-to-M-PESA wallet (C2B and B2C), 0.5 billion transactions valued at KShs 5.59 trillion and account for 18.9% of total value of M-PESA transactions)

(2021: Free M-PESA)

99.99%

systems availability and incident reduction on our network

2021:

- Zero-rated M-PESA P2P and LNM transactions below KShs 1,000, valued at 1.7 billion transactions, valued at KShs 4.38 trillion
- Zero-rated educational resources
- Provided double permanent bandwidth to fibre customers

Deployed:

10,880km ▲ 7.9% YoY

of fibre-optic cable, with:

(2021: 10,080km)

364,980 ▲ 4.5% YoY

homes passed (2021: 349,144)

165,981 ▲ 20.8% YoY

FTTH customers (2021:137,390)



For our employees, we:

Recorded:

9 out of 10

recommending Safaricom as a good place to work

(2021: 9 out of 10)

83%

of our people excited about the future of Safaricom

(2021: 89%)

70%

of our employees having completed at least one future skills course in Safaricom Business School and instructor-led training in:

- Agile
- Cybersecurity
- Data science
- Analytics

(2021: 67.2%)

50:50

gender split

(2021: 50:50)

A total workforce complement of:

5,941

including Safaricom Ethiopia staff at 305, 50% local talent

(2021: A total workforce complement of 6,230)





For our society, we:

Recorded:

3.2 million

SMEs and enterprises on M-PESA (2021: 1.4 million)

4.7 million

subscribers making use of our M-TIBA solution for sending, saving and spending funds for medical treatment at:

4,552 clinics (2021: 5.2 million M-TIBA subscribers accessing medical treatment at 3,700 clinics)

Digitised:

300 of 5,000

government workflows (2021: 300 of 5,000)

Integrated with M-PESA:

26 of 47

county governments (2021: 23 of 47)



