

Safaricom Corporate Social Responsibility Policy

Issued by the Board of Directors

Effective Date: January 2009

Policy Statement: We recognize that Corporate Social Responsibility issues are of increasing importance to our stakeholders and are fundamental to the continued success of our business. It is therefore our objective to ensure that we always operate our business in a responsible manner for our customers, board, staff, suppliers and the wider community.

Policy Objective: Through this policy we ensure that we exercise our goal of being a responsible corporate entity by giving back to the community and we encourage our staff to take part in Corporate Social Responsibility initiatives aimed at improving the standards of the communities living around us.

Policy Application: This is a mandatory policy whose principles are applicable across all our businesses by the Board, subsidiaries, associate companies and staff.

Employee Relations

- ✓ We respect the rights of employees and provide good conditions of work and equal opportunities.
- ✓ We allow 4 days in a year to our staff to enable them participate in Safaricom Foundation activities.
- ✓ We do not tolerate unlawful workplace conduct including discrimination, intimidation or harassment.
- ✓ We treat our employees fairly and with dignity.

Policy Principles Business Ethics and Transparency

We are committed to:

- ✓ Align our Corporate Social Responsibility with our vision and values.
- ✓ Maintain the highest standards of integrity and corporate governance practices.
- ✓ Being recognized as a leader in the field of Corporate Social Responsibility.
- ✓ Advise our partners, contractors and suppliers of this policy and encourage their consistency with the policy.

Supporting Community Development

- ✓ We stress collaborative, consultative and partnership approaches in our support to community development.
- ✓ We support the enhancement of communities' quality of life by supporting innovative programs in health, education, environmental conservation, economic empowerment, water, arts and culture, sports and emergency response through **Safaricom Foundation**.

Customer Relations

- ✓ We are responsive to our customer needs through provision of high-quality customer service.
- ✓ We treat our suppliers fairly throughout the entire supply chain.

Stakeholder Relations

- ✓ We engage stakeholders openly, honestly and respectfully.
- ✓ We are committed to timely and meaningful dialogue with all our stakeholders including shareholders, customers, employees, Government, regulators and landowners among others.

Environment Health & Safety

- ✓ We manage our business activities in accordance with environmental, health and safety regulations to minimize the risk of pollution, waste and nuisance to neighbors.
- ✓ We are committed to protecting the health and safety of all individuals affected by our activities.
- ✓ Our employees are responsible and accountable for contributing to a safe working environment.

Human Rights

- ✓ We recognize our primary responsibility of promoting and protecting human rights.
- ✓ We do not tolerate human rights abuses and shall not engage or be complicit in any activities that encourage human rights abuse.

Legal Compliance

- ✓ We shall comply and adhere to the laws of the Country.

