

**OCCUPATIONAL SAFETY AND HEALTH
SCHEDULE**

VERSION 0.4

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1.0 INTRODUCTION

- 1.1. This Schedule describes the occupational safety and health (OSH) requirements expected of the Supplier in respect of the supply of Products and Services.
- 1.2. The Schedule is split into five parts:
 - 1.2.1. **Part A** deals with the **general obligations** applicable to Safaricom Purchase Agreements/ Contracts and all accepted Purchase Orders, unless otherwise communicated in writing by Safaricom;
 - 1.2.2. **Part B** deals with specific requirements **relevant to high risk services and products**, including construction work. A classification of which services and products constitute high, medium and low risk are described in Appendix A of this document;
 - 1.2.3. **Part C** sets out the minimum set of **OSH key performance indicators**;
 - 1.2.4. **Part D** lists the policies and standards (**the “Safaricom OSH Policies and Standards”**) that shall be applied by Supplier to its delivery of Products and Services and sets out the mechanism for updates and revisions; and
 - 1.2.5. **Part E** details **consequences for non-compliance** to safety and health (OSH) requirements and the Safaricom Absolute Rules.

The requirements included in this document are considered as a complement to any written requirements in the Contract, which are binding to the Supplier and to Safaricom. Under no circumstances shall any requirements of Safaricom Limited in relation to OSH lessen or reduce or be deemed to lessen or reduce the responsibilities or duties of the Supplier under the regulations, any Contract or otherwise.

For any additional information pertaining to OSH, the Supplier or his employees, sub-contractors or agents must contact their management team, the Safaricom Project Manager or his or her representative or the Safaricom Safety and Health desk (or in particular, Safaricom's Principal Safety and Health Officer through the email address HSHelpdesk@Safaricom.co.ke).

PART A: GENERAL REQUIREMENTS

2.0 General Obligations

The following general OSH requirements are to be observed by all Suppliers:

- 2.1 Suppliers shall be expected at all times to pay the utmost attention to managing safety in the daily activities of executing the Work.
- 2.2 The Supplier shall be ultimately responsible for ensuring the safety of his staff, sub-contractors and agents, the employees of Safaricom Limited and any third party, as well as to protect property whilst undertaking activities in the scope and course of undertaking the Work.
- 2.3 The Supplier shall implement best practice in relation to safety management and practices.
- 2.4 It is the duty of the Supplier to bring the information contained herein as well as other safety documentation to the attention of his staff, sub-contractors, and agents, before they undertake any work.
- 2.5 No work is to begin on any Safaricom Limited premises/site until the Supplier and the Supplier's employees, sub-contractors and agents working on the site have received site-specific safety induction training.
- 2.6 The Supplier is expected as well to be in conformity with relevant laws and regulations amongst which are those relating to OSH. Suppliers are responsible for the consequences resulting from any non-conformity to the OSH legislation and rules by themselves, their sub-contractors, employees or agents.
- 2.7 In the interest of continually improving safety, Safaricom and the Supplier shall endeavor to share knowledge of work methods and safety management techniques.
- 2.8 Suppliers must conform to all new rules or OSH procedures issued in the future by Safaricom Limited.

3.0 Occupational Safety and Health Systems

The Supplier shall have in place dedicated OSH management systems that ensure that appropriate standards of health, safety and wellbeing are maintained. Suppliers shall implement policies, procedures and an appropriate culture to meet the following core requirements:

- 3.1 A senior person is designated with the responsibility for the delivery of health, safety and wellbeing;
- 3.2 Roles and responsibilities with respect to the delivery of health, safety and wellbeing are clearly defined throughout the Supplier's organisation;
- 3.3 The Supplier has access to appropriate levels of expert OSH advice;
- 3.4 Appropriate systems and processes are in place, together with the allocation of adequate resources to identify and address the risks associated with the delivery of the Products and Services by its employees, suppliers, sub-contractors and any other third party;
- 3.5 The OSH training needs of its employees, sub-contractors and suppliers are assessed and the appropriate level of training delivered to ensure that all persons are trained to deliver their assigned tasks in a safe manner;
- 3.6 Health, safety and wellbeing performance is continually monitored and reviewed through programmes of inspections, testing and audits; and
- 3.7 The regular submission of OSH data to Safaricom, attendance at meetings and participation in audits as required by Safaricom acting reasonably.

4.0 Legislation, Policy and Standards

The Supplier must familiarise themselves with the relevant Safaricom OSH Policies and Standards and have in place mechanisms to ensure that its personnel, sub-contractors and agents:

- 4.1 Comply with all the applicable Safaricom OSH Policies and Standards whilst undertaking the project/ contract work. In particular, they shall fully support and comply with the requirements of the Safaricom's

Safety and Health Policy and Safaricom's Absolute Rules whose contents are detailed here below.

4.1.1 The Safaricom Safety and Health Policy Statement

Safaricom is deeply committed to safeguarding the safety and health of our employees, customers, contractors, sub-contractors and other persons who may be directly affected by our business operations. This commitment is enshrined within our general Safety and Health Policy statement below. All Suppliers are expected to fully support and reflect this commitment whilst undertaking the Works.

SAFARICOM SAFETY & HEALTH POLICY

The vision of Safaricom Limited, a Kenyan telecommunications service provider, is to transform lives by striving to meet and exceed customers', employees' and stakeholders' expectations. In order to realise and sustain this vision, Safaricom is committed to safeguarding the safety and health of all those with whom we interact by minimizing any and all risks that our operations may pose to stakeholders at large.

Safaricom believes in achieving the vision through:

- Sustained compliance with national laws and internationally accepted standards on safety and health.
- Adequately controlling safety and health risks arising from our work activities.
- Continually improving safety management within the business by ensuring safety is everyone's responsibility.
- Encouraging dialogue and active participation of employees to enhance safety performance.
- Maintaining open communication with stakeholders in relation to our safety and health practices.

Our safety and health management system is aligned with the Company vision and expectations to attain and maintain flawless operations.



Bob Collymore
Chief Executive Officer
November 2014



4.1.2 The Safaricom Absolute Rules

Consistent with the company's commitment to continually improving safety management within the business, the company has developed Absolute Rules, which all Employees and Suppliers must fully comply with whilst undertaking Safaricom work. The rules were developed to focus attention on common causes of fatalities and serious injuries associated with the telecommunications industry. The rules are illustrated overleaf.

Let's be absolutely safe.

Follow these seven safety rules to keep yourself and others out of harm's way.



Wear personal protective equipment where required.



Always buckle up.



Qualified electricians only.



Never use mobile devices while driving.



Do not work or drive under the influence of intoxicating substances.



Competent personnel only for street and underground work.



Always drive at safe speeds.

Safaricom

4.2 The Supplier shall comply with all relevant Legislation. Where applicable, but by no way limiting the Supplier's overall responsibility to comply with the law, the Supplier warrants and undertakes that he is competent to and shall comply with the OSH Act as amended or re-enacted from time to time and any regulations made thereunder, including, without limitations;

- The Occupational Safety and Health Act of 2007.
- The Factories and Other Places of Work (Fire Risk Reduction) Rules, 2007. Legal Notice No. 59.
- The Factories (Building Operations and Works of Engineering Construction) Rules, 1978. Legal Notice No. 179.
- The Factories (First Aid) Rules, 1977. Legal Notice No. 160.
- The Factories and Other Places of Work (Safety and Health Committees) Rules, 2004. Legal Notice No. 31.
- The Factories (Protection of Eyes) Rules, 1978. Legal Notice No. 44.
- The Factories Act (CAP 514) Scale for Sanitary and Washing Accommodation.
- The Factories (Electric Power) (Special) Rules, 1979. Legal Notice No. 340
- The Factories and Other Places of Work (Medical Examination) Rules, 2005. Legal Notice No. 24.
- The Factories and Other Places of Work (Noise Prevention and Control) Rules, 2005. Legal Notice No. 25.
- The Factories and Other Places of Work (Hazardous Substances) Rules of 2007.

4.3 Implement the applicable processes and procedures to support the Safaricom OSH Policies and Standards; and

4.4 Monitor and review compliance regularly.

5.0 Control of Safety

Safaricom Limited is committed to the provision of best practice management strategy; the non-observance of Safaricom Limited's Absolute Rules, codes of safe practice or non-compliance with any of the requirements herein may result in termination of Contract in accordance with its terms.

6.0 Interference or Misuse of Safaricom Property

Suppliers (including sub-contractors or agents) must not interfere or misuse any Safaricom property including locks, signs, safety barriers, safety devices, unless authorized to do so.

7.0 Safety Induction

Prior to commencement of works, the Supplier or his appointee available on site shall ensure that safety induction (in addition to Safaricom's safety induction training) is given to all the Supplier's and sub-contractor's or agent's personnel who are to visit or work on site.

8.0 Lone Working

8.1 Where work involves the need for working alone in works that involve construction activities, installations, modifications, excavations, repairs, fabrications, dismantling, renovations, painting, alterations to structures, testing/ examinations/ inspections, confined space work activities, work at height or other such activity, a risk assessment must be undertaken to ensure that the task is safe to be undertaken by a lone worker.

8.2 An emergency and rescue plan must also be in place in case of an accident.

9.0 Safe Place to Work

The Supplier shall take full responsibility for the adequacy, stability, and safety of all operations and the safe methods of work for all activities arising out of the Work. The Supplier shall also ensure that the place of the work is safe.

10.0 Personal Protective Equipment

It shall be the responsibility of the Supplier at his sole expense to ensure that all the requisite items of Personal Protective Equipment ("PPE"), necessary for the various working conditions pertaining to the Works, are available and correctly and consistently used by his personnel, sub-contractors and agents and are replaced when worn-out or otherwise necessary.

- 10.1 Such items of PPE shall comply with all the relevant and applicable standards.
- 10.2 PPE shall be provided depending on the nature of risks involved in the Works.
- 10.3 The Supplier's personnel (including sub-contractors and/ or his agents involved in the Work) must wear the required individual protective equipment in the areas where they must perform the Work.
- 10.4 Safaricom Limited reserves the right to require the wearing of personal protective equipment in any situation that presents a danger.

11.0 Incident Reporting and Investigation

The reporting and investigation of incidents is essential to understanding the causes and therefore preventing the occurrence of similar events, therefore the Supplier shall ensure:

- 11.1 That all necessary systems are in place to report, record and investigate all incidents, including product failures;
- 11.2 Where a serious incident occurs that has the potential to directly impact Safaricom, this must be reported in accordance with the Safaricom Incident Reporting process as set out in Appendix B;
- 11.3 That the Supplier co-operates with and supports Safaricom in the investigation of all serious incidents; and
- 11.4 That all details related to incidents and investigations are shared with Safaricom (and the Supplier acknowledges these may be shared with the other relevant stakeholders).

12.0 WIBA/ GPA Insurance

The Supplier must provide Safaricom with proof of a valid Work Injury Benefits Act insurance cover or Group Personal Accident (insurance) cover for his personnel, Sub-Contractors and Agents prior to commencement of Works.

13.0 Driving and Vehicle Safety

The Supplier must have in place appropriate measures to manage the risks associated with driving, which must include, but is not limited to:

- 13.1 Selection of appropriate vehicles for the intended use;
- 13.2 Maintenance of vehicles in line with manufacturers recommendations and maintaining appropriate records;
- 13.3 Vehicles must be fitted with appropriate levels of safety equipment, in particular, that all seats must have seat belts fitted;
- 13.4 Appropriate levels of training is delivered to all drivers determined by the risk posed by their role, together with a mechanism for ensuring that all drivers are qualified to drive and hold the appropriate grade of licence. Records of this training must be maintained; and
- 13.5 A strict programme to monitor and manage the performance and behaviour of drivers must be implemented. This programme must include, but should not be limited to:
 - 13.5.1 The use of seat belts by both drivers and passengers;
 - 13.5.2 The control of use of drugs and alcohol in relation to driving;
 - 13.5.3 The carriage of only the appropriate numbers of passengers;
 - 13.5.4 The speed and behaviour of drivers;
 - 13.5.5 Prohibit the use of hand held mobile phones whilst driving;
 - 13.5.6 Ensure that all loads and equipment are carried safely; and
 - 13.5.7 Ensure that vehicles are only used for their intended purpose.

PART B: CONSTRUCTION / HIGH RISK SPECIFIC

14.0 OHSAS 18001 Certification

- 14.1 The following requirements for OHSAS 18001 Certification shall apply to global Suppliers where the Supplier is engaged in networks related projects for Safaricom (or other projects identified by Safaricom from time to time) that involve:
- 14.1.1 Installation activities relating to hardware or infrastructure deliverables;
 - 14.1.2 Network build, operate and transfer scenarios (or component activities);
 - 14.1.3 Manufacturing processes involving material OSH risks; or
 - 14.1.4 Such other scenarios as Safaricom may identify (acting reasonably).
- 14.2 Where OHSAS 18001 certification is required by Safaricom, the certification must be related to the specific activity or project to which this agreement relates.
- 14.3 Evidence of this certification, audit and management review programmes must be available for review by Safaricom.
- 14.4 Supplier may propose alternate systems to OHSAS 18001, however such systems shall be equivalent to the standards required by OHSAS 18001 including external verification.

15.0 Occupational Safety and Health Plan Requirements

Supplier shall develop and implement an OSH plan for all construction and high risk projects to detail the measures that the Supplier has in place to manage the risks associated with the works. Supplier shall provide a copy of the OSH plan to Safaricom. The following is a list of the contents that must be included in that plan.

- 15.1 Scope of the work that is to be undertaken;
- 15.2 Key contacts and responsibilities for health, safety and wellbeing delivery including the qualifications and experience of those with specific responsibility for health, safety and wellbeing;

- 15.3 Risk assessments, method statements, and safe systems of work that detail how the tasks will be completed safely. These must be specific to the project/ contract and take into account the difference environments that will be encountered;
- 15.4 Training matrix detailing what health, safety and wellbeing training you deliver to your employees;
- 15.5 Details of the monitoring, auditing, inspection, certification and reporting processes that you have in place to ensure that the required standards are achieved;
- 15.6 Details of the suppliers incident reporting and investigation procedures;
- 15.7 Details on how subcontractors will be selected and managed, including communication of client requirements. Further details on specific requirements in this area are included below;
- 15.8 Details of the high risk products, plant/ equipment and substances will be selected, used and controlled throughout the delivery of the works;
- 15.9 Details on how applicable local legislation and the Safaricom OSH Policies and Standards will be adhered to; and
- 15.10 Details of the Suppliers emergency processes.

16.0 Sub-contractor Management

The delivery of works by subcontractors presents a significant risk to Safaricom; therefore the Supplier must have in place robust mechanisms to manage their contractors. These must include:

- 16.1 Systems and processes for the assessing the OSH capability of contractors;
- 16.2 Contractual agreements that reflect and cascades down the Supplier's obligations to Safaricom;
- 16.3 Where appropriate the inclusion of performance management mechanisms within the contract between the Supplier and its contractors;

- 16.4 Methods to communicate and monitor the compliance of contractors delivery against Safaricom OSH Policies and Standards; and
- 16.5 Ensuring systems are in place for regular review of health, safety and wellbeing performance of its contractors. This must be considered as part of the overall performance of its contractors.

17.0 Management of Risk

The Supplier shall have in place a mechanism to manage the risks associated with its supply of the Products and Services that must, as a minimum:

- 17.1 Identify any hazards associated with its delivery and assess the associated risk;
- 17.2 Implement measures to eliminate or mitigate the risk;
- 17.3 Communicate the required control measures to any persons who may be exposed; and
- 17.4 Continually review the performance of these control measures.

18.0 Training and Competence

Training and competence is essential to ensuring the safe delivery of high risk tasks, therefore as a minimum the Supplier must ensure that the following is applied equally to their staff and contractors:

- 18.1 That every person conducting work for or on behalf of Safaricom has received appropriate training for the task they are designated to undertake;
- 18.2 Mechanisms are in place to ensure that high risk tasks are only completed by those that are trained and competent e.g. working at height, electrical work, driving. This must include permit to work systems where applicable;
- 18.3 Training must be fit for purpose for high risk tasks, meaning that it must be in an appropriate language and delivered via appropriate means for the target audience; and
- 18.4 Appropriate training records are available for inspection by Safaricom

Safaricom Limited

OCCUPATIONAL SAFETY AND HEALTH IN SUPPLY CHAIN MANAGEMENT

at any time.

19.0 Performance Reporting and KPIs

In order for Safaricom to monitor OSH performance, the Supplier will be required to report certain metrics on a regular basis for both their own operation and the works of their contractors and subcontractors directly related to Safaricom operations. Target and rates will be agreed by the Parties acting reasonably, and may include, but will not be limited to, the following:

- 19.1 Number of OSH incidents and OSH incidents frequency rate (No of incidents X 200,000 hours worked/ Man-hours worked);
- 19.2 Number of serious incidents and serious incident frequency rate (No of incidents X 200,000 hours worked/ man-hours worked);
- 19.3 Number of lost time incidents and LTI frequency rate (Incidents X 200,000 hours worked/ man-hours worked);
- 19.4 Number of product failures and percentage of actions successfully completed;
- 19.5 Number of site inspections / audits undertaken and percentage of actions successfully completed;
- 19.6 Number of breaches of on-site OSH controls detected; and
- 19.7 Number of statutory interventions.

20.0 Working at Height

The Supplier must, as a minimum:

- 20.1 Assess, manage and where possible eliminate the risks associated with work at height, wherever possible, by designing out the need for such activities. In particular:
 - 20.1.1 All sites must be designed and constructed with suitable fall prevention measures e.g. towers must be fitted with a Safaricom approved fall arrests system, guard rails, restraint points, where appropriate; and
 - 20.1.2 Ladder cages are not considered an appropriate fall prevention method and must not be installed on vertical

ladders.

- 20.2 Ensure that only those persons who have been trained in working at height are engaged in activities to which they are exposed to that risk;
- 20.3 Ensure that provisions are made to protect the public from falling objects and restrict unauthorised access;
- 20.4 Establish arrangements for the issue, use and storage of individual Personal Protective Equipment (PPE) and access equipment;
 - 20.4.1 PPE used for working at height must be appropriate for fall arrest, and must without exception be a full body harness with a double-legged shock absorbing lanyard;
- 20.5 Set minimum standards for the competence and fitness for all persons who carry out work at height on behalf of Safaricom;
- 20.6 Ensure procedures are in place for emergencies occurring at height, e.g. tower rescues, incident reporting procedures;
- 20.7 Ensure all equipment used for access, including but not limited to ladders, steps, mobile elevated work platforms (MEWPs) are appropriate and inspected prior to use and are only used by appropriately trained people.

21.0 Electrical Work

The Supplier must, as a minimum:

- 21.1 Have a documented risk management process and, where required safe systems of work must be available for electrical tasks;
- 21.2 Ensure no live electrical work is undertaken, which has the potential to cause electrical injury;
- 21.3 Persons working on electrical equipment must be authorized and competent;
- 21.4 Electrical equipment will be fit for intended purpose/environment;
- 21.5 Electrical equipment in wet and/or highly conductive metal areas shall be low voltage, shielded or protected by a circuit breaker;
- 21.6 Electrical equipment with potential to cause electrical injury shall be isolated from all sources of power and locked off using a formal lock out/tag out system;
- 21.7 Excavation works to use drawings, cable detection tools, and safe digging practices minimize the risk from underground electrical services; and
- 21.8 When working near overhead power lines, controls must be implemented (e.g. de-energized, cable insulation) if the risk assessment indicates that contact or flash over may occur. This includes assessing vehicle and crane access, if appropriate.

22.0 Radio Frequency (RF) Safety

The Safaricom standard on the Management of the Safety and Health risks of RF Fields must be fully implemented by the supplier, as a minimum:

- 22.1 Work is carried out by trained and competent people. Training to include understanding of potential health risks, and risk controls (e.g. isolation/power down procedures, use of monitoring devices), and dealing with potential overexposures;

- 22.2 All people take adequate measures to work safely in the presence of RF Fields. This includes utilisation of standard safe work procedures, and compliance with supervision, instruction & training;
- 22.3 Design specifications and systems of work are in operation to manage risks in accordance with local legal requirements and Safaricom OSH Policies and Standards;
- 22.4 There is clear signage/demarcation and effective access control for restricted access areas;
- 22.5 Site shut down/power down or other appropriate procedures are implemented/ complied with to control work within relevant exclusion zones;
- 22.6 Appropriate guidance is available to workers, third parties e.g. landlords and general public in accordance with national guidelines issued by the applicable local regulatory body; and
- 22.7 Maintenance of appropriate records to demonstrate compliance with the above and clear accountability for data.

23.0 Product / Equipment Safety

The requirements of the Safaricom Policy on Product Safety and Assurance must be implemented by the Supplier in full, but specifically the supplier must ensure that:

- 23.1 Potential OSH risks associated with terminals, plant, equipment and substances used or procured on behalf of Safaricom shall be assessed;
- 23.2 As a minimum, relevant local legislation or regulation shall be complied with;
- 23.3 Only products that comply with safe standards of design are purchased and released using an established process for certifying compliance with relevant safety requirements;
- 23.4 Controls required for the safe use, handling, transportation, maintenance and storage of products have been established and are monitored periodically;

- 23.5 Products are only sourced from those manufacturers/ suppliers of goods or services that demonstrate robust quality assurance processes and ensure the delivery/maintenance of safe products;
- 23.6 All plant and equipment must be suitable for its intended use, maintained in line with manufacturers recommendations, inspected / examined before use and only be used by those competent to operate it;
- 23.7 Incident investigation methods should be documented and include processes to deal with product defects or failures;
- 23.8 Suitable information and instructions relating to the use, maintenance, storage and disposal of products are obtained and communicated to end users.

24.0 Ground / Civil Works

- 24.1 When conducting ground / civil works the Supplier or any sub-contractor acting on its behalf must ensure that they have a mechanism for identifying buried services.
- 24.2 Prior to conducting any excavations, ground conditions must be assessed and steps taken to prevent incidents e.g. collapse, flooding, contamination.
- 24.3 Barriers and warning signs must be placed around open excavation to warn and protect those in the vicinity of the risk.

25.0 Overhead work/Lifting operations

- 25.1 All lifting activities must be planned and undertaken using suitable equipment and competent persons. For high risk lifts, suitable engineering certification to be obtained.
- 25.2 Scaffolding (mobile and fixed) shall be structurally sound and erected in accordance with safe work practices and by suitably qualified persons. High risk installation should be inspected and certified by an appropriately qualified person prior to use.

26.0 Confined Spaces

Where engaged in confined space operations, the Supplier must ensure that risks are identified and controlled, and as a minimum must:

- 26.1 Have in place a mechanism for identifying confined spaces and assessing the risks and managing the associated risk;
- 26.2 Ensure that only those persons that have received appropriate training work in confined spaces;
- 26.3 Where necessary there must be the capability and process for testing and monitoring of air quality;
- 26.4 Equipment where required is appropriate, users are trained and records are maintained e.g. breathing apparatus, ventilation equipment;
- 26.5 Have in place, and communicated clear emergency and rescue procedures.

PART C: OCCUPATIONAL SAFETY AND HEALTH KEY PERFORMANCE INDICATORS

27.0 General OSH KPIs

Service Level Ref.	Service Level (KPI)	Service Level Description	SLA Effective Date	Expected Service Level (%)	Monitoring	Weighting (%)
HS01	Health & Safety Competence	Health & Safety Competence to ensure effective risk management throughout the contract including: (a) Nominated competent senior manager with responsibility for Occupational Safety & Health. (b) All employees, contractors and sub-contractors to be trained and competent for the task, (c) All persons on site to be provided with site health & safety induction including emergency arrangements		100	Safaricom and/or appointed 3rd party resource	
HS02	Incident Reporting & Management	(a) Immediate reporting of fatality or serious incident to Safaricom. (b) Reporting to Enforcement Agency within timescale required by law. (c) Monthly reporting of all incidents to Safaricom and Timely and proportionate immediate response to the incident and remedial action to prevent a recurrence		100	Safaricom and/or appointed 3rd party resource	
HS03	Compliance with law & Safaricom Policies	Compliance with all relevant OSH legislation, in addition to applicable Safaricom policies and standards throughout the duration of the contract (a) Compliance with Safaricom's Absolute Rules. (b) Compliance with other applicable OSH Standards and procedures.		100	Safaricom and/or appointed 3rd party resource	

28.0 Construction/ High Risk Specific

Service Level Ref.	Service Level (KPI)	Service Level Description	SLA Effective Date	Expected Service Level (%)	Monitoring	Weighting (%)
HS04	Effective implementation of Health & Safety Plan	Implementation of project-specific health & safety plan in accordance with suitable and sufficient risk assessments, method statements and construction OSH plan		100	Safaricom and/or appointed 3rd party resource	
HS05	Management of high risk activities	Safe working at height, Safe work with electrical systems and Workplace transport: driver and vehicle safety		100	Safaricom and/or appointed 3rd party resource	

PART D: SAFARICOM OCCUPATIONAL SAFETY AND HEALTH POLICIES AND STANDARDS

29.0 Safaricom OSH Policies and Standards

29.1 Safaricom Limited has developed several OSH Policies and Procedures. The Safaricom policies are as follows;

- 29.1.1 The Safaricom Safety and Health Policy;
- 29.1.2 Accident Reporting and Investigation Standard;
- 29.1.3 OSH Planning;
- 29.1.4 Contractor Control Standard;
- 29.1.5 Emergency Planning and Response;
- 29.1.6 Electrical Safety;
- 29.1.7 Working at Height; and
- 29.1.8 Personal Protective Equipment Standard;

29.2 The documents set out in Paragraphs 29.1 are available from Safaricom on request through the email address (HSHelpdesk@Safaricom.co.ke).

29.3 Safaricom and Supplier acknowledge and agree that the applicability of the Safaricom OSH Policies and Standards is dependent on the types of Products and Services being provided. Supplier shall (working with the applicable Deliverable Recipient and / or Safaricom) identify the Safaricom OSH Policies and Standards that apply to the supply in advance of commencing the supply of the Products or Services.

29.4 Supplier acknowledges and agrees that the any of the Safaricom OSH Policies and Standards may change during the Term. Revised versions of the Safaricom OSH Policies and Standards will apply from the date of communication unless otherwise agreed in writing with Safaricom.

29.5 In the event that Supplier identifies a change to the Safaricom OSH Policies and Standards that materially impacts its ability to deliver the applicable Products and Services, Safaricom and Supplier shall (acting reasonably) discuss and agree the method, implications and timeline for implementing such changes.

29.6 The Safaricom Incident Reporting process, which shall be followed by Supplier when notifying and investigating serious incidents is as detailed in Appendix B.

PART E: NON-COMPLIANCE WITH SAFARICOM'S OCCUPATIONAL SAFETY AND HEALTH REQUIREMENTS

30.0 Terminology

30.1 In this section, the following words and expressions shall have the following meanings;

“Absolute Rules”

- 1) Always wear seatbelts when travelling in, or operating vehicles;
- 2) Always use suitable Personal Protective Equipment, a safety harness and fall protection equipment when working at height (harnesses must be attached at all times when working at height).
- 3) Never carry out electrical work on electrical equipment, circuits and gear if you are not qualified.
- 4) Never work under the influence of substances (alcohol or drugs) which are illegal or in excess of legal levels or where this impairs your ability to perform tasks;
- 5) Never exceed speed limits or travel at speeds which are dangerous for the type of road, vehicle or conditions;
- 6) Never use a hand held phone whilst driving and only make calls by pulling over, when it is safe to do so; and
- 7) Never undertake any street or underground work activities unless you are competent to do so.

“Personal Protective Equipment”

Specialised clothing or equipment worn for protection against safety and health hazards.

“Red Card”

Consequence for an incident type that is major resulting in actual loss (i.e. fatality, disabling injury, property damage or business interruptions).

“Yellow Card”

Consequence for an incident type that is high potential which could result in a loss (i.e. injury, property damage or business interruption).

30.2 All references to the Supplier or Suppliers personnel shall mean Supplier's

own employees, its sub-contractors and other persons under its influence or control. The Supplier shall procure compliance by such persons.

- 30.3 All references to Safety and Health (OSH) requirements include all requirements detailed in this document as well as to those detailed in Safaricom OSH policies and procedures and in the governing legislation that are applicable to the contract.

31.0 Supplier's Obligations

31.1 Supplier shall:

- (1) Comply with all applicable OSH requirements and the Absolute Rules;
- (2) Follow an appropriate OSH plan;
- (3) Have appropriate systems and processes in place to monitor any failures in such compliance;
- (4) Have an appropriate "consequence" process in place to ensure that any of the Supplier's personnel breaching OSH requirements or the Safaricom Absolute Rules, face appropriate disciplinary action, to the extent permitted by applicable law and expressly on the basis that Supplier remains responsible for managing its own personnel; and
- (5) Implement this process at the earliest opportunity.

31.2 Supplier(s) shall:

- (1) Immediately cease all related work in the event of any fatality;
and
- (2) Only recommence work upon Safaricom authorising it in writing to do so.

In such circumstances, the Supplier shall not be entitled to any right to delay performance, increase the price payable or other form of contractual waiver, forbearance or relaxation.

31.3 The Supplier shall (when requested by Safaricom) exclude any Supplier's

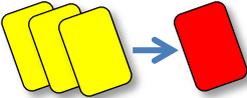
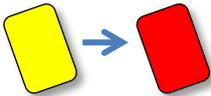
personnel who repeatedly fails to observe OSH requirements or the Absolute Rules from being involved in the provision of products and services to Safaricom. The supplier shall make such exclusion automatically in the event that such personnel are found not wearing **appropriate safety harness and fall protection equipment when working at height.**

32.0 Safaricom's Rights

32.1 Safaricom shall:

- (1) Have absolute discretion on whether to classify the consequence for an incident as either Red Card or Yellow Card; and
- (2) Notify the Supplier of its decision in this respect.

32.2 Safaricom shall be entitled to apply the measures set out in the table below where there is a failure to comply with the OSH requirements or the Absolute Rules.

Incident Cards	Card Description	Measures
	Yellow Card	For every yellow card issued, Safaricom shall send the Supplier a warning notification.
	3 x Yellow Cards	3 Yellow Cards are equivalent and counted as a single Red Card.
	Related Yellow Card	Any Yellow Card that has a cause related to a previous Yellow Card will result in the card being equivalent and counted as a Red Card.

	1 st Red Card	Safaricom shall issue a warning notification to the Supplier. The supplier shall also submit an executive plan within 14 days of the warning notification detailing preventative/ corrective action to prevent recurrence. Safaricom may also exclude the Supplier from participating in related future bids or tender opportunities for a continuous time period of 12 months.
	2 nd Red Card	Safaricom shall issue a warning notification to the Supplier. The supplier shall also submit an executive plan within 14 days of the warning notification detailing preventative/ corrective action to prevent recurrence. The Supplier may be excluded from participating in related future bids or tender opportunities for a continuous time period of 12 months.
	3 rd Red Card	Safaricom shall terminate all or part of the agreement or any orders placed with the Supplier (on the basis of breach of contract by Supplier).

APPENDIX A: SAFARICOM LIMITED RISK CLASSIFICATION OF SERVICES AND PRODUCTS

The control measures implemented for suppliers must be proportionate to the risk. The table below provides the current risk classifications utilized at Safaricom Limited.

High Risk Activities	Medium Risk Activities	Low Risk Activities
Any work which involves: <ul style="list-style-type: none"> Working at height Driving Electrical work Confined space entry 	Delivery of physical work that does not present a high risk such as: <ul style="list-style-type: none"> Cleaning IT delivery and installation Catering services 	Offsite service provision: <ul style="list-style-type: none"> Offsite helpdesk Financial services Training provision
Construction activities including but not limited to: <ul style="list-style-type: none"> Excavation Lifting operations Cutting / grinding / welding All hot works 		
Travel to multiple sites which include high risk regions.	Travel to / within low risk markets.	No travel involved in the delivery of the service to Safaricom.
Subcontracting of any similar tasks	Subcontracting of similar tasks	No sub contract activity
Logistics and materials handling		
Provision of staff transport		
High Risk Products	Medium Risk Products	Low Risk Products
Products that pose a significant risk in the event of Failure e.g.: <ul style="list-style-type: none"> Terminals Network equipment Electrical switch gear Safety protective equipment e.g. fire alarms, fall arrest equipment Vehicles Flammable/toxic substances 	Supply of products which pose a moderate risk in the event of failure: <ul style="list-style-type: none"> Office furniture Retail store signage General building materials Cleaning/corrosives agents 	Products that pose minimal risk in the event of failure: <ul style="list-style-type: none"> Stationery Printing materials

APPENDIX B: INCIDENT REPORTING REQUIREMENTS

1.0 Incident Reports

Incident reports provide Safaricom senior management with concise, timely information concerning a near miss, dangerous occurrence, injury, fatality, product failure or other incident which will or could result in adverse consequences for Safaricom.

- 1.1 The Senior Safaricom area/ project manager is responsible for initiating an Incident report immediately following such an incident.
 - 1.1.1 Category A (Statutory/ Contractual/ Reputational Risk)- Full Incident report as above
 - 1.1.2 Category B (Nil impact)- Notification (for information only)
- 1.2 Incident reports to be initiated following any incident which will or could result in adverse consequences for Safaricom. **Initiation following a fatality or serious injury (see below) is mandatory.**
- 1.3 Examples of serious incidents/ near miss (i.e. events which has caused or had the potential to cause a fatality or serious injury) are as follows:
 - Multiple fractures or fracture to the skull, spine or pelvis;
 - Amputation of the h/and or foot or multiple fingers and toes;
 - Loss of sight or penetrating injury to an eye;
 - Chemical/ biological exposure requiring medical treatment;
 - Any life threatening injury;
 - Major event impacting health/ safety e.g. fire, explosion, structural collapse, collapse of lifting or construction equipment;
 - Fall from height of above 3 meters; and
 - Any significant incident involving a public interface.
- 1.3 When an Incident report needs to be issued, the senior manager responsible for the area/ project shall contact any of the **Safaricom Security Control Rooms (see contact details at the end of the appendix).**
- 1.4 The security control rooms shall generate a preliminary Incident Report.

- 1.5 For fatal accidents, the Safaricom Principal Safety and Health Officer shall also be contacted for advice and assistance prior to the report being released (This is in addition to informing the Safaricom Security Control Rooms).
- 1.6 Incident reports are to be circulated to the principal Safety and Health Officer, the senior security management team and the senior management team of the responsible Division/ Department.
- 1.7 The Principal OSH officer shall then escalate the report to the Director – Resources who shall then circulate the incident report of fatalities and major incidents to CEO, and EXCO.
- 1.8 Following an incident initiating an Incident report, a team comprising of resources from Safaricom's security department, the safety and health section and the responsible department/ division will instigate a full investigation into the causes of the incident and how to avoid a recurrence.
- 1.9 Copies of the investigation report shall be circulated to those receiving the Incident report, where possible within 15 working days.
- 1.10 In line with Safaricom's Accident and Incident Reporting Standard, it is the responsibility of the senior management teams accountable for the project/ business area with directly involved line managers to ensure that they and their teams cooperate fully with the investigations.
- 1.11 In preparation for the investigations, they shall ensure that as far as is practicably possible, the scene remains undisturbed except for necessary remedial work and photographs and measurements are taken.
- 1.12 They shall also facilitate the necessary drawings and plans and all other arrangements to aid the work of the investigating team.
- 1.13 Similarly, they will arrange for any witnesses to the incident to be identified and to be present to assist the investigations team.

2.0 Incident Close-Out Reports

- 2.1 Details of all incidents where Incident reports have been generated

shall be recorded and reported as part of Safaricom's standard reporting requirements. Each serious incident report must be followed up with a close out report within 15 working days.

- 2.2 A close out report shall contain a summary of the following information:

Details a) to c) contained in the preliminary report, with the addition of

- Updated nature of injury and condition/ prognosis.
- Action taken to prevent recurrence
- Conclusions and recommendations
- Lessons learned
- Where possible obtain direct feedback to understand the perspective of the persons involved
- Any follow-up action, support for family members, contractors, counselling of individuals, etc.

Note: a full and detailed report will be required to be prepared containing the full details of these items as detailed in the incident reporting and investigation standard.

- 2.3 Support documentation to be obtained:

- Contracts/ work orders
- Safety plans/ work method statement
- Induction and training records
- Site supervisors/ inspection schedule and reports/ audit reports

3.0 Incident Report Close-Out Meeting

- 3.1 It is the responsibility of the Principal Safety and Health Officer to organise a close-out meeting.

- 3.2 The meeting is designed to ensure the incident has been appropriately managed and the business has clearly understood why the incident occurred and the lessons learnt have been communicated.

- 3.3 Key issues and outcomes to be addressed:

- Welfare of the injured persons, or in the case of a fatality, the welfare of the individual's family and co-workers.
- How to prevent future incidents.

- Root cause of the incident including human factors (RCA)
- Specific lessons learned from all incidents and their communication.

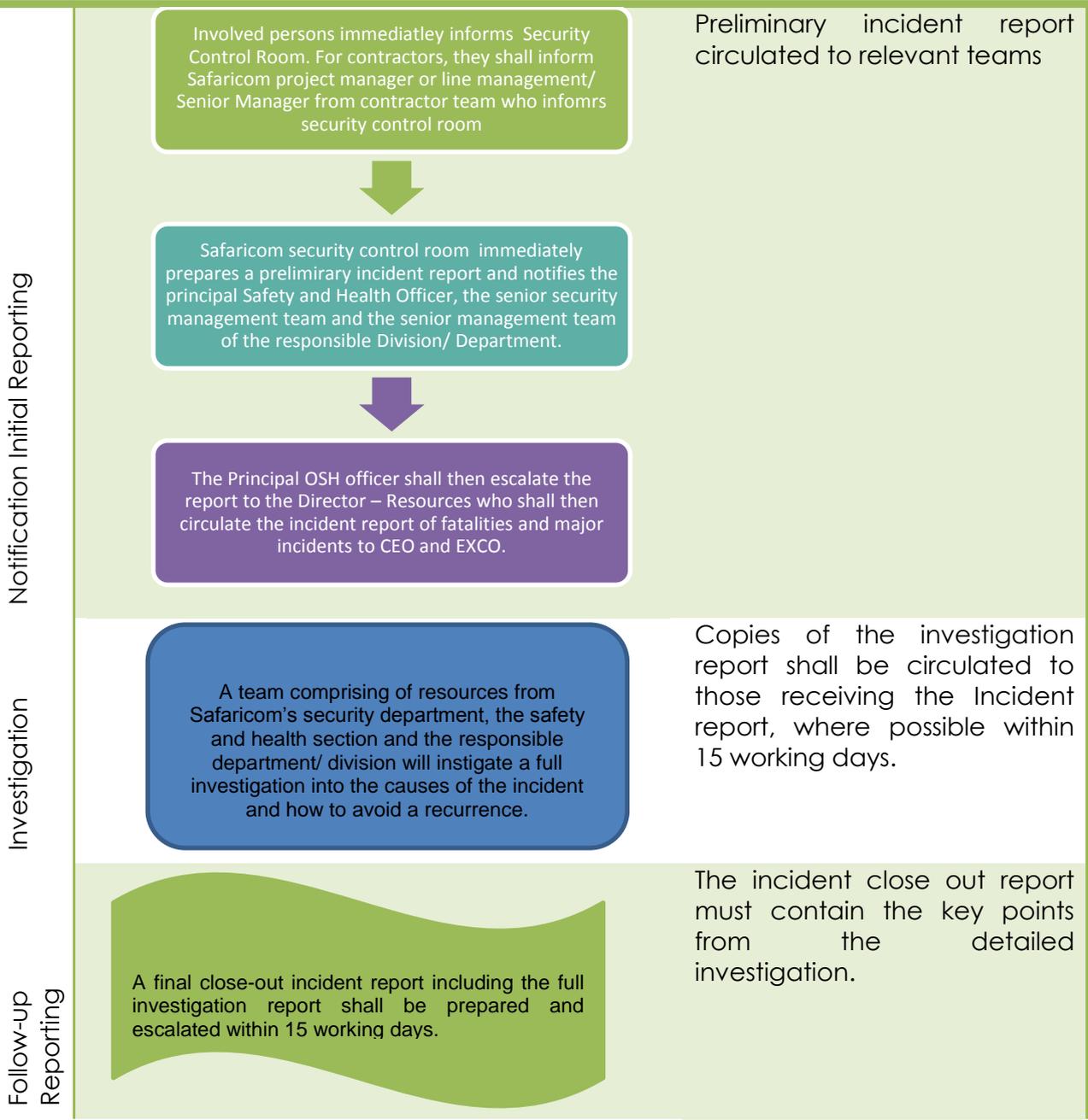
3.4 Persons to be involved;

- CEO in the event of a fatality
- Functional Director of impacted project/ business area
- Senior management of any involved contractor (where applicable).
- Injury person (where possible)
- Other stakeholders such as Vodafone HSW teams.

CONTACT DETAILS

- The Safaricom Safety and Health desk (through 0722003004) or email address HSHelpdesk@Safaricom.co.ke
- Safaricom's Security Control Rooms through the toll free number 0722007777
 - Other Telephone Numbers:
 - HQ2 Control Room: 0722004887/8
 - HQ1 Control Room: 0722003997/8
 - SCC Control Room: 0722002300/10
 - JCC Control Room : 0722002602/2740
 - Email: securityhelpdesk@safaricom.co.ke

INCIDENT REPORTING PROCESS



Follow-up

The Principal Safety and Health Officer to organise a close-out meeting.

Persons to be involved - CEO in the event of a fatality, Functional Director of impacted project/business area, senior management of any involved contractor, Injury person and other stakeholders.

The extent of the close out meeting will depend on the nature of the incident and resulting preventative actions.

Where root causes affect the wider areas of the business or where similar improvement opportunities exist then communication will be sent as required.