

Safaricom Code of Business Conduct

Issued by the Board of Directors
Effective Date: October 2021

Purpose

Through this policy we:

- ✓ Confirm our dedication to the principles of ethics and lawful business conduct.
- ✓ Communicate expectations regarding standards of business conduct.
- ✓ Help our Board members, employees and business partners to recognize and deal with ethical dilemmas or situations that may arise during business.

We expect all our Board members, employees and business partners to observe and comply with this fundamental policy

Policy Application

- ✓ This policy applies to our Board and that of subsidiaries, associate companies and all our members of staff.

The Standards of Business Conduct



Anti-Bribery and Anti-Corruption Standard

We prohibit our employees and agents from giving or receiving bribes. Any attempts to influence or induce favors by way of bribes should be reported to the Chief Corporate Security Officer or Head of Ethics & Compliance by email reportfraud@safaricom.co.ke



Gift and Entertainment Standard

No entertainment or hospitality should be provided or accepted, and no gift should be given or accepted from potential and current customers and suppliers. Such should be declared to the Chief Corporate Security Officer.



Inside Information and Corporate Opportunity Standard

We prohibit our employees from disclosing outside Safaricom any inside information and use such information for his/her own, friends' or relatives' financial/ economic advantage.



Anti-Money Laundering Standard

We prohibit our employees from engaging in transactions suspected to involve proceeds of criminal activity or get involved directly or indirectly in money laundering activity. Our employees are also expected to read and be familiar with our anti-money laundering policy.

Conflict of Interest Standard

We require all relevant persons to disclose to senior management or Board any conflict or potential conflict of interest

Duty to Report – Whistle-blowing Standard

We encourage our employees to report any suspected wrongdoing at work as per our whistle-blowing policy. To enhance reporting, we have an independently managed toll-free Ethics hotline managed by Deloitte South Africa.

Charitable Contributions Standard

We make contributions to charitable causes through the Safaricom Foundation and provide non-commercial sponsorship through the Marketing department if they are not made to secure any improper business or any other advantage.