

Safaricom Child Rights Policy and Framework

Purpose

The framework aims to guide us on the rights of children in the conduct of our business, by outlining measures we have implemented for the protection and promotion of children rights

Policy Objectives

- ✓ Integrate child rights elements into our existing corporate processes and policies.
- ✓ Develop a stand alone child rights or child protection code of conduct to be observed and implemented by our employees, suppliers, customers and other stakeholders.
- ✓ Give guidance on risks arising and possible mitigations as well as opportunities for the protection of children rights in the digital world.
- ✓ Create opportunities for collaboration in the industry and beyond to similarly make commitments to implement child rights policies.

Scope

This framework and Policy applies to the protection and promotion of children's rights across our information, communication and technology ecosystem including products and services and shall govern engagements with internal and external stakeholders who will be required to adhere to the terms of the policy and framework.

Responsibilities of Stakeholders

Safaricom:
Promote the rights of children

Suppliers and Partners:
Abide by set laws and regulations on children rights

Other External Stakeholders:
Abide by set laws and regulations on children rights.



Policy and Framework Details

Supporting children's rights in relation to the environment where future generations will live and grow

- ✓ We take measures to progressively reduce the emission of greenhouse gases from company operations and promote sustainable resource use.
- ✓ We recognize that these actions and other initiatives to better the environment will impact future generations.
- ✓ We identify opportunities to prevent and mitigate disaster risk and support communities in finding ways to adapt to the consequences of climate change.
- ✓ We undertake strategic social investment programs for children, contribute educational and financial resources to existing programs, or plan and implement social investment programs in cooperation with the Government of Kenya, civil society, and children's rights organizations in the areas of health, education and recreation which have been identified by child rights experts as priorities for children.

Children Rights in Kenya

- ✓ Right to be protected from abuse, neglect, inhuman treatment and punishment
- ✓ Right to protection from child labor, domestic servitude, economic exploitation or any work or employment which is hazardous, interferes with the child's education or is likely to be harmful to the child's health considered high risk.

Policy and Framework Details

Children and the Business

- ✓ We get express consent of children through their guardians or parents before inclusion in any marketing or promotional activities and offer adequate remuneration for such roles.
- ✓ We prioritize adoption of measures to safeguard the privacy of children while accessing our products and services online.
- ✓ We use technology to protect the personal information of children.
- ✓ We collaborate with our business suppliers to eliminate child labor
- ✓ We uphold the rights of children at all stages of our business operations through awareness programs and support children to be responsible digital citizens.
- ✓ We provide knowledge, tools and controls to enable our customers to keep pace with the rapid advances in technology and its impact on children.
- ✓ We hold membership to local, regional and global bodies that have pledged to uphold the rights of children and fight online child abuse content.

Addressing safety and protection risks to children's rights posed by business facilities and staff during business activities

- ✓ We ensure that company facilities are not used to abuse, exploit, or harm children.
- ✓ We ensure that potentially dangerous areas of company facilities do not pose a safety threat to children, during or outside business hours.
- ✓ We make clear to staff that the business's zero-tolerance policy for violence, exploitation and abuse against children applies to all business activities, even when conducted away from business facilities.
- ✓ We take appropriate action when concerns of possible violence, exploitation or abuse against children arise.

Championing children Rights

- ✓ Our ecosystem is tailored towards the protection and promotion of children's rights both in the physical and digital world.
- ✓ In addition to the policies in place, we adopt industry best practice, and require that suppliers and other stakeholders adopt these practices to protect the rights of children.

Protection of Children Privacy while online

- ✓ We continually create awareness on child online safety in partnership with regulators and other local and international partners.
- ✓ Our Safaricom Home Fibre offering comes with Secure Net, on subscription and added layer of security with extensive parental control features.

Children Rights at Workplace

- ✓ We abide by local and international laws and regulations regarding employment of children
- ✓ We may afford children work experience or internship opportunities in line with our Teen Executives Policy.
- ✓ We have put a code of conduct in place to ensure that Suppliers similarly abide by set laws and regulations on child rights at the workplace.
- ✓ We provide decent working conditions that support employees in their roles as caregivers, guardians, or parents to children.

Children as Customers

- ✓ We are committed to developing products and services that both respect and promote the rights of children.
- ✓ We develop and market our products and Services, in compliance with the Kenya Information and Communications Consumer Protection Regulations 2010 and Consumer Protections Guidelines and Customer Care Standards among other guiding policies.