



United Nations Global Compact:

Communication on Progress 2021

Reporting on Our Growth as a Responsible Company

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Overview

A letter to our Stakeholders

The year 2021 began with extraordinary challenges that have forced most SMEs to imagine a sustainable and equitable future by achieving the United Nations Sustainable Development Goals. We at Ben's Electronics Services are committed to working towards achieving sustainability goals as we operate in partnership with our clients.

At Bens Electronics Services Limited, we deliver on the promise of technology and human ingenuity with commitment. We have the privilege to work with our partners, organization, and governments to work towards growing sustainability and competitiveness.

Our objective is to value both internal and external stakeholders - our clients, people, shareholders, partners, and communities. This objective feeds into the company's growth strategy, company mission, the company core values, and a culture of shared success. We measure our success by how well we achieve these objectives. In this report, we describe the progress we made this year on some of the key environmental and social aspects of fiscal 2021.

We have embarked on building our capacity toward achieving 80% reliability on solar energy. We believe that as we tap into this capability, it will help us make more progress; we are improving our ESG reporting by accurately basing our report on the ESG frameworks; 1). Sustainability Accounting Standards Board (SASB), 2). Task Force on Climate-Related Financial Disclosure (TCFD) and 3). World Economic Forum International Business Council (WEF IBC) metrics at the same time continue to report against the Global Reporting Initiative (GRI) Standards, the and United Nations Global Compact's (UNGC) Ten Principles.

Forging ahead, we embrace the new International Sustainability Standards Board. For the company to embed these metrics in our 2022 report, it challenges the company's speed to adopt.

As a company, we believe that by embedding sustainability into everything we do, guided by UNGC principles, we will meet our stakeholder's expectations. The approach we use is scientific, economic, and predictable in our business strategy. We abrasively collaborate with our partners and client on

their journeys to achieving the United Nations Global Compact 10 Principles, and with the government.

Our aspiration is to set goals, targeting sustainability, net-zero emissions, and inclusion, as we continue to build on the momentum that emerged from COP26 to combat climate change and achieve the United Nations Sustainable Development Goals.

I want to thank our people for their synergy, and courage in bringing our commitments to life across every part of the company. As we journey towards a safe work environment, together with all stakeholders, the changes we create today will make a difference tomorrow.



Our commitments

Setting Priorities

In the pages ahead, we detail our ESG priorities, the commitments and progress we have made, and the actions we take inside our company and our communities, in collaboration with our partners. Our strategy is to deliver Value through everything we do. By acting on the environmental, social, and governance (ESG) priorities and helping our stakeholders do the same in creating a more sustainable ecosystem. Our people are our top priority as we continue to set standards for what we can achieve.

Championing SDGs

The United Nations Sustainable Development Goals (SDGs) provide powerful guidance for collaborating with our stakeholders. By sharing our SDG commitments and progress, we work to drive sustainable practices. As a UN Global Compact (UNGC) signatory since 2019, we champion the SDGs with a focus on those that are most relevant to the company. We galvanize and support our clients, as well as our ecosystem partners, suppliers, and other stakeholders.

Our reporting

As reporting standards continue to evolve, we strive to adopt and to report against standards issued by the newly established International Sustainability Standards Board of the International Financial Reporting Standards Foundation.

Highlights of our 2022 progress across the focus areas of the UNGC



High-priority SDGs relevant to this area:



Second priority SDGs relevant to this area:



Select principles from the Ten Principles of the UNGC relevant to this area:

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labor

Principle 5: the effective abolition of child labor; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Principle 7: Businesses should support a precautionary approach to environmental challenges; and

Principle 8: undertake initiatives to promote greater environmental responsibility.

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.



Monitoring Both Electricity and Water Consumption as power harvested from solar that drive the pump that supply water from a bore hole to purification plant at Ben's Electronics Services Ltd HQ

Our commitments and goals

The path to net-zero

In alignment with the Paris Climate Agreement, we have pledged to do our part to keep global warming below 1.5° Celsius as one of the companies that have signed the United Nations Global Compact Business Ambition for 1.5° Pledge to date. Through our science-based target, by 2027 we aim to reduce our absolute greenhouse gas emissions by 7%, our Scope 1 and 2 greenhouse gas emissions by 35%, and our Scope 1, 2, and 3 emissions per unit of revenue intensity by 21% from our baseline in 2019.

We have committed to achieving net-zero emissions by 2025, focusing first on actual reductions across our Scope 1, 2, and 3 emissions. To do this, we will:

- » Plan to meet our office energy needs with 100% renewable electricity by 2025 to date we have reached 73% renewable electricity.
- » Require 100% of our key suppliers* to disclose their environmental targets and actions being taken to reduce emissions by 2025. To date, 2% have already disclosed targets and 50% have already disclosed actions.

Move to zero waste

- » We will reuse or recycle 100% of our e-waste, such as computers and servers, as well as all our office furniture, by 2025.
- » Post-pandemic, we are committed to eliminating single-use plastics in our locations.
- » We have two water plants/borehole in two locations.
- » We are also measuring and reducing water use in these locations.

Reducing our environmental impact is built into our Code of Ethics and our values, specifically Stewardship.

Progress against our goals

Science-based target

Our progress to date on our science-based target as of the end of fiscal 2021:

- » Total emissions reflecting continued impacts from the pandemic decreased by 75% from our baseline, exceeding one aspect of our 2025 target
- » Scope 1 and 2 reduced by 71%
- » Total emissions per unit of revenue reduced by 76%

Renewable electricity

Because we do own our office buildings and procure less energy from the grid, our plans to increase renewable electricity are underway on-site renewable generation, in line with the guidelines set by RE100, the global corporate renewable energy initiative bringing together hundreds of large and ambitious businesses committed to 100% renewable electricity.

In locations where Ben's Electronics Services owns electricity procurement decisions, we are moving towards reducing to less than 10% on both our location and home. In locations where energy is purchased on our behalf, we are collaborating with building management and others to improve our renewable electricity mix.

At the end of fiscal 2021, our renewable electricity reached 73%, an improvement over our 57% renewable electricity rate in fiscal 2020. We are committed to reaching 100% renewable electricity in our offices by 2023 as part of our participation in the RE100.

Even as we install more renewable electricity, we continue to drive energy efficiency. In fiscal 2021, we expanded our use of smart meters, which allow us to collect energy data at the source to inform our energy management decisions.

Goals and Progress

Goal	Path to Net-Zero			Supplier Diversity	Ethic & Compliance
	UNGC Business Ambition for 1.5° Celsius Join Companies in pledging to help keep Global Warming below 1.5° Celsius	Meet our Science-based Target by 2025 Reduce absolute Greenhouse gas (GHG) emission by 11% Our Scope 1 and 2 GHG emission by 55%, and Scope 1,2 and 3 emission per unit of revenue intensity by 30% against our 2019 Bases Line	Net-zero emissions by 2025 Focus first on actual reductions across our Scope 1, 2 and 3 emissions: 100% renewable electricity by 2023 Require 90% of our key suppliers* to disclose their environmental targets and actions to reduce emissions by 2025 To address remaining emissions, invest in nature-based carbon removal solutions	Graduate 5 diverse suppliers through our diverse supplier development program by end of fiscal 2023	Maintain 100%+ Completion rates for Ethics & Compliance training
Progress		<div>65%</div> <p>Reduction in total emissions from our 2019 baseline Scope 1 and 2 reduced by 71% Emissions per unit of revenue reduced by 76%</p>	<div>73%</div> <p>Renewable electricity powering our offices 57% of our key suppliers,* disclosed targets and 60% have disclosed actions to reduce their emissions 13M+ Investing in nature-based carbon removals expected to remove an estimated 13+ million metric tons of carbon over the next 20 years</p> <p><small>* Key suppliers are defined as vendors that represent a significant portion of our 2019 Scope 3 emissions.</small></p>	<div>5</div> <p>Verify our Diverse Supplier Development Program</p>	<div>79%</div> <p>Completed Ethics & Compliance training</p>

Goal	Gender Equity	Race and Ethnicity
	Achieve 15% women in our workforce by 2025. Managing directorship is 50% - 50% by 2025	<p>Increase our ethnicity representation by 2025*</p> <p>Locals from within the region we operate 9% to 12%</p> <p>Mix from 9.5% to 13%</p>
Progress	<p>10% Women in our workforce</p> <p>50% Women managing directors</p>	<p>Local represents 10.9% of our workforce and 4.0% of our management team</p> <p>Others represent 10.6% of our workforce</p>

Our Company

bex
ELECTRONIC SERVICES LTD



Our People

Ben's Electronics relies on the creativity and ingenuity of our people to define our unique role in the world, enabling us to grow and drive change for our clients. We support our people and continually offer opportunities to learn, and develop their skills. We are committed to equal pay and to creating an inclusive work environment. Our focus on sustainability across the business not only improves our competitiveness but it also helps us attract, motivate and retain the best people.

Culture

The approach we employ is to strive and foster an environment where people can be successful both personally and professionally. As a result, people are equipped to handle challenges, think more creatively, forge trusting relationships, innovate and inspire by example. Our latest Organisation Culture Inventory (OCI), which measures how our people experience our culture, shows that 90% of respondents believe they can work to their potential because they are respected and their efforts recognised.

Health and safety,

The well-being of our people is anchored on our mantra that says; 'safety is our priority and quality is our standard'. We provide our people with a range of health benefits, from medical, dental, and drug coverage to supplemental programs. All our people have access to employee assistance programs, public health systems, and mental health and wellness programs, where relevant.

Our Occupational Health and Safety policy, which was implemented on 1 March 2020, defines the responsibilities of all our people to keep our work environment healthy and safe, wherever they work; drives compliance with applicable laws and regulations; and fosters the health and safety management standards. We continue to maintain our ISO® 45001-certification program in readiness for a major assessment in 2023. Our Health marshals program helps to educate, inform and advocate for our people about health and safety concerns, with senior leaders serving as health champions.

Support during the pandemic

As we continue the critical programs that have helped our people throughout the COVID-19 pandemic, all our people are COVID-19 tested and vaccinated. As we began returning to the office, we created safe return to the office guidelines to enhance the quality of the workplace environment and elevate COVID-19 health and safety protocols.



Environmental Sustainability

Investing in our people

Our vibrant career paths are intentionally flexible so that our people are encouraged to develop their skills, bring new ideas, suggest creative solutions, and lend their bold, authentic voices to their work. We offer ongoing rewards programs; fair, equitable pay; and learning to help everyone discover new talents and continue to grow as the workforce keeps pace with the digital revolution.

Equal pay for equal work

We are firmly committed to pay equity and have processes in place to help ensure that our people across gender, race, and ethnicity, pay is fairly distributed. Pay equity at Ben's Electronic Services means that our people receive pay that is fair and consistent when considering the similarity of work, location, and tenure at the career level.

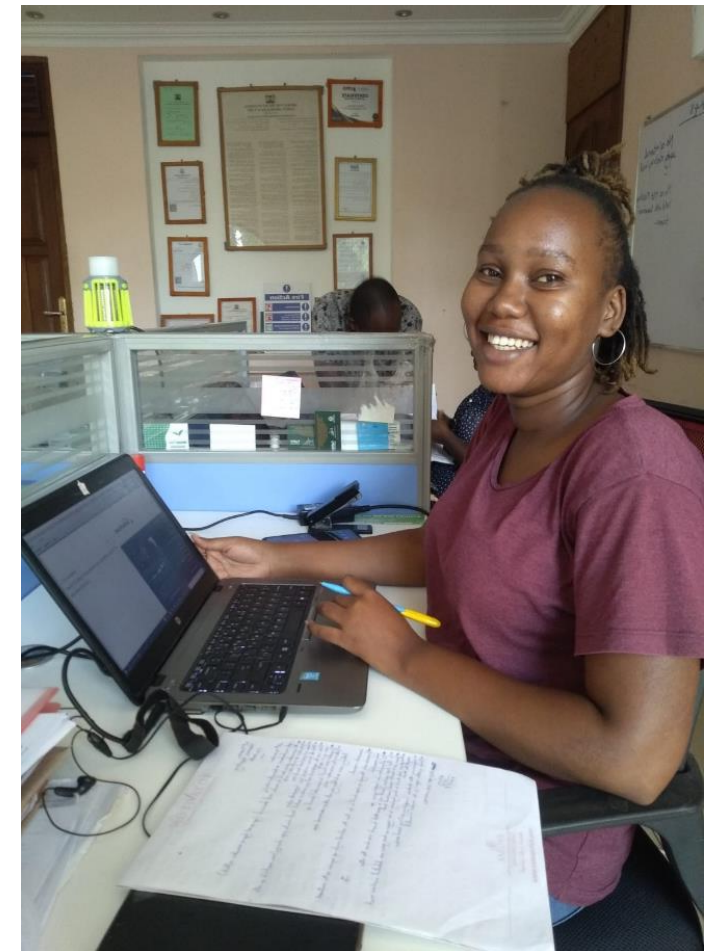
Mental health and wellness

We strive to create an environment and provide the tools, programs, and practices for mental well-being. We continue working to help break the stigma surrounding mental health by fostering a workplace environment where people feel comfortable engaging in open, honest dialogue, including in response to external stresses such as the COVID-19 pandemic, natural disasters, and other world events.

Environmental sustainability

Driven by the science, the economics and the data of sustainability as well as our own values we are committed to addressing environmental issues both for Ben's Electronics Services Ltd and by helping our clients and our suppliers make and meet their commitments.

By making ambitious commitments that align with climate science to encouraging our people to take eco-positive actions, we are dedicated to reducing our environmental footprint.





Ben's
ELECTRONIC SERVICES LTD.

Renewable Electricity
installed at Ben's HQ
Nyali Workshop

Supply Chain



We are committed to responsible buying practices both inside and outside Ben's Electronics Services Ltd. Since 2019, we have engaged supplier partners on how we address sustainability in their supplier business reviews.

Our overarching approach shapes how we work with suppliers to promote sustainability. Beyond transactional procurement, our approach addresses four thematic pillars to advance responsible buying: the environment, human rights, supplier inclusion and diversity, and the future of work. This approach informs every aspect of our supply chain, building stronger partnerships based in ethical behaviors, transparency, agility and inclusivity.

Responsible procurement

Our buying program allows us to work within our ecosystem to identify, develop and work with smaller, more diverse suppliers with increased agility. We also request select suppliers to provide information and data on how they are improving their business performance to reduce their environmental impact, which, in turn, helps us improve our performance.

We invest in our processes to pay our suppliers in a timely manner because enterprises running an ethical business requires adequate cash flow. We want to enable the right environment for our suppliers to facilitate continuous innovation.

Ethical procurement strategy

Our ethical procurement strategy directs key training for our people, how we select our suppliers and the development of our high standards for conducting business with our suppliers. To encourage broader transparency within our supply chains, we require our suppliers to adhere to our Supplier Standards of Conduct or to make an equivalent commitment. We communicate the standards through a range of mechanisms, including contractual terms and conditions, as well as our purchase order process.

Additionally, we review our supply chain strategy annually through the lens of our code of ethics and the UNGC Ten Principles as part of our efforts to set industry standards for maintaining an ethical supply chain. This is particularly important as part of our continuing efforts to encourage our suppliers to pay a living wage.

Supplier sustainability

In our drive for responsible buying excellence, we work continuously through relevant networks with our industry peers and clients to adopt sustainable practices and are continually improving our supplier and contractor management processes. We encourage a

responsible buying culture by advocating for supply chains that are more sustainable and inclusive, both inside and outside our company.

Supplier Transparency

We are working to increase visibility into the number of suppliers reporting their sustainability performance, for example, the number of our suppliers that report emissions reduction targets or regularly assess their own supply chains.

Our Supplier Sustainability Assessment aims to streamline the process of collecting environmental, social, and governance data, and provide a user-friendly tool that standardizes the collection of information, further centralizing data in a single location and enabling responsible buying while driving transparency.

Improvements to supplier risk management allow us to identify and manage risks, and check that suppliers support our commitments including environmental sustainability, human rights, inclusion, and diversity, enabling us to better focus on relevant suppliers.

Participants of the Global Compact Network Kenya training on Good Corporate Governance & Ethical Leadership Workshop for Small and Medium-sized Enterprises (SMEs) that took place on 14 July 2022 at Bahari Beach Hotel, Nyali.



Ethics & Governance

Our commitment to ethics, human rights and strong corporate governance is a key driver of our business strategy and is essential to safeguarding our people, clients, brand and financial performance. Our corporate governance structure and Ethics and Compliance is grounded in our core values and Code of Business Ethics guide our strategic business decisions and actions as we strive to foster a culture of integrity, transparency, inclusivity and respect for all people. We believe a shared ethical culture is critical to our growth in a competitive marketplace.

Conducting business with integrity

Responsibility for environmental, social, and governance (ESG) matters starts at the top with our chief Technician and Managing Director and cascades throughout the business, including our use of performance objectives relating to being a responsible company. Ben's Electronics Services Ltd has a program management office that deals with Governance, and Sustainability Committee oversees ESG performance, disclosure, strategies, goals, and objectives while monitoring evolving ESG risks and opportunities. In addition, the human capital development department oversees strategies and policies related to our people, including matters such as overall well-being, pay equity, inclusion, diversity, equality, leadership succession, and culture. We have a clear governance structure to help us achieve our goals and reflect these objectives throughout the organisation while guiding our strategic approach.

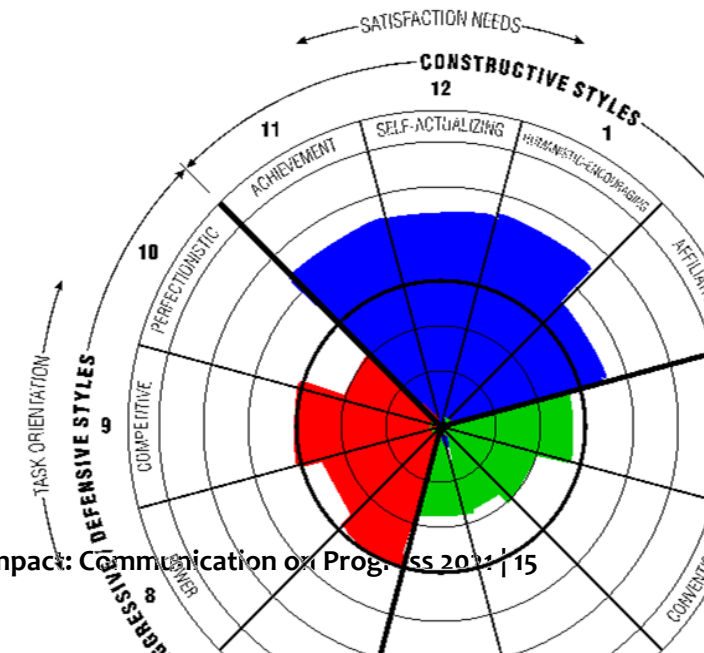
Building a strong ethical culture

At Ben's Electronics Services we offer a broad range of resources to help our people better understand and fully engage with the management, including annual required Ethics and Compliance training, a Making Good Decisions tool, our downloadable job aids, and internal and external platforms to raise concerns, including anonymously.

We continue to evolve our required Ethics and Compliance, training with shorter, interactive, and engaging courses. At Ben's Electronics Services people (including part-time employees) must complete all required Ethics and Compliance training by July 31 each year to be fully eligible for year-end rewards (as permitted by law). In fiscal 2021, we achieved completion rates of 100% for all including managing directors. As part of our Ethics and Compliance training, we have a specific module on anticorruption, which is required for all executives (managers and above) and people at all levels in certain Corporate Functions.

Reporting concerns

We encourage our people to raise concerns to a manager or trusted advisor, Human Resources or Legal, and we make it clear that they can always escalate concerns without fear of retaliation. We encourage our people to contact Human Resources or Legal for guidance if they are unsure whether an issue should be reported. We take all good-faith concerns seriously and all steps necessary to help ensure that those who raise concerns do not experience any form of retaliation.



Guiding our people's behaviors

It articulates five relevant applicable standards to guide how we think acts act across our unique and diverse culture:

- » We speak up about concerns knowing management never tolerates retaliation.
- » We treat each other with respect.
- » We are proud to be ambassadors of the company, and we act accordingly.
- » We apply our principle of meritocracy when we make decisions about our people.
- » We ensure our personal interests and relationships do not create conflicts for Ben's Electronics Services Ltd.

This framework creates a foundation for a positive, respectful and inclusive work environment that can inspire our people, reflect who we are and whom we want to be as a company, and guides how we work with clients, our partners, and each other.

We believe these ethical behaviors are critical to the success of our business and continue to include them in our required Ethics and Compliance training. We continue to monitor the ethical environment through anonymous surveys at regular intervals. In fiscal 2021, we analysed the results of our OCI Survey that was conducted and engaged with leadership to develop action plans based on their results.

Human rights and our supply chain

We prioritize supply chain due diligence efforts with a focus on those areas that are:

- » Most relevant to our own priorities (e.g., environmental sustainability, anticorruption),
- » Where we can most effectively and appropriately exert leverage, and/or
- » Of heightened concern and in relation to higher risk geographies.

We recognize the importance of assessing potential risks to rights-holders. As our operating context evolves at pace, we also recognize the need to continuously adapt our human rights due diligence strategies. We continue to incorporate human rights due diligence within many of our broader enterprise risk management systems and legal compliance processes and at different stages of the supply life cycle.

We believe the relationship between Ben's Electronics Services and our suppliers is an important component to achieving our objectives in this arena. Our Supplier Standards of Conduct, which supplement ours, sets out the standards and practices that our suppliers are required to uphold or make an equivalent commitment, including in relation to a range of relevant human rights. In turn, we expect our suppliers to apply our Supplier Standards of Conduct to their own suppliers.

Our goal always is to be thoughtful and targeted in how we select and engage our suppliers, particularly in relation to higher-risk sectors and countries.

We provide a mechanism to enable our suppliers' employees to speak up about legal or ethical concerns, including slavery and human trafficking. Our suppliers may report concerns or violations (anonymously, where permitted by local law) through the suggestion box.

Living wage

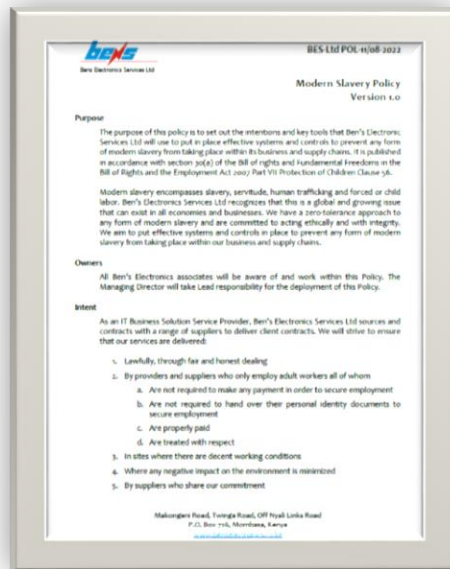
Ben's Electronics Services continues to drive the adoption of a living wage with our suppliers around the world. Through our Supplier Standards of Conduct, we strongly encourage all our suppliers to pay a living wage or higher to those who provide services directly to our company and/or our clients.

Modern slavery, child labor and human trafficking

Our long-standing commitment to supporting and respecting human rights includes the elimination of modern slavery, child labor, and human trafficking in our supply chains. Given the nature of our business and supply chains, and the risk assessments we have undertaken to date, we believe the risk of modern slavery, child labor and human trafficking in our supply chains is low.

However, we are not complacent and frequently review how we can improve and evolve in response to changing circumstances and our evolving business.

Modern Slavery Act Transparency Statement provides more information about our efforts in this area. Kenyan law requires this statement, but it describes our efforts beyond Kenya; Ben's Electronics published its own modern slavery transparency statement in fiscal 2021.



Anticorruption policies and compliance

Our anticorruption policies, both part of our Ethics and Compliance program and human rights efforts, require our people, business partners and business intermediaries (and

suppliers through our Supplier Standards of Conduct) to comply with the anticorruption laws everywhere we do business, including but not limited to:

- » Anti-corruption and Economic Crimes Act of 2003 (Kenya)
- » The Public Procurement and Asset Disposal Act, 2015 (Kenya)
- » United Nations Convention Against Corruption
- » Other applicable anticorruption laws

We continually assess and refine our Ethics and Compliance program, including how we train our people. Our approach provides a baseline of training to all our people, including our part-time employees and contractors.

Data privacy and information security

Safeguarding data is one of our most important responsibilities in building and maintaining trust, not only with our people but also with our clients and other partners. We are continually evolving our approach to information security and data protection, identifying emerging threats and driving appropriate behavior to prevent and mitigate attacks.

Facing the unique challenges and evolving global mandates created by COVID-19, we took additional steps to protect sensitive personal data to respond to the new operational

realities resulting from the majority of our people working remotely. We maintained our transparency about how and what personal data we process as outlined in Ben's Electronics Services Ltd Corporate Rules and privacy notices, and implemented new processes, security controls, and technology to address challenges presented by remote work to protect both client and internal personal data.

Ben's Electronics Services was already a seasoned leader in remote work with a long-established Information Security learning program, so our learning assets were easily amended to address changes in our work environments across the globe. For example:

- » We quickly amended and continue to update our dedicated internal information security system and communications with up-to-date guidelines.
- » Further, we updated our required Ethics and Compliance training to include enhanced guidance.

Corporate governance: Adhering to best practices and policies

We have a history of strong corporate governance and believe that good governance is critical to achieving long-term shareholder value. We are committed to governance practices and policies that serve the long-term interests of our shareholders.

Our corporate governance matters are described in our 2021 Proxy Statement, filed with the Company registrar on November 9, 2021, as well as our Corporate Governance Guidelines and committee charters, which are all found on our corporate charter.

These documents outline the role of our Board and its committees and our key governance practices, as well as the experience, qualifications, attributes and skills of our directors. We are especially proud that this mix contributes to our current 2-director Board.

We continuously assess our corporate governance policies and practices. In fiscal 2022, the Board approved the following enhancements:

- » People and Culture Oversight expanded the Compensation Committee's role in overseeing our strategies and policies related to our people, including matters such as overall well-being, pay equity, inclusion, diversity, equality, leadership succession, and culture.

Our Clients & Partners

- » Sustainability Services
- » Sustainability by Design
- » Our partners

High-priority SDGs relevant to this area:



Second priority SDGs relevant to this area:



Select principles from the Ten Principles of the UNGC relevant to this area:

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Principle 7: Businesses should support a precautionary approach to environmental challenges; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Sustainability Services

Building on years of experience, we have developed a suite of Sustainability Services to help our clients become more sustainable and competitive.

Drawing across our four services Strategy and Consulting, Technology, Interactive, and Operations we deliver on the promise of technology and human ingenuity to enable our clients to tackle their greatest sustainability challenges. Together with our partners, we help our clients reinvent their businesses at scale, creating business value and sustainable impact for all stakeholders.

Sustainability Strategy

Our Sustainability Strategy shapes our clients' business strategies to create value and impact on sustainability in their core businesses across environmental, social, and governance issues. This capability underpins our portfolio of

Sustainability Services and guides clients in defining their sustainability ambitions, building the business case and developing sustainability roadmaps. From strategy to execution, these services deliver business transformation at scale to help our clients achieve the United Nations Sustainable Development Goals (SDGs) and tackle climate change.

Sustainable Value Chains

Organizations are facing a new wave of pressure and urgency to reimagine their value chains and optimize for triple-bottom-line impact. This requires a systemic transformation that embeds sustainability requirements into every stage of the value chain. We enable organizations to build more trusted, circular, and net-zero value chains by providing the insights, tools, and expertise to:

- » Define and deliver a holistic sustainable value chain strategy
- » Realize end-to-end visibility and transparency of ESG performance across the value chain
- » Enable responsible sourcing and operations, considering human rights, corruption, and greenhouse gas emission factors
- » Decarbonize energy, logistics, and other emission-heavy components of the value chain
- » Activate responsible consumption and more sustainable customer experiences

We help clients deliver impact at scale by embedding new skills, smart technologies, and ways of working, and activating ecosystem partnerships, resulting in tangible system change.

Sustainable Technology

We understand first-hand the vast promise of technology as well as the need to decouple the growth of emissions from growing technology adoption. We enable organizations to leverage technology to drive sustainability across the organization, operations, supply chains and ecosystem while making sure that technology is deployed and used in the most sustainable way.

Our goal is to help organizations not only use technology more sustainably but also use and scale technology as a vehicle for being more sustainable.

Sustainability by Design

Similar to the digital revolution where we embedded digital technology into all our products and services, as well as creating new and distinctive offerings we are now working to systematically embed environmental, social and governance (ESG) capabilities into our client-facing offerings and assets across our core business.

We call this Sustainability by Design an evolution of our company-wide offerings and assets to embed sustainability in a way that creates value and impact for our clients.

Strategic partners

For over 17 years, our strategic partnership with Safaricom has seen abrasive collaboration on how we work.

During 2021, the organizations worked together on programs including Net Zero Carbon Cities, which accelerator transition to a renewable solar energy program at Ben's Electronics Services Ltd.

We are currently working towards collaborating with Safaricom as part of the renewable energy Initiative to accelerate the sustainability transformation to a solar-powered energy sources program with is still in the works.

Solar for Base Station

Telecom towers may separate in regions with an unreliable grid or no grid supply while others operate in regions with a stable grid supply but face high electricity costs. Ben's Electronics Services Limited solar division provides the services of installation, and maintenance of such facilities, and also works with a pre-existing structure to improve their performance.



Photo: Solar for Base Station

Our Community Impact

- » Response to COVID-19
- » Ben's Development Partnerships
- » Innovating for society
- » Volunteering & participation

High-priority SDGs relevant to this area:



Second priority SDGs relevant to this area:



Select principles from the Ten Principles of the UNGC relevant to this area:

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 6: The elimination of discrimination in respect of employment and occupation.

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Making a positive impact on our clients

Managing the impact of COVID-19 continues to challenge businesses. We have focused on making a difference through policy, scalability, funding, and collaboration. Our efforts have concentrated on evolving and transitioning business strategies to meet the greatest needs, and supporting preventative health and safety measures.

Skills to Succeed

Skills can open doors to a better future and combined with the power of technology, can help create a more economically inclusive world for all.

We are continually evolving Skills to succeed to meet changing market needs and support people throughout their career journey with a focus on:

- » **Careers for a digital future:** Developing skills that create opportunity and thriving in a digital economy
- » **Innovating to skill at scale:** Leveraging technology to build skills in new ways
- » **Experienced workers:** Individuals learning new skills for their future career

- » **First jobs and entrepreneurship:** Individuals preparing for a first job or business venture
- » **Next generation:** Young students gaining skills and preparing for a digital future
- » **Impact hiring:** A path to employment at Ben's Electronics Services Ltd for individuals without degrees or with other barriers to entry

Innovating to skill at scale

Technology can help people learn new skills in a more experiential way, which is particularly beneficial for those re-entering the workforce.

Some ways we are using technology to enrich learning and development include:

- » **New Skills Now:** To complement Skills to Succeed, our on-campus learning program that has helped more than 30 people to date, we launched our internship curriculum in 2019. This focuses on developing skills in key areas including critical thinking, problem solving, technology fluency, and data literacy all critical to securing the first job, starting a business, and navigating to the next opportunity.
- » **Training-within-industry:** We developed, an innovative on-the-job experience that has given more than 70 people being helped gain experience that includes mock

interviews and coaching on entering the workforce.

Next generation

We believe that when the next generation of workers is equipped with critical skills, they will be ready for the digital future. We aim to empower the innovators of tomorrow with vibrant opportunities to learn and create new technologies that will change the world for the better.

Volunteering and participation

There are many ways our people can offer their time and skills to make a difference while growing in their careers.

In 2021, our volunteering program continued to remain primarily focused on volunteering. This allowed our people to continue making a positive impact while helping our nonprofit partners address critical needs during a challenging time. In some cases, it has even increased the accessibility of volunteering opportunities for our people.



Volunteering & participating in Skill developing in a Collaborative program with local schools

Reporting and Data

- » Reporting approach
- » Frameworks
- » ESG priorities
- » Stakeholder engagement
- » Awards & recognition
- » Performance data table

High-priority SDGs relevant to this area:



Second priority SDGs relevant to this area:

Select principles from the Ten Principles of the UNGC relevant to this area:



SDGs we may impact more indirectly:



Reporting approach

Accountability and transparency are priorities for Ben's Electronic Services and are part of the foundation on which we build trust with our clients, people, shareholders, partners, and communities.

This report explores how we are creating value that matters for all our stakeholders. We detail our sustainability goals, progress, and performance across our operations during fiscal 2021 (ended June 30, 2021), unless otherwise noted.

With this publication, we are shifting our annual environmental, social, and governance (ESG) reporting from March to December, as part of our journey to integrate Ben's Electronics Services financial and ESG data in one place.

We disclose our key ESG metrics in our performance data table, including data from the last three years. Additionally, we hold a range of industry-wide external certifications that are relevant to ESG, including ISO® 9001:2015 and ISO 45001:2018

Delivering for the UN Global Compact

This report serves as our 13th Communication on Progress to the United Nations Global Compact (UNGC), a commitment that we signed in January 2008, and documents our progress on implementing the Ten Principles.

As a UNGC signatory, we work toward implementing the Blueprint for Corporate Sustainability Leadership, sharing related outcomes and learnings with Global Compact member organizations. Our commitment includes sharing best practices on the Modern Slavery Working Group to help support the elimination of slavery and human trafficking.

Our priority SDGs

High-priority SDGs for Ben's Electronics Services Ltd operations:

- 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels...
- 5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.

- 8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation...
- 8.5 Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.
- 8.8 Protect labour rights and promote safe and secure working environments for all workers...
- 9.2 Promote inclusive and sustainable industrialisation and, by 2030, significantly raise industry's share of employment and gross domestic product...
- 9.5 Enhance scientific research, upgrade the technological capabilities within our sectors...encouraging innovation and...public and private research and development spending.
- 10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic.
- 12.2 Achieve the sustainable management and efficient use of natural resources.
- 12.5 Substantially reduce waste generation through prevention, reduction, recycling and reuse.
- 13.1 Strengthen resilience and adaptive capacity to climate related hazards and natural disasters in all counties we operate.

- 13.2 Incorporate measures to fight climate change into policies, strategies and planning.
- 16.5 Substantially reduce corruption and bribery in all their forms.
- 16.6 Develop effective, accountable and transparent the Company at all levels.
- 17.16 Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals...

Frameworks

We continue to align with the Global Reporting Initiative (GRI) Standards and United Nations Global Compact Ten Principles while adding indices for three additional frameworks: The Sustainability Accounting Standards Board (SASB), The Financial Stability Board's Task Force on Climate-Related Financial Disclosures (TCFD) and The International Business Council of the World Economic Forum.

ESG priorities

We continually assess our ESG priorities based on their importance to our business and our stakeholders. For fiscal 2021, we expanded our ESG frameworks in alignment with our company purpose to deliver on the promise of technology and human ingenuity and our business strategy to deliver Value for all our

stakeholders. We considered our expanded ESG targets, our Enterprise Risk Management program, and other related impacts on our people and global operations. We also refreshed our priorities to account for the potential implications of critical issues, such as the ongoing effects of the global pandemic and the need for an increased focus on health, well-being, workers, and workplaces.

Our Process

Analysis:

- » We reviewed the latest insights on ESG issues from relevant nongovernmental organizations (NGOs), industry bodies, and academia; frameworks and good practices, such as the universal ESG metrics from the World Economic Forum; and the SDG Ambition benchmarks.
- » We analyzed our clients' ESG requests and emerging priorities (e.g., as part of proposals or supplier compliance reviews).

Benchmarking:

- » We continued to use specialist third-party software to conduct detailed benchmarking and analysis of recent and emerging ESG issues across peers, competitors, and, other organizations.

External feedback:

- » We interviewed key stakeholders including clients, and other external stakeholders so

they could comment on our draft ESG priorities and rank them in terms of importance.

- » We worked with our Investor Relations team to understand the investor input that was captured through our annual shareholder outreach process.

Internal feedback:









- » We worked directly with our senior leaders to identify possible changes to our ESG priorities.
- » We conducted interviews with business leads and subject matter experts across areas such as human capital, risk, environment and innovation.
- » Focus groups across our markets helped us capture what matters most to our people.

Board feedback:

- » Finally, as part of the ongoing engagement with our Board on ESG-related matters, we

initially formed a Program Management Office to review our Reporting Experience, which was also presented to the Board of Directors. Going forward we have also expanded the remits of our Board Committees to oversee ESG matters, including our ESG priorities and reporting, as further described on page 14.

ESG priorities

Environmental	5 GENDER EQUALITY 	8 DECENT WORK AND ECONOMIC GROWTH 	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	10 REDUCED INEQUALITIES 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	13 CLIMATE ACTION 	16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	17 PARTNERSHIPS FOR THE GOALS 
Climate Change & Carbon Emissions		•	•		•	•		
Enabling Client Sustainability		•	•		•	•		•
Waste (incl. e-waste)		•			•			
Water		•			•	•		
Nature & Biodiversity		•			•	•		

Social

Inclusion, Diversity & Equal Opportunity	•	•	•	•				•
Employee Well-being & Engagement		•						
Talent Attraction, Retention & Development	•	•	•	•				
Working Conditions	•	•		•				
Human Rights	•	•		•				•
Responsible Buying (incl. Supplier Diversity)	•	•		•	•			•
Community Giving	•	•		•		•		•
Societal Impact	•	•	•	•				

Governance

Data Privacy & Cybersecurity		•	•				•	
Ethics & Integrity		•					•	
Responsible Technology & Innovation	•	•	•	•				•
ESG Governance		•	•		•	•	•	
Public Policy & Advocacy	•	•	•	•			•	

Notes:

- » The impact of certain priorities may extend across environment, social, and governance (ESG).
- » The issues in bold represent our highest ESG priorities and are included in our GRI Content Index.

Stakeholder Engagement

To inform our approach, align more closely with stakeholder expectations and improve our reporting, we regularly seek input on our goals, progress and performance from a variety of internal and external stakeholder groups.

Stakeholder Group	Example of Engagement
Board of Directors	Regular meetings with the Board, as needed, to discuss our overall ESG performance, disclosure, strategies, goals, and objectives as well as evolving ESG risks and opportunities.
Clients	Satisfaction surveys, client account lead relationships, project quality assurance processes, conferences and events, responses to information requests.
Current BES Ltd People	Surveys, internal memos, and social media, focus groups, employee resource groups, content on our portal and our Sustainability, Quotient training program
Investors	Quarterly earnings calls, investor and analyst meetings, responses to investor questionnaires, Investor Relations team outreach
Suppliers	Supply Chain program, Supplier Standards of Conduct, Supplier Development Program, supplier summits, training and mentorship
Governments, Multilaterals & Policymakers	Political Contributions and Lobbying Policy, discussions via Government Relations team
Nonprofit Partners & Foundations	Long-term, strategic nonprofit partnerships in support of Skills to Succeed, employee volunteering and giving, advocacy, and societal change through cross-sectoral coalitions.
Potential Recruits, Alumni & Civil Society	Social media, careers blog, alumni forums and events, news releases

Awards & recognition

- » Best Performer Q4 2012 – 2013
- » League Daily Experience Award 2015
- » 1st Runners UP Business Wimax Installation Q3 2012 – 2013
- » Exemplary Award for exceeding Passion Speed and Simplicity
- » EBU Legendary Award for Exemplary NPS Performance H1-FY 2021/22
- » GEM Award Best NOS SCORE
- » HEKO Awards 2016 Technology Best Enterprise Services
- » Decommissioning Best Partner 2015
- » Legendary Experience Award Partners Overall Best Performing Partner
- » Valued Partner Award
- » Safaricom Partners Forum & Annual Award 2022 Enterprise Business
- » Overall Partners Performance at The Legendary Experience Award on 10th Feb 2017

Performance Data Table

	Q 1 FY 2022/2023		
	April	May	June
Actual Scores (%)			
Survey	36	38	57
Support	90	87	90
Deployment	92	81	68
NPS	92	83	67

Weighing	Weighed Scores			
0.10	Survey	4	4	6
0.25	Support	23	23	23
0.25	Deployment	23	20	19
0.40	NPS	37	33	27
	Total	86	80	75

Quarterly Score

80

Source: Safaricom Performance index for suppliers – results of Ben's Electronics Services Ltd Q1 FY 2022/23