

ISO INTEGRATED MANAGEMENT SYSTEM POLICY STATEMENT

Integrated Management System Policy Statement

Safaricom PLC is a leading provider of converged communication solutions in Kenya. In achieving the Safaricom's Purpose of Transforming Lives, we act with Simplicity, Transparency and Honesty in all that we do and seek to ensure a culture of being customer focused.

Safaricom is committed to:

- Exceeding Safaricom customers, employees and stakeholders' expectations by driving quality and sustainability in our operations and responsibly investing and partnering with communities around us;
- 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 continuity & Security of Safaricom's products and services;
- Ensuring compliance with legal, regulatory and contractual requirements;
- Maintaining and improving information security and Integrated Management System with the aim of minimizing exposure to risk within the company therefore leading to provision of timely and reliable services;
- Safeguarding the Health, Safety and Wellbeing of our stakeholder;
- Managing the risk of corruption and bribery by providing clear guidelines to Safaricom employees and stakeholders and outlining the key responsibilities and processes with regard to corruption and bribery management.

Through conformance to integrated Management system, Safaricom recognizes the importance of complying with International standards, operational efficiency, right products and relevant products and services.

Michael Joseph



Chief Executive Officer
31st January 2020