



The Directors
Safaricom Plc
Safaricom House
Waiyaki Way, Westlands, Nairobi
Kenya

9 May 2022

To the directors of Safaricom Plc

Assurance Report on the Selected Sustainability Information in Safaricom Plc’s Sustainable Business Report

We have undertaken a limited assurance engagement in respect of the selected sustainability information (the 'Identified Sustainability Information') listed below and presented in the Sustainable Business report for Safaricom Plc’s (the “Company”, “Safaricom” or “you”) for the year ended 31 March 2021. This engagement was conducted by a multidisciplinary team including specialists with relevant experience in sustainability reporting.

Identified Sustainability Information

The Identified Sustainability Information for the year ended 31 March 2021 is summarised below:

Key Performance Indicator	Unit of measurement	Page
Ethics and anti-corruption staff training	% of staff	35
Business partners KYC and ethics training: <ul style="list-style-type: none"> • Suppliers • Dealers • M-PESA Agents • No. of awareness broadcasts covering all M-PESA agents 	Number / %	37
Fraud cases investigated	Number	36
Outcomes of fraud cases investigated <ul style="list-style-type: none"> • Disciplinary warnings • Dismissals • Cases reported to law enforcement agencies 	Number	36
Average weekly unavailable minutes: power network unavailability rate (NUR)	Power related outage in minutes/ total number of cells (BTS)	44
Average radio access network service unavailability rate (SUR) (minutes)	Outage in minutes/ total number of cells (BTS)	44
Electricity consumption	Mwh	54
Fuel consumption	Litres	54
Water consumption	M ³	54
Scope 1 carbon emissions	tCO ₂ e	51
Scope 2 carbon emissions	tCO ₂ e	51
Scope 3 carbon emissions	tCO ₂ e	51
Digitising the customer	Number	57

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Key Performance Indicator	Unit of measurement	Page
<ul style="list-style-type: none"> Smartphones connected to the network 4G enabled smartphones 		
Workforce demographics: <ul style="list-style-type: none"> Number of permanent male employees Number of permanent female employees Total number of permanent employees 	Numbers	73
Employees by gender (permanent staff, executive leadership, senior management)	%	74
Persons with disabilities	%	74
Women in technology Division	%	74
OHS incidents: <ul style="list-style-type: none"> Fatalities Lost Time Injuries (LTIs) Incidents Medical treatment cases Man-hours (million) - employees only Fatal Injury Frequency Rate (FIFR) Lost Time Injury Frequency Rate (LTIFR) 	Number	80

Our assurance was with respect to the year ended 31 March 2021 only and we have not performed any procedures with respect to earlier periods or any other elements included in the 2021 sustainability report and, therefore, do not express any conclusion thereon.

Criteria

The criteria used by Safaricom Plc to prepare the Identified Sustainability Information is set out in section Criteria for the Sustainability Reporting for the year ended 31 March 2021 attached to this report (the 'Criteria').

Safaricom's Responsibility for the Identified Sustainability Information

Safaricom is responsible for the preparation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of Identified Sustainability Information that is free from material misstatement, whether due to fraud or error.

Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities. In addition, GHG quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.



Our firm applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Information based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, and, in respect of greenhouse gas emissions, International Standard on Assurance Engagements 3410, *Assurance Engagements on Greenhouse Gas Statements*, issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform this engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement.

A limited assurance engagement involves assessing the suitability in the circumstances of Safaricom's use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we;

- Interviewed management and senior executives to obtain an understanding of the internal control environment, risk assessment process and information systems relevant to the sustainability reporting process;
- Inspected documentation to corroborate the statements of management and senior executives in our interviews;
- Tested the processes and systems to generate, collate, aggregate, monitor and report the selected sustainability information;
- Performed a controls walkthrough of identified key controls;
- Inspected supporting documentation on a sample basis and performed analytical procedures to evaluate the data generation and reporting processes against the reporting criteria;
- Evaluated the reasonableness and appropriateness of significant estimates and judgements made by the directors in the preparation of the selected sustainability information; and
- Evaluated whether the selected sustainability information presented in the Report are consistent with our overall knowledge and experience of sustainability management and performance at the Company.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether Safaricom's Identified Sustainability Information has been prepared, in all material respects, in accordance with the Criteria.



Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Safaricom's Identified Sustainability Information for the year ended 31 March 2021 is not prepared, in all material respects, in accordance with the Criteria.

Other Matters

No assurance procedures were performed on the previous Sustainability Report. The information relating to the prior reporting periods has not been subject to assurance procedures.

The maintenance and integrity of Safaricom's website is the responsibility of Safaricom's directors. Our procedures did not involve consideration of these matters and, accordingly we accept no responsibility for any changes to either the information in the Report or our independent assurance report that may have occurred since the initial date of presentation on Safaricom's website.

Restriction of liability

This report, including the conclusion, has been prepared solely for the directors of Safaricom as a body, to assist them in reporting on Safaricom's sustainable development performance and activities. We permit the publishing of this report on the Company's website along with the 2021 Sustainable Business Report, to enable the directors to demonstrate they have discharged their governance responsibilities by commissioning an independent assurance report in connection with the 2021 Sustainable Business Report. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the directors as a body and Safaricom for our work or this report save where terms are expressly agreed and with our prior consent in writing.

PricewaterhouseCoopers LLP

Edward Kerich
Practicing Certificate Number P/2048
Engagement partner responsible for the assurance

For and on behalf of PricewaterhouseCoopers LLP
Certified Public Accountants

Nairobi

9 May 2022