

# SAFARICOM ENERGY, ENVIRONMENT AND ISO POLICIES

November 2020

## ISO INTEGRATED MANAGEMENT SYSTEM POLICY STATEMENT

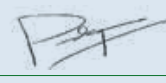
Safaricom PLC is a leading provider of converged communication solutions in Kenya. Safaricom's vision is to be a purpose-led technology company by the year 2025 and seeks to actualize this vision by deepening customer engagement and experience.

### 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.
- Responsibly preserving the environment, preventing pollution, 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 and Integrated Management System with the aim of minimizing exposure to risk within the company therefore leading to the provision of timely and reliable 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 for internal and external stakeholders.

Through the conformance of Integrated Management system, Safaricom recognizes the importance of complying with International standards and internal strategy to deliver right and relevant products and services to customers.

Peter Ndegwa



Chief Executive Officer



November 2020

## ENERGY MANAGEMENT POLICY

Safaricom PLC, a digital services provider aims to transform lives by leveraging technology to empower customers, providing connectivity, financial services, enterprise solutions 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.

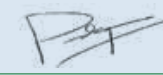
### In fulfilling this, the Company shall:

- Comply with all National & International applicable legal and other requirement related to energy efficiency, energy use and consumption.
- Establish, implement, framework to set and review energy objectives and targets.
- Support the procurement and deployment of energy efficient products and services that impact energy performance.
- Ensure availability of information and resources necessary to achieve energy objective & targets.
- Support design activities that consider energy performance improvement and innovation.
- Promote the use of renewable, cost-efficient technologies to contribute to the global reduction of Green House gas (GHG) emission.
- Implement energy monitoring performance targets and reporting systems and procedures.
- Continuously review the energy performance and energy management system.

As part of our strategy Safaricom has committed to deploying requisite resources to support energy management system, objectives and target. 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. Any revision will be published by the company and brought to the notice of all employees and other relevant stake holders.

Peter Ndegwa



Chief Executive Officer



November 2020

## 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; and reduce, reuse and recycle waste
- Set science-based targets in line with the level of decarbonisation required to keep global temperature increase below 2° C recommended by the Intergovernmental Panel on Climate Change
- 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

