



**COMMUNICATION
ON PROGRESS
REPORT**

YEAR: 2019/2020



Message from our CEO

To our stakeholders,

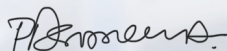
We are pleased to share our Communication on Progress report for the 6th year running as a committed member to the United Nations Global Compact Network.

Even in the unprecedented times we find ourselves in due to the global pandemic that is COVID-19, Airtel Networks Kenya Ltd continues to imbed the United Nations Global Compact principles in our business strategies and operations. This is to ensure that we carry out our business responsibly whilst keeping our commitments to the societies that we operate in.

Now more than ever, we are glad to be part of the Global Compact community that is strongly advocating for inclusive multilateralism in addressing the world's challenges and calling for businesses across the globe to be inclusive, ethical, accountable and transparent.

As an organization, we continue to align our business growth with the social and economic well-being of the communities we engage with. As such, we are constantly working towards achieving the greatest positive impact through our business practices.

Sincerely yours,



Prasanta Das Sarma
CEO, Airtel Networks Kenya Ltd

■ **Company name:**

Airtel Networks Kenya Ltd

■ **Sector:**

Telecommunication sector

■ **Number of employees:**

169

■ **UN Global Compact signatory since:**

7th August 2014

■ **Contact person:**

Joy Nyaga

■ **Address:**

Parkside Towers, Mombasa Road,
P.O. Box 73146-00200,
Nairobi Kenya

■ **Email:**

Joy.Nyaga@ke.airtel.com

■ **Phone:**

+254 733 750 177

Who we are

We are part of Airtel Africa, a leading provider of telecommunications and mobile money services, with a presence in 14 countries in Africa, primarily in East Africa, Central and West Africa. Airtel Africa offers an integrated suite of telecommunications solutions to its subscribers, including mobile voice and data services, fixed data as well as mobile money services both nationally and internationally.

Airtel Africa aims to continue providing a simple and intuitive customer experience through streamlined customer journeys. Airtel Africa had over 115 million customers across its 14 countries as at September 2020.

What we do

Airtel has been in Kenya since 2010, currently serving 16.2 million customers (based on the Communications Authority of Kenya, Sector Statistics Report, July - September 2020) across the country. We are the second largest telecommunication operator offering mobile services on 2G, 3G and 4G wireless service, mobile commerce and Airtel business for our enterprise consumers.

Airtel's focus as a leading telecommunications company is to ensure that all our customers get the best experience and enjoy the best value for their money wherever they live, work or travel. We strive to ensure that our customers receive the latest and most innovative products and services at the most competitive price.

Investments in Kenya

We are committed to continue delivering quality and value for money products and services as we ensure effective, uninterrupted communication is achieved across the entire country for all our customers.

Airtel's investment in enhancing the network distribution has seen the roll out of 2G, 3G and 4G sites across the country and we continue to expand our network capacity with the ultra-fast 4G technology. We are constantly improving our customer experiences by significantly increasing network capacity, quality of service and enhancing mobile data speeds thus allowing Airtel customers to enjoy better internet and voice services.

We continue to innovate and launch new and exciting products and services that are aimed at making the lives of our customers simpler and offer value for money. Our investment in offering quality customer service, empowering our staff through training and development and positively impacting our communities, remains at the core of our business strategy.



Our Mission

Airtel through its services, Voice, Data and Airtel Money, is committed to making the lives of its customers easier by creating a digitally connected world. We aim to continue providing a simple and intuitive customer experience through streamlined customer journeys.

Our Vision

Our vision is to enrich the lives of customers. Our obsession is to win customers for life through an exceptional experience.

Our Values

- **Alive**
We act with passion, energy and a can-do attitude. Innovation and an entrepreneurial spirit drives us
- **Inclusive**
We champion diversity. We anticipate, adapt and deliver solutions that enrich the lives of the communities we serve
- **Respectful**
We share the joy and pain of our customer. We act with humility and are always open and honest

Scope of this COP

This COP report covers our operational internal processes in relation to our customers, our staff, our suppliers and our community in adhering to the four main areas of the UN Global Compact: Human rights, Labour, Environment and Anti-corruption for the financial period 2019-2020.

Human Rights

Our Commitment

Airtel as a company is committed to family-friendly policies that provide employees with a safe and conducive working environment in line with the international human rights. We also offer adequate resources to perform optimally in their roles.

These policies are aligned to the employment act to ensure full compliance with the law.

A brief description of our processes and policies

- The company has an able HR team which ensures that the rights of its employees and stakeholders are adhered to and none is violated. These policies are made clear to the employees through the company's handbook
- We have 26 annual leave days per year to all employees to enable them to have ample rest as required and are approved by respective line manager
- Maternity/paternity leave: We also offer female employees (3) three months' maternity leave with full pay in addition to their annual leave entitlement while male employees are entitled to two (2) weeks paternity leave
- Compassionate leave: Our staff are granted off days when there is a death in the immediate family (5 working days) and also when they are getting married (5 working days)
- We have the Head of security, who is in charge of overall security, critical updates to staff, health and safety training and also creating awareness amongst employees on the security policy that is updated and published annually
- We have provided our female employees with a private mother's room
- We have well-articulated policies that govern the employee-employer relationship. These are issued to all employees during the on-boarding process

Activities we implemented in the last year

- All staff attested to our Code of Conduct (CoC) and the Anti-Bribery and Anti-Corruption (ABAC) policies and did an introductory training into Anti-Money laundering and combating the financing of terrorism
- We hosted 4 young leaders from Bharti Airtel India for 3 months as part of their Management trainee program

Measurement of outcomes and value added for our company

- The Head of Security must submit audited safety reports to the Ministry of labour every two years
- At least two fire drills must be executed in a year to inculcate a culture of safety awareness to all employees

- Tracking of leave accrual per staff member by HR and ensuring approved annual leave plans are in place so that employees commit to going on leave
- An approved training plan to ensure we build staff capability for their current and future roles. This is now in the MD's annual performance targets

Activities planned for next year

- Training of staff on policies and building awareness and compliance to the company values
- Having all line managers go through interviewing skills training
- Annual attestations for Anti-Bribery Anti-Corruption (ABAC) and Code of Conduct (CoC)
- IT security training to sensitize staff on their responsibility on safeguarding data and the consequences of breach for the same
- Anti-Money laundering training refresher, especially for our Airtel money team



Labour Rights

Our Commitment

The company is committed to employee policies that are in adherence to the labour laws of Kenya, International Labour Organization (ILO) Conventions and other International Standards. These policies eliminate all forms of labour malpractices and also enforce a culture of Airtel being an equal opportunity employer in support to a zero tolerance attitude in respect to employment and occupation. This is in line with SDG 8 that highlights on decent work and economic growth.

Airtel seeks to protect the labour rights and promote safe and secure working environments for all its employees.

Airtel as a company states clearly that no staff shall be discriminated against due to sex, race, color, political opinion, HIV status and beliefs.

The company states clearly that each role will have a job description that outlines the scope and mandate of the role holder.

A brief description of our processes and policies

As per our core values of Alive, Inclusive and Respectful which define our corporate culture and our vision as a company:

- We advocate the standard working hours for Airtel employees to be 40 hours a week and lunch break of 1 hour except those working on shift programs
- We have a transparent disciplinary process that gives either party freedom to air their grievance before a final decision is taken be it a gross misconduct or a general misconduct
- The recruitment process is structured and has a documented policy which strives to maintain diversity through gender, skills, race, values, attributes, and characteristics while offering equal opportunity to all potential candidates. We extend the same quality of selection to our vendors and partners
- We have zero tolerance on fraud and this is clearly articulated to staff through annual Code of Conduct (CoC) refresher training
- We have a security team that champions the Health and safety at the work place by ensuring that we have safe, clutter free work spaces and trained first aiders and fire marshals on each floor
- We have a learning and development policy where Airtel recognizes that employees are its most valued asset and commits itself to the best of its ability to provide an opportunity for continuous learning and professional growth towards organizational effectiveness

Activities implemented in the last year

- Mandatory E-learning courses for training and development of staff. Employees went through courses that gave an in-depth understanding into both the technical and financial aspects of the telecommunication industry as well as helped them to build on their analytical capabilities

- Use of the training principle of 70:20:10. 70% of learning on the job, 20% via coaching from line manager and 10% from training. This is under our Learning and Development Policy for the employees which supports building strong capability for now and the future
- Quarterly Africa staff town halls to keep employees informed on our progress against set targets
- Engaging the female workforce through a platform dubbed “Airtel Divas” with a motivational talk during International Women’s day with Dr. Amakove Wala
- Celebration of our 10-year anniversary to fete staff for their commitment and loyalty

Measurement of outcomes and value added for our company

Our Senior Management commitment demonstrated in:

- Coaching their direct reports to be able to build the next line of management for the business and handle the dynamics of the telco business
- Growing the business, we had a good performance which also builds a sustainable work network in our communities by providing business opportunities
- Continued review of our processes and systems to ensure a conducive working environment
- A consultative performance management system that engages all levels of people line managers, to ensure transparency and fairness in rating

Activities planned for next year

- Enforcement of rigour and discipline in our work ways
- Popularize and continue to drive awareness and uptake of E-learning by employees
- Training of staff on policies and building awareness and compliance to the company values
- Putting in place a formal succession plan to ensure a bench strength for our top leadership and critical roles in the business



Environment

Our Commitment

As a company, we are committed in ensuring that we operate and take initiatives that will promote our company as environmentally responsible and a company that embraces environmentally friendly technologies in its businesses.

Activities implemented in the last year

- Carried out timely occupational Safety & Health audits in all the business premises and registration of work place licences issued as per OSHA 2007 Act requirement. The audits included occupational health & safety, risk assessment and fire safety
- Mandatory energy audit done. Awaiting certification as required by National Environment Management Authority (NEMA) on waste management and environmental pollution
- Preparation and execution of COVID-19 minimal requirements at work place (physical & social distance sitting arrangement, sanitizers at all ingress points, daily desks sanitization, weekly fumigation) and creation of a staff advisory/update forum on SMS

Measurement of outcomes and value added for our company

- Identification of vulnerabilities in the workplaces in terms of safety, health & fire risk and necessary adjustments made. This is in the effort to ensure staff health and safety within the work place and operation within the recommended standards
- Compliance with the various regulations that advocate for environmental friendly activities have ensured that our business permits are always renewed
- Provision of a safe environment for our employees has led to increased efficiency and productivity

Activities planned for next year

- Annual Occupational, Safety and Health Audit and risk assessment
- Annual NEMA Audit of our Base Transceiver Stations



Anti-corruption

Our Commitment

Airtel Networks management is committed to ensuring a corruption free environment. Corruption is fought at three levels through:

- Nurturing a culture of compliance - Through Compliance awareness trainings, compliance reviews, reporting to relevant authorities and corrective actions for all non-compliance cases identified
- Ethics - Management setting the right tone from the top by cultivating and fostering a culture of high ethical standards
- Integrity - Ensuring full compliance as embedded in our Code of Conduct (CoC) and Anti-Bribery Act Compliance policy

Policy and practices

Our Code of Conduct (CoC) is a public declaration of how we do business and clarifies expectations from ourselves as key stakeholders. It also sets the framework for implementation of our corporate policies and guidelines.

Integrity and ethical conduct are pivotal in the way we do business. The provisions of the code reflect the values of our company and affirm the company's commitment to the highest standards of integrity and ethics in the conduct of our business.

The values which shape our business ensure that we make ethical choices and our Code of Conduct (CoC) sets forth our commitment to always operate with integrity and transparency. Ethical behavior is non-negotiable in our operations and it is our fundamental responsibility towards our customers and partners.

A brief description of our processes and policies

Airtel has zero-tolerance to bribery and corruption. Consequently, Airtel employees are mandated at all times to act with integrity and ensure that all decisions are based on legitimate considerations.

In building and maintaining relationships with various stakeholders, employees focus on creating trust and mutual respect based on the principles laid down in the Code of Conduct.

In line with the Anti-Bribery and Corruption Framework, our key processes revolve around Prevention, Detection and Response;

- Employees are forbidden from making or receiving bribes or kickbacks or engaging in any other form of corruption



- Employees may neither make, authorize, offer, or facilitate a payment to anyone to gain or retain business or an improper business advantage nor may they accept any such payment
- At Airtel, money is not considered as the only form of bribery. A promise of employment for a relative, a charitable or political contribution, gifts, meals, entertainment, unexplained rebates, offers of employment, payments for advertising, disguised allowances or expenses, and personal favours such as club memberships may all constitute bribes if made as part of a quid pro quo arrangement to obtain certain services
- In addition to the rules set forth in the policy, employees must also follow all local laws regarding corruption

Activities implemented in the last year

- Performance of third party risk assessments for critical vendors and vendors' annual signoff of compliance to code of business
- Implementation and monitoring of Compliance KRA's (Key Result Areas) as part of employees' performance review, in order to build a culture of compliance in day to day operations
- All employees and Senior Management were trained on cyber security
- Sign off of the employee annual Code of Conduct (CoC) certification
- Sales agents and field staff training on compliance measures
- Incorporation of Ethics and Compliance processes in on boarding of all new employees

Measurement of outcomes and value added for our company

- Ethics and value measures: No reported cases or breach of anti-bribery and corruption policies within the period 2019/2020
- Continuous monitoring of transactions and expenditure to ensure improper payments are not made, offered or received

Activities planned for next year

- Annual employee training and certification on Anti-Bribery and Corruption
- Annual employee signing of Code of Conduct (CoC)
- Annual vendor and other third parties Code of Business Ethics sign-off and third party risk assessments
- Continuous training of staff and agents on Anti-Money Laundering

How do you intend to make this COP available to your stakeholders?

We intend to communicate to all our stakeholders through:

- The Airtel Kenya website
- Emails to our customers and media stakeholders

Donations

As a responsible organization, Airtel continues to align its business growth with the social and economic wellbeing of the communities where we operate in. Our programs are executed at a local level through our employees, thereby directing contributions to areas of greatest impact in the particular regions.

Our activities are pegged on advancing both local and continental goals while fostering partnerships with various stakeholders who not only help us to positively impact our communities but also advance our business objectives.

Airtel continues to positively impact the community through the following activities:

Education

As a telecommunication company, we advocate for the use of our technology and expertise in enforcing positive change amongst our subscribers across the country. Education remains one of our key pillars in social impact activities geared towards championing SDG 4 on Quality Education that strives to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

Airtel offers FREE internet access for students in Kenya.



Airtel Kenya responded to the government's directive to close schools to avoid the spread of Coronavirus in the country by partnering with Longhorn Publishers to offer FREE internet access on its network to enable students continue learning through the Longhorn e-learning Platform. This is accessible to Airtel subscribers only.

Airtel is doing this as part of its commitment to empowering students using its technology and ensuring that students remain positively engaged in their learning process despite not being able to attend regular classroom sessions

It is notable that many parents are struggling to keep up with their work from home while worrying about the progression of learning and positive engagement of their children. Therefore, they are spending valuable time searching for learning sites and activities for their children.

The company realizes the need to make life easier for parents, while keeping the hopes and dreams of hundreds of thousands of school-going children alive by enabling them the freedom to connect to the world of information. This will help them continue learning while out of school, and open up a new world of opportunities for their future.

The Longhorn e-learning platform that enables students to study and revise online is available through the web link <https://elearning.longhornpublishers.com/> for all Airtel data subscribers until the time the schools are reopened. The material can also be accessed on SMS, Android and Windows mobile platforms.

Employee Volunteerism

In the true Airtel spirit of selfless giving of both our time and skills sharing, Airtel employees offered mentorship to some high school students as part of our staff mentorship program.

Mentorship

Nairobi Academy students spend their day at Airtel Kenya

Under the 2019 Junior Achievement Job Shadow Program, Airtel Kenya hosted students from Nairobi Academy for a full day of fun, learning and interaction. This year marked the 3rd year that Airtel was participating in the Junior Achievement Job Shadow program that seeks to empower students with on-the-job experience that will help them in their future careers.



A group photo of the Nairobi Academy students, Junior Achievement and Airtel teams

The school was represented by students from the year 12 and 13 grades who are preparing for their transition into university. The students were a lively and inquisitive lot who were eager to learn about Airtel's business operations and the career options that the company has to offer.

Junior Achievement Kenya is the country's largest and fastest growing non-profit organization with a mission of inspiring and preparing young people to succeed in a global economy. They do this by providing key hands on experiential programs that equip the youth with these skills to succeed in work and life. Through Junior Achievement students across the country are taught on entrepreneurship, financial literacy and work readiness.

The Job shadow program creates a critical link between education and the workplace and inspires the students to want to be successful in work and life. The overall goal is to inspire the students to work hard so as to fulfill their dreams.

Airtel continues to partner with Junior Achievement by supporting youth inventions and innovations through business and economic education mentorship programs.

Health

Airtel Kenya remains committed in advocating for SDG 3 which champions for quality health and well-being. Airtel through its collaborations with like-minded partners, offers support to communities by contributing and participating in activities that are geared towards realizing Universal Health Coverage.

Airtel Kenya Donates PPE worth 30 million shillings to support COVID-19 Health Workers



(Second from right) Airtel Kenya MD, PD Sarma handing over the PPEs to the CS, Health, Mutahi Kagwe

Airtel Networks Kenya Ltd made a contribution of Personal Protective Equipment valued at 30 million shillings to the Ministry of Health, to support health workers on the frontline in the battle against COVID-19. Frontline health workers' safety is paramount in management of the testing and treatment of the hospitalized COVID-19 patients. Due to their close proximity to the most severe cases, health workers face a higher risk of contracting the virus.

Airtel recognizes that without the provision of urgently needed protective equipment, more healthcare workers face the risk of falling ill, reducing the availability of care personnel for patients. The frontline staff work in stressful environments, not just because the virus is little understood, but because in most settings they are under-protected and themselves vulnerable to infection by the nature of their job.

Airtel took other several steps to help mitigate the impact of social distancing on its customers during the coronavirus outbreak through:

- **Availing the toll free line 719** which is run together with the Ministry of Health. Airtel subscribers can call in to get prevention tips and information on COVID-19

- **Kenya COVID-19 Fund Board:** Airtel has provided the board secretariat with 10 postpaid lines and telephone handsets to facilitate 24 hour calling and data access for the staff
- **Customer Communication:** Airtel has been running a digital awareness campaign on its official social media platforms sharing information and prevention tips on COVID-19
- **Airtel Money charges:** Following consultations with key government agencies, Airtel has removed all transaction fees making it possible to send and receive money for free on their Airtel Money platforms. Airtel has also revised the transaction limits for mobile money transaction to support the SME and micro business enterprises
- **Free access to education sites:** Airtel also responded positively to the government's directive to suspend learning in all educational institutions all over the country by partnering with Longhorn Publishers to offer free internet access to students accessing the Longhorn e-learning platform

Airtel also made a donation of Kshs 38.2 million in cash to the COVID-19 Fund. This was contributed by the employees of Airtel Networks Kenya Limited and the Airtel Africa Head Office in Nairobi with a matching corporate contribution.

Airtel offers support to Aga Khan Hospital in the fight against COVID-19 Pandemic



Airtel's MD, PD Sarma (3rd from left) with the Aga Khan Hospital team during the donation handover ceremony

In its continued efforts to support the frontline workers in the fight against the COVID-19 pandemic, Airtel Kenya on 14th August 2020, gave a generous donation of five million Kenyan shillings to Aga Khan University Hospital.

The donation was made towards equipping the health workers at the hospital who work tirelessly in fighting this global pandemic while flattening the curve.

Airtel continues to work together with the government in the fight against COVID-19 and also ensuring the safety and health of its staff by adhering to the government directives and putting in place measures to curb the spread of the virus. This includes providing PPEs to all its staff, maintaining social distance at the office, constant fumigation of the office premises as well as advocating for working from home for those vulnerable and susceptible to the virus.



airtel

THE **SMARTPHONE** NETWORK