

SAFARICOM ENERGY, ENVIRONMENT AND ISO POLICIES

January 2024

ISO INTEGRATED MANAGEMENT SYSTEM POLICY STATEMENT

Safaricom PLC is a leading provider of converged communication solutions in Kenya.

Safaricom's vision is to be a purpose led technology company by year 2025 and seeks to actualize this vision by deepening customer engagement and experience.

Safaricom is therefore committed to:

- Exceeding customers', employees' and stakeholders' expectations by driving quality and sustainability in our operations and responsibly investing and partnering with communities around us.
- Delivering value to our customers by ensuring quality products and services.
- Ensuring objectives and targets are monitored to assess improvements in the integrated management system.
- Preserving the environment in a responsible manner, optimizing energy use and prioritizing the use of clean energy.
- Ensuring availability, security and continuity of Safaricom's products and services.
- Ensuring compliance with legal, regulatory and contractual requirements.
- Maintaining and improving information security, data privacy by minimizing exposure to risks within the company, leading to provision of timely and reliable products and services.
- Safeguarding the health, safety and wellbeing of our stakeholders.
- Improve energy-related performance and efficient use of energy in our ecosystem.
- Managing the risk of corruption and bribery by providing clear guidelines to internal and external stakeholders.

Through conformance to integrated management systems, Safaricom recognizes the importance of complying with international standards and internal strategies to deliver right and relevant products and services to Customers.

Peter Ndegwa



Chief Executive Officer



January 2024

ENERGY MANAGEMENT POLICY

Safaricom PLC, a digital services provider, aims to transform lives by leveraging technology to empower customers, providing connectivity, enterprise solutions, financial and government services. To realize and sustain this vision, Safaricom is committed to conservation of energy resource by optimizing energy use and costs, reducing emissions, complying with regulatory requirements, implementing and continual improving energy management within the organization and in all our Facilities.

We are committed to:

- Establishing and implementing a strategic plan for energy efficiency and conservation.
- Establishing and implementing a framework that guides the setting and reviewing of the energy objectives and targets.
- Continual improvement of energy performance and energy management system.
- Supporting the procurement and deployment of energy efficient products and services that impact energy performance.
- Ensure availability of information necessary to achieve energy objectives & targets.
- Providing necessary resources to achieve energy efficiency and conservation.
- Complying with applicable legal and other requirements related to energy efficiency, energy use and consumption.
- Supporting the design activities that consider energy performance improvement.
- Promoting the use of renewables, cost-efficient technologies that contribute to the global reduction of Green House Gases (GHG).
- Implementing energy monitoring performance targets and reporting systems and procedures.
- Improving energy efficiency and conservation.
- Complying with The Energy Act, 2019 and the Energy (Energy Management) regulations, 2012 and other related energy legislations.
- Capacity building by training staff to ensure competence in energy efficiency and conservation.

As part of our strategy Safaricom has committed to deploying requisite resources to support energy management system, objectives and targets. Every member of Safaricom fraternity shall support and participate in the implementation of this policy statement.

This policy shall be reviewed after every two years from the date of approval, or as need arises.

Peter Ndegwa



Chief Executive Officer



January 2024

ENVIRONMENT POLICY

Safaricom PLC is committed to transforming lives of customers and stakeholders in an environmentally sound and sustainable manner, through continuous improvement in environmental performance in our operations.

We will manage and report our environmental performance in an open and transparent manner in line with global and industry best practices. Safaricom recognises that environmental considerations are not separate from our core business but form part of our overall business strategy.

Our specific objectives are to:

- Ensure that our products and services, processes and operations are safe for the environment
- Reduce energy usage, conserve water, reduce, reuse and recycle waste
- Review and update the science-based targets in line with keeping global warming well below 2 degrees Celsius as per the Paris agreement.
- Prevention of environment pollution

To achieve these objectives, we shall:

1. Assess the environmental impacts of all our business activities and ensure that any negative impacts are mitigated.
2. Comply with applicable legal and other requirements, in line with the UN Principles and Conventions on environment sustainability and the Constitution of Kenya.
3. Develop and apply systems of environmental management as part of our day-to-day operational practice and control procedures.
4. Set targets for responsible environmental management and remain committed to continual improvement by implementing programmes that address our significant environmental aspects.
5. Investigate all environmental incidents or complaints that have or could have an adverse environmental impact and take action to prevent recurrence.
6. Empower our employees to manage environmental issues as an integral part of their jobs and establish systems that provide for training and delineation of responsibilities and accountabilities with respect to the environment.
7. Assess and build capacity of our business partners, local community and other stakeholders in our ecosystem to improve their environmental management and performance.
8. Remain alert and responsive to developing issues and public concerns with regards to the environment.

Peter Ndegwa



Chief Executive Officer

