

SAFARICOM PLC

RESULTS BOOKLET

UNAUDITED RESULTS FOR
THE SIX MONTHS ENDED 30 SEPTEMBER 2026

Safaricom

Popote Ulipo.



Contents

KEY HIGHLIGHTS 04



PETER NDEGWA, GROUP CEO'S MESSAGE 05



DILIP PAL, GROUP CFIO'S MESSAGE 08

1. KEY PERFORMANCE INDICATORS

a. Safaricom Group 11
b. Safaricom Kenya 12
c. Safaricom Telecommunications Ethiopia (STE) 13

2. FINANCIAL STATEMENTS

a. Consolidated statement of comprehensive income 14
b. Consolidated statement of financial position 15
c. Consolidated Statement of changes in Equity 16
d. Consolidated Statement of cash flows 18
e. Income Statement for Safaricom Group, Kenya and Ethiopia 19



3. SUPPLEMENTARY INFORMATION

A. Accounting Policies 20
- a) Basis of preparation 20
- b) Measurement basis 20
- c) Change in Accounting Policy - Deferred SIM Costs and Connection Revenue 20
- d) Translation of foreign operations 20

B. Safaricom Group 21
- a. Connectivity Revenue 21
- b. Fixed Service and IoT Revenue 21
- c. Direct Costs 21
- d. Other Operating Expenses 22
- e. Net Debt 22
- f. Normalised growth 22

C. Safaricom Kenya 23
- a. Direct Costs 23
- b. Other Operating Expenses 23
- c. Free cash flow 24
- d. Finance Income & Cost 24

D. Safaricom Telecommunications Ethiopia (STE) Plc 25
- a. Revenue (KShs & ETB) 25
- b. Direct Costs (KShs & ETB) 25
- c. Other Operating Expenses (KShs & ETB) 26
- d. Safaricom Ethiopia Consolidated summarised statement of financial position 26
- e. Funding of Safaricom Ethiopia 27
- f. Safaricom Ethiopia Shareholding Update 27
- g. Unwinding Impact of IAS 29 Reporting 27

4. ADDITIONAL DISCLOSURES ON SAFARICOM KENYA PERFORMANCE

A. Financial Services/M-PESA 28
- a) M-PESA Revenue, Values And Volumes 28
- b) Business Payments 30
- c) Financial Services 31
- d) Global Payments 32

B. Connectivity Business 33

C. Fixed Service & IoT 34

5. APPENDIX

a. Consolidated statement of comprehensive income – Safaricom Group 35

b. Statement of consolidated – Safaricom Telecommunications Ethiopia (STE) Plc (in KShs & ETB) 36

6. GLOSSARY

37

Key Highlights

Safaricom Kenya Performance

- Service revenue grew **11.3% YoY to KShs 215.96Bn.**
- Connectivity revenue grew **7.7% to KShs 103.38Bn.**
- M-PESA revenue grew **13.6% YoY to KShs 100.07Bn.**
- Fixed Service and IoT Revenue grew **25.5% YoY to KShs 12.51Bn.**
- EBIT grew **13.7% to KShs 101.81Bn.**
- Net Income grew **13.8% to KShs 66.27Bn.**
- Operating Free Cash Flow rose by **19.6% to KShs 85.31Bn.**
- One-month Active Customers grew **7.1% YoY to 40.61Mn.**
- One-month Active M-PESA Customers grew **11.6% YoY to 42.31Mn.**
- One-month Active ARPU grew **3.9% to KShs 890.12**

Safaricom Telecommunications Ethiopia (STE) Performance

- Service revenue grew **71.6% YoY to KShs 10.62Bn.**
- Mobile incoming revenue grew **11.3% YoY to KShs 0.36Bn**
- Fixed service revenue grew **109.7% to KShs 0.20Bn.**
- Mobile data revenue grew **90.2% YoY to KShs 7.85Bn.**
- M-PESA revenue grew **15.7% YoY to KShs 0.01Bn**
- Three-month active customers grew **38.4% to 15.43Mn.**
- Voice revenue grew **20.9% YoY to KShs 1.66Bn.**
- Messaging revenue grew **72.9% YoY to KShs 0.13Bn.**
- One-month active customers grew **43.4% to 12.20Mn.**
- EBITDA loss declined by **96.5% to KShs 434.4Mn.**

Safaricom Group Performance

- Service revenue grew **13.1% YoY to KShs 226.06Bn.**
- M-PESA revenue grew **13.6% YoY to KShs 100.08Bn.**
- Three-month active customers grew **22.3% YoY to 78.99Mn.**
- EBIT grew **39.8% YoY to KShs 91.14Bn.**
- Connectivity revenue grew **11.5% to KShs 113.60Bn.**
- Fixed service and IoT revenue grew **25.4% YoY to KShs 12.38Bn.**
- One-month active customers grew **13.7% YoY to 52.81Mn.**
- Net income excl. minority interest grew **35.9% YoY to KShs 58.15Bn.**



Peter Ndegwa, Safaricom Group CEO commented

Operating and Strategic Context

We delivered a strong performance in the first half of the year, reflecting the resilience of our business, the continued trust of our customers and focused execution of our Vision 2030 strategy. The Kenya business maintained positive momentum and continued to provide the financial strength required to invest in our network, technology platforms and future growth. In Ethiopia, stronger customer demand, increased network utilisation and improving operational execution are translating into better operating leverage and reinforcing our confidence in the long-term opportunity.

We achieved this performance in a dynamic environment characterised by continued pressure on household incomes, intensifying competition, rapidly evolving technology and ongoing economic and regulatory reforms across our two markets. These conditions required us to remain close to our customers, respond to their changing needs and maintain discipline in our execution and capital allocation.

Our strategy is anchored on strengthening our core connectivity and payments businesses while building the next growth engines across financial services, technology solutions and Ethiopia. Vision 2030 is guiding our transition into Africa's leading purpose-led technology company. Connectivity and payments remain the foundation of our business, while technology platforms, data, artificial intelligence and partnerships enable us to address more customer and societal needs and create new sources of value. Artificial intelligence is becoming an important enabler of our transition into a purpose-led technology company. We are applying AI to personalise propositions, simplify customer journeys, strengthen fraud prevention and credit decisioning, and improve operational efficiency. GenAI-powered ZURI is expanding intelligent self-service across multiple channels, while the People, AI, Capability & Excellence (PACE) learning program is building AI fluency across our organisation. As we scale these capabilities, we will maintain strong safeguards for privacy, security, fairness, transparency and human oversight.

Purpose, People and Responsible Growth

Purpose remains central to our strategy and to how we create long-term value. Our success is closely connected to the resilience of the customers, communities and economies we serve. Through our Foundations, business platforms and brand assets, we continued to invest in education, healthcare, digital inclusion, economic empowerment and sustainable livelihoods across Kenya and Ethiopia.

Through Citizens of the Future, Chapa Dimba and Capture the Good, we are investing in education, talent and community opportunity. Citizens of the Future has completed upgrades at 47 schools, directly benefiting 35,000 learners and more than 1,500 teachers, while 261 senior-secondary scholars from all 47 counties joined the first cohort. Chapa Dimba provides development pathways for football talent, while Capture the Good enables creators to document and celebrate community impact across Kenya nationwide.

Our technology-talent agenda also continued to grow. Decode is developing practical skills and providing students, developers and startups with access to Safaricom platforms and expertise. Spark supports startups through product collaboration, investor access and pathways to scale. Internally, we are extending AI capability across the organisation and developing a broader community of employees who can apply technology to real customer and business challenges.Together, these initiatives are strengthening technology capability within Safaricom and across the wider innovation ecosystem. They are helping us build a pipeline of employees, developers, entrepreneurs and partners who can apply technology to customer, business and societal challenges.

In Ethiopia, the Safaricom Ethiopia Foundation is moving from establishment into delivery. Its programmes are focused on digital skills, connected youth centres, education, women's economic empowerment, inclusive livelihoods, maternal health and disability inclusion. The emphasis is on working with government, development organisations and other partners to scale proven programmes and deliver measurable outcomes. Through our participation in the Fayda Digital ID programme, we are supporting efforts to expand access to official identity and, over time, to the public and private services that depend on it. This can help widen participation in financial services and the broader digital economy.

Themes from our 15th Sustainable Business Report

We are strengthening how sustainability is embedded in our strategy, moving beyond reporting activities to measuring the broader value and long-term impact we create. In FY26, we adopted a double materiality approach, strengthened impact measurement and early adopted IFRS S1 & S2 Standards. These changes are sharpening our focus on the issues that matter most to our stakeholders and the resilience of our business. Our activities generated over KShs 1.24 trillion in value for Kenyan society, sustained more than 1.4 million jobs and enabled our Foundations to reach over 4.4 million people. As we accelerate our transition to a purpose-led technology company, we remain focused on using connectivity, financial services, technology and partnerships to broaden access and opportunity, strengthen trust and ensure that inclusive growth translates into sustainable long-term value for our customers, communities, shareholders and society.

Deepening Customer Relevance in Kenya

In Kenya, our performance was supported by sustained customer growth and deeper use of our connectivity and financial-services platforms. Affordability remained an important consideration for households and businesses, and we continued to respond through personalised propositions, targeted offers and greater value across our portfolio. Mobile data maintained positive momentum as more customers adopted smartphones and 4G devices, consumed more data and accessed a growing range of digital services and content. Our continued investment in network quality, device partnerships and relevant propositions is helping more customers participate in the digital economy.

Our objective is not simply to provide more data. We want connectivity to become increasingly useful in how customers work, learn, transact, access entertainment and manage their daily lives. This requires propositions that reflect different customer needs, usage patterns and affordability levels. Voice remained resilient and continues to play an important role in keeping customers connected. We supported the portfolio through targeted customer re-engagement, segmented propositions and call-completion solutions that help customers communicate where immediate affordability is constrained. Fixed connectivity also continued to grow as households and businesses sought reliable, high-speed broadband. We are accelerating fibre and fixed-wireless access while improving the utilisation and penetration of the infrastructure already deployed. Our fixed strategy is increasingly centred on convergence. We are developing propositions that bring together home broadband, mobile connectivity, digital content, security and improved in-home experiences. We are also testing more flexible access models to extend reliable broadband to a wider range of customers.

Across the connectivity portfolio, we are using customer insights to provide more relevant value, lower barriers to digital participation and ensure that our network investments translate into better everyday experiences.

Expanding M-PESA and Technology-led Growth

M-PESA maintained strong momentum and remains central to both our growth and purpose. Payments remain the entry point, but FinTech 2.0 is enabling a broader platform for commerce and financial services. Its scalable, modular architecture strengthens reliability, fraud management and customer protection, while increasing processing capacity and enabling faster product development. We are using these capabilities to expand merchant services, credit, savings and investment, while developing further opportunities in insurance, global payments and digital commerce through simpler, more intelligent and connected customer journeys across the ecosystem.

The new Fintech 2.0 platform is making innovation tangible through QR Codes, Scan-to-Pay and Tap-to-Pay, which simplify merchant checkout and reduce payment errors. Split Bills enables customers to share expenses digitally, while Shiriki Pay introduces shared-wallet journeys that extend M-PESA into collaborative management. The platform also delivers greater scale, supporting 6,000 transactions per second and three times the previous Fuliza throughput. This creates capacity for more payment occasions, faster innovation and deeper ecosystem engagement beyond transaction fees. At the same time, behavioural scoring and multiple funding partners are helping us extend responsible credit, personalise access and manage portfolio risk more effectively for customers and businesses across Kenya.

We are complementing innovation with tariff reviews that pass value to customers and merchants. Lipa na M-PESA transactions up to KShs 500 were zero-rated, Transacting Till charges were reduced by 50%, and the Pochi la Biashara free-transaction threshold increased to KShs 200 under a promotional tariff. These changes lower payment friction, support low-value commerce and encourage funds to remain and circulate within the M-PESA ecosystem. Together with greater platform capacity, they protect everyday relevance while creating opportunities for deeper engagement.

The expansion of Pochi la Biashara and Lipa na M-PESA demonstrates the opportunity within Kenya's merchant economy. Our ambition is to help businesses move beyond accepting payments by enabling them to manage liquidity, reconcile collections, pay suppliers and bills, access working capital, build savings and grow their enterprises. Our wealth propositions are helping customers move from transactional money into invested money and develop stronger savings habits. We are also building insurance as a technology-enabled aggregator and marketplace, working with underwriters and partners to make protection more accessible through digital channels.

The same technology and platform capabilities are broadening our relevance to enterprises and government. By combining connectivity, M-PESA, cloud, cybersecurity, digital identity and APIs, we are helping organisations connect operations, protect information, digitise workflows and embed payments. In the public sector, these capabilities support healthcare, digital public

infrastructure, social protection, economic empowerment and agriculture. Across these growth areas, data and AI are helping us personalise propositions, simplify onboarding, improve decisions and reduce the cost of serving customers and institutions.

Building Momentum in Ethiopia

In Ethiopia, the foundation we have built is beginning to translate into stronger operating momentum. Customer growth remained strong, mobile-data demand continued to expand and the current network carried more customers, traffic and revenue. This progress validates the underlying demand in the market and strengthens our focus on improving monetisation and maximising returns from the assets already deployed. Mobile data remains the strongest demand engine, with usage proving resilient following pricing adjustments.

The business is also operating more digitally. The rapid expansion of digital recharge through M-PESA and banking channels is simplifying distribution and reducing dependence on traditional physical channels. AI-supported KYC is improving the speed and accuracy of customer onboarding while reducing the resources required for routine verification.

We are developing the M-PESA opportunity carefully and with measured expectations. Consumer adoption remains linked to the scale of our telecommunications customer base, making digital airtime distribution and the emerging merchant ecosystem the stronger near-term opportunities. The growing retailer base and early merchant-payment activity provide an initial foundation for broader merchant acceptance and collections. However, this opportunity remains at an early stage and will depend on continued execution and regulatory progress. Over time, interoperability, telecom-agnostic access and wider participation in government-payment flows will increase M-PESA's relevance in the industry. These remain developing opportunities and are subject to the required regulatory approvals and market-access arrangements.

We are also developing fixed-broadband and enterprise opportunities to diversify the revenue base and serve a wider range of customer needs. The combination of mobile data, fixed connectivity, enterprise solutions and digital financial services provides a broader platform for long-term growth. Our approach remains measured and execution-led. We are focused first on improving returns from the current footprint, strengthening operational efficiency and maintaining progress towards EBITDA break-even. The pace of this progress will continue to depend partly on pricing implementation, foreign-exchange conditions and disciplined execution.

Update on the Vodacom - Government of Kenya Transaction

On 4th December 2025, Vodacom Group announced a series of agreements to increase its effective interest in Safaricom by 20%. Vodacom group's most recent update on this acquisition can be found here *https://vodacom.com/pdf/sens/2026/stay-order-application-safaricom-16102026.pdf*

Conclusion and Outlook

The first half demonstrates that our strategy is progressing. Kenya remains resilient, M-PESA is expanding into a broader commerce and financial-services ecosystem, and our fixed, enterprise and public-sector capabilities are deepening our relevance beyond traditional telecommunications. In Ethiopia, stronger customer and data momentum is improving the productivity of the existing footprint and supporting our progress towards EBITDA break-even.

In the second half, we will focus on protecting and growing connectivity and payments, scaling merchant and financial-services propositions, accelerating fixed and enterprise technology solutions and maintaining execution discipline in Ethiopia.

We will continue investing in network quality, technology platforms, data, AI, talent and partnerships. We will remain disciplined in our capital allocation, prioritising opportunities where customer demand is clear, where our capabilities provide meaningful differentiation and where the investment can generate sustainable returns. We will also continue investing in people, communities and the environment because the long-term strength of our business depends on the resilience of the societies and economies we serve.

Vision 2030 is our commitment to build a stronger and more valuable Safaricom by connecting more people to opportunity and solving meaningful customer and societal needs. We enter the second half encouraged by our progress, clear about the opportunities ahead and focused on the work required to realise our ambition.

Acknowledgment

I would like to thank our customers for their trust and for choosing Safaricom to connect, transact and participate in the digital economy.

I also thank our employees across Kenya and Ethiopia for their commitment, innovation and focused execution. Their dedication remains fundamental to the quality of service we provide and to the progress we are making under Vision 2030.

We are grateful to our agents, dealers, suppliers, technology partners, financial institutions, development partners and other members of our ecosystem, whose contributions enable us to serve customers at scale. I also recognise the constructive engagement of governments, regulators and communities across our markets.

Finally, I thank our Board and shareholders for their confidence and support. Together, we are building a more connected, financially inclusive and digitally enabled future while creating sustainable value for all our stakeholders.



Dilip Pal, Safaricom Group CFIO commented:

Business Review – Group

Operating Environment

Kenya's macroeconomic environment remained resilient during the period despite inflation increasing from 4.4% in March 2026 to 6.8% in September 2026, reflecting higher energy costs from rising global fuel prices, while remaining within the CBK target range of 2.5%-7.5%. Economic growth strengthened, with GDP expanding by 5.1% in Q2 2026 compared to 4.9% in Q2 2025, while the Kenyan shilling remained broadly stable at approximately 129/USD. Although rising inflation placed pressure on household spending and affordability, the overall operating environment remained supportive of economic activity and investor confidence. Against this backdrop, Safaricom Kenya sustained its market leadership, maintaining a GSM customer market share of 69.8% as at June 2026, according to the Communications Authority of Kenya.

In Ethiopia, inflation rose from 9.4% in March 2026 to 14.9% in September 2026, reflecting higher energy costs and broader inflationary pressures following the global oil price shock linked to the Middle East conflict. The Ethiopian Birr also depreciated by 4.3% against the US Dollar in HY27 to 163.39 as at 30 September 2026 and by 2.6% against the Euro to 185.59 over the same period. Despite these macroeconomic pressures, Ethiopia continued to make steady progress, increasing regulatory clarity and sustained customer growth. The business is increasingly transitioning into a more stable scaling phase, with growing scale, and early signs of a strengthening path toward profitability.

Group Performance Review

Service Revenue

HY27 reflects another period of strong execution and resilient growth across the Group. Service Revenue rose 13.1% YoY to KShs 226.06Bn, underpinned by sustained performance in Kenya and continued improvement in Ethiopia. Financial Services/M-PESA, Connectivity Business and Fixed Service & IoT contributed 45.9%, 44.5% and 9.6%, respectively, to Group service revenue growth. This growth translated into improved profitability, supported by disciplined cost management and operational efficiencies, while strong cash generation continued to support investment in the business and shareholder returns. Customer engagement also deepened during the period, with total Group three-month active customers increasing by 22.3% YoY to 78.99Mn, while one-month active customers grew by 13.7% to 52.81Mn.

1. Financial Services/M-PESA

Financial Services/M-PESA recorded revenue growth of 13.6% YoY to KShs 100.08Bn, accounting for 44.3% of Group service revenue, compared with 44.1% in HY26. One-month active M-PESA customers grew 11.7% YoY to 44.47Mn, compared with 39.82Mn in HY26.

2. Connectivity Business

Connectivity revenue grew 11.5% YoY to KShs 113.60Bn, representing 50.3% of Group service revenue versus 51.0% in HY26. Mobile Data led with a 46.7% share of Connectivity revenue, compared with 38.6% for Voice Outgoing, growing 19.5% YoY to KShs 53.09Bn versus Voice 6.7% YoY growth to KShs 43.85Bn. Messaging declined 7.5% YoY to KShs 5.13Bn, while Mobile Incoming rose 5.5% to KShs 4.88Bn and Other Service Revenue grew 6.9% YoY to KShs 6.64Bn.

3. Fixed Service & IoT

Fixed Service & IoT recorded the fastest growth among the three business categories, with revenue increasing 25.4% YoY to KShs 12.38Bn, accounting for 5.5% of Group service revenue, compared with 4.9% in HY26. Fixed Line and Wholesale Transit revenue increased 19.5% YoY to KShs 10.89Bn, while IoT revenue grew 17.1% to KShs 0.67Bn.

4. Profitability

Safaricom Group maintained strong profitability momentum, with Earnings Before Interest, Tax, Depreciation and Amortisation (EBITDA) growing by 27.5% YoY to KShs 129.18Bn and Earnings Before Interest and Tax (EBIT) increasing by 39.8% YoY to KShs 91.14Bn. Net income excluding minority interest rose by 35.9% YoY to KShs 58.15Bn, reflecting strong performance in Kenya alongside reduced losses in Ethiopia.

Business Review – Kenya

Service Revenue

Service revenue maintained strong growth momentum, increasing by 11.3% YoY to KShs 215.96Bn, supported by sustained growth across key revenue streams. M-PESA revenue increased by 13.6% YoY to KShs 100.07Bn, contributing 54.7% to service revenue growth, while Connectivity revenue grew by 7.7% YoY to KShs 103.38Bn, contributing 33.7% to growth. Fixed Services and IoT revenue increased by 25.5% YoY to KShs 12.51Bn, contributing the remaining 11.6% to service revenue growth. Customer acquisition remained strong, with 90-day active customers increasing by 18.9% YoY to 63.56Mn, while one-month active customers grew by 7.1% YoY to 40.61Mn.

1. Financial Services/M-PESA

M-PESA revenue grew 13.6% YoY to KShs 100.07Bn, driven by continued growth in both customers and usage. The number of one-month active customers rose 11.6% YoY to 42.31Mn, while the agent network expanded 10.0% to 351.16k, reinforcing M-PESA's reach and accessibility across the country. Transactional momentum remained robust, with total transaction values increasing 16.6% to KShs 23.56Trn and volumes growing 25.2% to 27.38Bn. Growth was even stronger in chargeable transactions value and volumes, where values rose 19.0% to KShs 17.47Trn and volumes increased 48.2% to 12.86Bn, reflecting deeper customer engagement, increased usage across use cases, and continued monetization of the platform. Consequently, chargeable transactions per one-month active customer increased 31.5% YoY to 50.89.

The merchant ecosystem continued to scale rapidly, with the merchant base growing 90.3% to 4.51Mn. This growth was largely driven by Pochi, whose customer base expanded 115.3% to 3.23Mn, while Lipa na M-PESA merchants increased 46.7% to 1.28Mn. Beyond payments, these solutions are increasingly positioning M-PESA as a platform that empowers small and micro-enterprises, enabling entrepreneurs to access a broader ecosystem of digital financial services and participate more effectively in the formal economy.

Wealth management also gained significant traction, with AUM increasing 69.7% to KShs 25.56Bn, supported by the strong adoption of Ziidi, whose AUM grew 82.9% to KShs 23.36Bn. Beyond asset accumulation, wealth solutions are strengthening customer engagement, encouraging savings behaviour and enhancing long-term ecosystem participation, thereby supporting greater customer retention. M-PESA's contribution to Kenya service revenue increased to 46.3%, up from 45.4% in HY26, underscoring its role as a key growth engine and highlighting the strength of its expanding payments, merchant, wealth, insurance and digital financial services ecosystem.

2. Connectivity Business

The Connectivity Business recorded resilient growth, with revenue increasing 7.7% YoY to KShs 103.38Bn, accounting for 47.9% of Kenya service revenue, compared to 49.6% in HY26. Mobile Data remained the largest contributor to connectivity revenue, representing 43.8%, compared to 40.8% for voice revenue, reflecting sustained growth in data consumption driven by increasing smartphone adoption, digital content consumption, and demand for always-on connectivity. Messaging revenue declined 8.6% YoY while mobile incoming revenue grew 6.1% YoY to KShs 4.71Bn, supported by continued growth in network usage and connectivity demand.

Mobile Data

Mobile Data delivered strong growth, with revenue increasing 12.2% YoY to KShs 45.24Bn, supported by customer growth, rising usage and increased 4G+ device penetration. One-month active chargeable mobile data customers grew 11.6% YoY to 27.86Mn, driven by continued expansion of the 4G+ customer base through initiatives such as Tunukiwa Plus and targeted affordability interventions. Customers consuming more than 1GB per month increased 17.7% YoY to 15.21Mn, reflecting continued success in deepening internet adoption and encouraging higher-value usage.

Usage momentum remained strong, with average data consumption per chargeable subscriber increasing 9.4% YoY to 5.31GBs. Growth was driven by expanding digital use cases and stronger content engagement, including increased consumption of video, gaming and sports content, alongside growth in giga users. Portfolio enhancements under the Patamore proposition further supported usage by delivering greater value and affordability to customers, contributing to increased internet penetration and engagement. As a result, rate per MB declined 10.8% YoY to 5.03 cents.

Growth was further supported by continued smartphone adoption, with smartphones on the network increasing 24.6% to 35.79Mn. The number of 4G+ devices grew 33.5% YoY to 34.30Mn, comprising 32.32Mn 4G devices, up 32.5% YoY, and 1.98Mn 5G devices, up 51.9% YoY. The expanding base of advanced devices continues to strengthen the addressable market for data services and support sustainable growth in digital connectivity. Mobile Data now contributes 20.9% of total service revenue in Kenya.

Voice and Messaging

Voice revenue grew 6.2% YoY to KShs 42.20Bn, driven by customer growth, increased usage, and affordability-led customer engagement initiatives. One-month active customers increased by 4.1% to 31.45Mn, while minutes of use (MOU) per subscriber rose 11.9% YoY to 231.77 minutes, reflecting strong customer engagement. The outgoing rate per minute declined 9.5% YoY to KShs 0.94, reflecting the success of affordability-focused interventions and migration to bundled usage. These initiatives have helped strengthen customer engagement, defend our market share, and reinforce Safaricom's leadership in the voice market.

Messaging revenue declined 8.6% YoY to KShs 5.01Bn, driven by the continued migration of customer communications to IP-based and over-the-top (OTT) messaging platforms, a trend observed across the global telecommunications industry. As a result, messages per subscriber fell 22.9% YoY to 98.94. However, growth in the active customer base helped mitigate the decline, with one-month active messaging customers increasing 8.8% YoY to 25.86Mn, underscoring the continued relevance of SMS for both person-to-person and business communications despite evolving customer communication preferences.

3. Fixed Service & IoT

Fixed Services and IoT revenue delivered strong double-digit growth of 25.5% YoY to KShs 12.51Bn, underpinned by accelerating customer acquisition, expanded network rollout, increased penetration, and growing adoption of 5G Fixed Wireless Access (FWA) solutions. Fixed service and wholesale transit revenue grew 19.7% YoY to KShs 11.02Bn, driven by a 19.9% increase in consumer revenue to KShs 5.17Bn, 17.3% growth in enterprise fixed revenue to KShs 4.94Bn, and a 34.4% rise in wholesale revenue to KShs 0.91Bn. IoT revenue increased by 17.1% YoY to KShs 0.67Bn. Revenue from Public Sector grew 4.3 times to KShs 820.1Mn.

Fixed service customers increased by 31.8% YoY to 569.86k, supported by a 33.6% rise in FTTH customers to 474.42k and a 23.6% increase in enterprise fixed customers to 95.44k. FWA contributed 35.3% of total connection growth, with customers increasing 43.8% YoY to 159.40k, while fibre accounted for 64.7% of connection growth and grew 27.7% YoY to 410.46k, reflecting strong demand for high-speed, reliable connectivity solutions across households and businesses. Homes connected increased by 50.4% YoY to 925.84k, while homes passed grew 13.6% YoY to 907.57k, further strengthening Safaricom's fixed connectivity footprint.

Profitability

Safaricom Kenya recorded strong profitability growth during the period, with Earnings Before Interest, Tax, Depreciation and Amortisation (EBITDA) increasing by 13.3% YoY to KShs 128.94Bn and Earnings Before Interest and Tax (EBIT) rising by 13.7% YoY to KShs 101.81Bn. Net income grew by 13.8% YoY to KShs 66.27Bn, supported by robust contributions from M-PESA and Mobile Data, continued expansion of the customer base, higher usage levels, and effective monetisation of services.

Business Review – Ethiopia

Service Revenue

Service revenue maintained strong growth momentum, increasing by 71.6% YoY to KShs 10.62Bn, driven by robust customer acquisition, increased service adoption, and deeper market penetration across all revenue streams. Mobile Data remained the largest contributor, accounting for 74.0% of service revenue, up from 66.7% in HY26, while Voice contributed 15.6%.

Mobile incoming revenue accounted for 3.4%, with Messaging, M-PESA and Fixed Services contributing the remaining 7.0%, reflecting the continued diversification of the revenue mix. Ethiopia contributed 16.8% to total Group service revenue growth during the period. Customer acquisition remained strong, with 90-day active customers increasing by 38.4% YoY to 15.43Mn and one-month active customers growing by 43.4% YoY to 12.20Mn.

Voice and Messaging

Voice revenue increased by 20.9% YoY to KShs 1.66Bn, supported by continued expansion of the customer base. One-month active voice customers grew by 32.2% YoY to 9.23Mn, while 90-day active voice customers increased by 31.5% YoY to 12.58Mn. Despite strong customer growth, usage moderated, with outgoing minutes of use per subscriber declining by 12.7% YoY to 127.33, while ARPU decreased by 11.5% YoY to KShs 30.53.

Messaging revenue recorded strong growth of 72.9% YoY to KShs 128.26Mn, driven by an expanding customer base and improved usage levels. One-month active SMS customers increased by 3.1% YoY to 3.44Mn, while 90-day active SMS customers grew by 7.1% YoY to 6.15Mn. Customer engagement also strengthened, with SMS usage per subscriber rising by 2.3% YoY to 25.53.

Mobile Data

Mobile Data revenue maintained exceptional growth momentum, increasing by 90.2% YoY to KShs 7.85Bn, driven by robust customer demand, continued expansion of the active data customer base and sustained growth in data consumption. The one-month active mobile data customer base increased by 38.7% YoY to 8.89Mn, while 90-day active data customers grew by 37.0% YoY to 12.15Mn. Usage trends remained healthy, with average data consumption per subscriber rising 14.8% YoY to 7.72GB, demonstrating strong demand resilience as customers-maintained usage levels. This strong uptake translated into a 27.9% YoY increase in ARPU to KShs 152.20.

Fixed Service and Wholesale Transit

Fixed service and wholesale transit revenue increased by 109.7% YoY to KShs 195.0Mn, driven by growth in connections and continued expansion of the network footprint, reflecting rising demand for connectivity services.

Detailed financials for the Group including separate disclosures of our Kenya and Ethiopia business operations are included in this booklet for your review.

1. KEY PERFORMANCE INDICATORS

a. Safaricom Group

Key Performance Indicators	HY27	HY26	% Change
90-day total active customers (Mn)[1]	78.99	64.60	22.3%
One month active customers (Mn)	52.81	46.44	13.7%
Connectivity KPIs			
One month active customers (Mn)	52.28	45.98	13.7%
One month active voice customers (Mn)	40.68	37.19	9.4%
One month active messaging customers (Mn)	29.30	27.12	8.0%
One month active mobile data customers (Mn)	44.32	38.29	15.7%
M-PESA			
Number of M-PESA agents	351,163	322,216	9.0%
Merchants (Mn)	4.62	2.39	93.3%
Lipa na M-PESA active merchants (k)	1,386.36	894.26	55.0%
Number of Pochi tills (k)	3,230.92	1,500.36	>100.0%
One month active M-PESA customers (Mn)	44.47	39.82	11.7%
Chargeable transaction per one month active customers	48.27	37.44	28.9%
Mobile Data			
Distinct Bundle Users (Mn)	25.68	22.51	14.1%
One month active chargeable mobile data customers (Mn)	36.75	31.37	17.2%
Data customers using >1GB (Mn)	20.31	12.92	57.2%
Usage per chargeable mobile data subscriber (MBs)	6,177.98	5,339.52	15.7%
Fixed Service			
FTTH home customers	474,420	355,175	33.6%
Homes passed	907,573	798,914	13.6%
Activity rate (active customers/homes connected)	102.0%	77.1%	24.9ppt
Fixed enterprise customers	95,442	77,198	23.6%
Base Stations			
2G base stations	11,700	10,683	9.5%
3G base stations	11,687	10,679	9.4%
4G base stations	11,680	10,647	9.7%
5G base stations	1,934	1,859	4.0%

[1]HY26 numbers revised to include mobile terminating customers

b. Safaricom Kenya

Key Performance Indicators	HY27	HY26	% Change
90-day total active customers (Mn)[1]	63.56	53.45	18.9%
90-day active total customer ARPU*	589.61	648.46	(9.1%)
One month active customers (Mn)*	40.61	37.92	7.1%
One month active customer ARPU*	890.12	856.59	3.9%
Churn (%)	18.37%	25.81%	7.4ppt
Connectivity KPIs			
One month active customers (Mn)	40.20	37.54	7.1%
One month active voice customers (Mn)	31.45	30.22	4.1%
One month active messaging customers (Mn)	25.86	23.78	8.8%
One month active mobile data customers (Mn)	35.43	31.88	11.1%
One month active customer ARPU*	433.82	428.91	1.1%
One month active voice customer ARPU*	223.33	222.72	0.3%
One month active messaging customer ARPU*	28.10	36.49	(23.0%)
One month active chargeable mobile data ARPU*	273.54	280.31	(2.4%)
M-PESA			
Number of M-PESA agents	351,157	319,330	10.0%
Merchants (Mn)	4.51	2.37	90.3%
Lipa na M-PESA active merchants (k)	1,277.39	870.74	46.7%
Number of Pochi tills (k)	3,230.92	1,500.36	>100.0%
One month active M-PESA customers (Mn)	42.31	37.91	11.6%
One month active M-PESA ARPU*	398.96	388.29	2.7%
Chargeable transaction per one month active customers	50.89	38.69	31.5%
Merchant overdraft customers	61,596	43,679	41.0%
M-PESA Visa Card active customers	356,583	245,360	45.3%
Wealth Management Assets Under Management (AUM) (KShs Bn)	25.56	15.06	69.7%
Value transacted (KShs Trn)	23.56	20.21	16.6%
Volume transacted (Bn)	27.38	21.87	25.2%
Mobile Data			
Distinct bundle users (Mn)	25.68	22.51	14.1%
One month active chargeable mobile data customers (Mn)	27.86	24.96	11.6%
4G+ Handsets (Mn)	32.32	24.39	32.5%
Data customers using >1GB (Mn)	15.21	12.92	17.7%
Usage per chargeable mobile data subscriber (MBs)	5,437.23	4,968.18	9.4%
Fixed Service			
FTTH home customers	474,420	355,175	33.6%
FTTH ARPU*	2,101	2,298	(8.6%)
Homes passed	907,573	798,914	13.6%
Activity rate (active customers/homes connected)	102.0%	77.1%	24.9ppt
Fixed enterprise customers	95,442	77,198	23.6%
of which LTE	11,999	19,365	(38.0%)
Fixed enterprise ARPU*	9,379	9,574	(2.0%)
of which LTE	3,257	2,944	10.6%
Base Stations			
2G base stations	8,076	7,377	9.5%
3G base stations	8,063	7,373	9.4%
4G base stations	8,056	7,341	9.7%
5G base stations	1,880	1,859	1.1%
Solar sites	2,408	1,460	64.9%

[1]HY26 numbers revised to include mobile terminating customers
**Average Revenue Per User (ARPU) is in KShs*

c. Safaricom Telecommunications Ethiopia (STE)

Key Performance Indicators	HY27	HY26	% Change
90-day active customers (Mn)	15.43	11.15	38.4%
90-day active total customer ARPU*	120.98	102.70	17.8%
90-day active total customer ARPU (ETB)	149.63	107.98	38.6%
One month active customers (Mn)	12.20	8.51	43.4%
One month active customer ARPU*	151.86	132.00	15.0%
One month active customer ARPU (ETB)	187.95	138.59	35.6%
Connectivity KPIS			
One month active customers (Mn)	12.08	8.42	43.5%
One month active customer ARPU*	150.42	129.83	15.9%
One month active customer ARPU (ETB)	186.16	136.40	36.5%
Voice			
90-day active total customers (Mn)	12.58	9.57	31.5%
One month active voice customers (Mn)	9.23	6.98	32.2%
One month active voice customer ARPU*	30.53	34.51	(11.5%)
One month active voice customer ARPU (ETB)	37.74	36.29	4.0%
M-PESA			
Total one month active M-PESA merchants	108,970	30,721	255.0%
90-day M-Pesa customers (Mn)	5.18	3.35	54.6%
30-day M-PESA customers (Mn)	2.15	1.91	12.6%
Value transacted (KShs Bn)	34.40	11.74	192.9%
Volume transacted (Mn)	223.44	84.74	163.7%
Mobile Data			
90-day active total customers (Mn)	12.15	8.87	37.0%
One month active chargeable mobile data customers (Mn)	8.89	6.41	38.7%
Usage per chargeable mobile data subscriber (MBs)**	7,900.53	6,879.37	14.8%
One month active chargeable data ARPU*	152.20	119.01	27.9%
One month active chargeable data ARPU (ETB)	188.36	124.86	50.9%
Messaging			
90-day active total customers (Mn)	6.15	5.74	7.1%
One month active messaging customers (Mn)	3.44	3.34	3.0%
One month active messaging customer ARPU*	5.79	3.93	47.3%
One month active messaging customer ARPU (ETB)	7.20	4.14	73.9%
Base Stations			
2G/3G/4G base stations	3,624	3,306	9.6%

***Average Revenue Per User (ARPU) is in KShs. Conversion of ETB to KShs at an average exchange rate of KShs 0.8088 to ETB in HY27 (HY26: 0.9553)*
***To convert to GBs, divide by 1,024.*

2. FINANCIAL STATEMENTS

a. Consolidated statement of comprehensive income

KShs Mns	Notes	Group		Company	
		HY27	HY26	HY27	HY26
Connectivity revenue	3B.a	113,599.7	101,924.4	103,344.3	95,952.6
M-PESA revenue		100,081.2	88,064.5	97,758.6	86,212.1
Mobile service revenue		**213,680.8**	**189,988.9**	**201,102.9**	**182,164.7**
Fixed Service and IoT revenue	3B.b	12,382.1	9,876.3	12,508.1	9,964.2
Service revenue		**226,062.9**	**199,865.2**	**213,611.0**	**192,128.9**
Handset revenue and other revenue		5,486.5	2,603.3	4,941.1	2,440.1
Other income		2,133.8	2,239.7	4,439.9	4,436.0
Total revenue		**233,683.2**	**204,708.2**	**222,992.0**	**199,005.0**
Direct costs	3B.c	(57,549.2)	(50,790.2)	(52,981.4)	(47,219.5)
Expected credit loss on financial assets		(2,412.4)	(2,508.9)	(3,184.7)	(2,702.6)
Contribution margin		**173,721.6**	**151,409.1**	**166,825.9**	**149,082.9**
Contribution margin %		*74.3%*	*74.0%*	*74.8%*	*74.9%*
Other operating expenses	3B.d	(44,536.9)	(50,121.1)	(37,936.9)	(34,575.4)
Earnings before interest, tax, depreciation and amortisation (EBITDA)		**129,184.7**	**101,288.0**	**128,889.0**	**114,507.5**
EBITDA margin %		*55.3%*	*49.5%*	*57.8%*	*57.5%*
Depreciation, impairement & amortisation		(38,043.4)	(36,074.5)	(27,097.4)	(24,260.8)
Operating profit (EBIT)		**91,141.3**	**65,213.5**	**101,791.6**	**90,246.7**
Operating profit margin %		*39.0%*	*31.9%*	*45.6%*	*45.3%*
Net finance cost		(9,910.3)	(9,891.8)	(5,124.8)	(5,477.9)
Share of profit/(loss) of associate & joint venture		95.8	(81.9)	83.4	(166.0)
Profit before income tax		**81,326.8**	**55,239.8**	**96,750.2**	**84,602.9**
Income tax expense		(30,975.7)	(26,049.9)	(30,148.4)	(25,507.4)
Profit after tax		**50,351.1**	**29,189.9**	**66,601.8**	**59,095.5**
Attributable to:					
Equity holders of the parent		58,154.2	42,780.0	66,601.8	59,095.5
Non-controlling interests		(7,803.1)	(13,590.1)	-	-
Profit for the period		**50,351.1**	**29,189.9**	**66,601.8**	**59,095.5**
Basic and diluted earnings per share (EPS)*		**1.45**	**1.07**	**1.66**	**1.47**
Profit for the period		**50,351.1**	**29,189.9**	**66,601.8**	**59,095.5**
Other comprehensive loss for the period					
Items that will subsequently be reclassified to profit or loss in subsequent periods:					
Exchange differences on translation of foreign operations**		(2,951.5)	(14,022.8)	-	-
Other comprehensive loss for the period		**(2,951.5)**	**(14,022.8)**	**-**	**-**
Total comprehensive income/ (loss) for the period		**47,399.6**	**15,167.1**	**66,601.8**	**59,095.5**
Attributable to:					
Equity holders of the parent		56,557.8	35,295.8	66,601.8	59,095.5
Non-controlling interests		(9,158.2)	(20,128.7)	-	-
Total comprehensive income/ (loss) for period		**47,399.6**	**15,167.1**	**66,601.8**	**59,095.5**

**EPS is calculated by dividing the profit attributable to equity holders of the parent by the weighted average number of ordinary shares issued in the year.*

*** These components of other comprehensive income do not attract any tax.*

b. Consolidated statement of financial position

(KShs Mns)	Group		Company	
As at	30-Sep-26	31-Mar-26	30-Sep-26	31-Mar-26
Non-current assets				
Deferred income tax	19,363.9	20,741.3	18,990.8	20,328.7
Property and equipment	258,797.1	248,886.8	188,191.5	173,968.0
Indefeasible rights-of-use	-	2,624.3	-	2,624.3
Investment properties	870.0	870.0	870.0	870.0
Intangible assets	133,515.8	108,165.0	80,171.8	48,870.9
Right-of-use assets	49,075.0	38,370.1	39,032.8	27,524.7
Investment in subsidiaries	-	-	153,219.2	147,807.4
Investment in associates and joint venture	7,463.5	7,367.9	7,118.5	7,035.2
Restricted cash	8,946.2	8,138.8	1,620.5	1,394.9
Deferred restricted cash asset	71.2	88.2	71.2	88.2
Contract assets	1,179.0	2,846.2	612.6	1,743.0
	479,281.7	**438,098.6**	**489,898.9**	**432,255.3**
Current assets				
Inventories	1,765.7	1,619.5	1,168.8	1,063.7
Trade and other receivables	41,367.1	39,416.9	36,975.9	28,682.1
Net cash and cash equivalents	40,484.6	26,955.3	17,590.4	18,617.2
Restricted cash - letter of credit	1,636.4	1,087.3	-	-
Contract assets	6,846.9	9,256.0	6,846.6	9,187.5
Mobile financial deposit	2,420.7	1,611.8	-	-
	94,521.4	**79,946.8**	**62,581.7**	**57,550.5**
Total assets	**573,803.1**	**518,045.4**	**552,480.6**	**489,805.8**
Equity				
Share capital	2,003.3	2,003.3	2,003.3	2,003.3
Share premium	2,200.0	2,200.0	2,200.0	2,200.0
Retained earnings	224,056.2	165,739.6	323,341.0	256,739.2
Other reserves	(17,988.4)	(16,421.4)	-	-
Share reserves	464.7	1,538.1	464.7	1,538.1
Proposed dividend	-	46,075.2	-	46,075.2
Equity attributable to equity holders of the parent	**210,735.8**	**201,134.8**	**328,009.0**	**308,555.8**
Non-controlling interests	25,584.6	29,786.3	-	-
Total equity	**236,320.4**	**230,921.1**	**328,009.0**	**308,555.8**
Non current liabilities				
Borrowings	93,425.6	83,714.6	38,000.0	41,000.0
Lease liabilities	54,403.6	48,685.7	39,201.9	28,941.3
Payables and accrued expenses	32,227.2	14,569.8	24,566.0	5,198.4
Provisions	5,342.7	3,018.6	3,255.4	2,653.0
Contract liabilities	852.2	1,690.9	852.2	1,690.9
Financial guarantees liability	-	-	195.0	287.6
	186,251.3	**151,679.6**	**106,070.5**	**79,771.2**
Current liabilities				
Current income tax	1,013.7	1,821.1	195.2	893.7
Dividend payable	1,559.2	1,043.0	1,559.2	1,043.0
Borrowings	45,645.0	25,540.4	38,460.1	19,728.5
Lease liabilities	13,257.2	8,824.8	9,027.6	7,187.4
Payables and accrued expenses	71,688.7	80,263.9	54,578.1	57,599.8
Provisions	5,116.4	5,066.1	4,871.8	4,812.0
Mobile financial deposit	2,420.7	1,611.8	-	-
Contract liabilities	10,530.5	11,273.6	9,708.4	10,214.4
	151,231.4	**135,444.7**	**118,401.1**	**101,478.8**
Total liabilities	**337,482.7**	**287,124.3**	**224,471.6**	**181,250.0**
Total equity and liabilities	**573,803.1**	**518,045.4**	**552,480.6**	**489,805.8**

c. Consolidated statement of changes in equity

GROUP

Attributable to the equity holders of the parent

For the six-month period ended 30 September 2026 (Unaudited)	Share capital	Share premium	Retained earnings	Proposed dividends	Other reserves**	Share based reserve	Total	Non-controlling interests	Total
KShs Mn									
Opening balance 01 April 2026 (Audited)	2,003.3	2,200.0	165,739.6	46,075.2	(16,421.4)	1,538.1	**201,134.8**	29,786.3	**230,921.1**
Profit for the period	—	—	58,154.2	—	—	—	**58,154.2**	(7,803.1)	**50,351.1**
Other comprehensive income	—	—	—	—	(1,596.4)	—	**(1,596.4)**	(1,355.1)	**(2,951.5)**
Total comprehensive income	**—**	**—**	**58,154.2**	**—**	**(1,596.4)**	**—**	**56,557.8**	**(9,158.2)**	**47,399.6**
Transactions with owners:									
Final dividends	—	—	—	(46,075.2)	—	—	**(46,075.2)**	—	**(46,075.2)**
Share reserves:									
- Additions	—	—	—	—	—	511.8	**511.8**	—	**511.8**
- Vesting of shares	—	—	—	—	—	(851.2)	**(851.2)**	—	**(851.2)**
- Loss on share vesting	—	—	—	—	—	(734.0)	**(734.0)**	—	**(734.0)**
Capital contribution from NCI shareholders*	—	—	—	—	—	—	_	5,148.3	**5,148.3**
Equity adjustment on change in shareholding	—	—	162.4	—	29.4	—	**191.8**	(191.8)	_
	—	—	162.4	(46,075.2)	29.4	(1,073.4)	**(46,956.8)**	4,956.5	**(42,000.3)**
Balance as at 30 September 2026 (Unaudited)	**2,003.3**	**2,200.0**	**224,056.2**	**—**	**(17,988.4)**	**464.7**	**210,735.8**	**25,584.6**	**236,320.4**

Attributable to the equity holders of the parent

For the six-month period ended 30 September 2025 (Unaudited)	Share capital	Share premium	Retained earnings	Proposed dividends	Other reserves**	Total	Non-controlling interests	Total
KShs Mn								
Opening balance 01 April 2025 (Audited)	2,003.3	2,200.0	153,881.8	26,042.5	(6,432.3)	**177,695.3**	46,325.8	**224,021.1**
Profit for the period	—	—	42,780.0	—	—	**42,780.0**	(13,590.1)	**29,189.9**
Other comprehensive income	—	—	—	—	(7,484.2)	**(7,484.2)**	(6,538.6)	**(14,022.8)**
Total comprehensive income	**—**	**—**	**42,780.0**	**—**	**(7,484.2)**	**35,295.8**	**(20,128.7)**	**15,167.1**
Transactions with owners:								
Final dividends	—	—	—	(26,042.5)	—	**(26,042.5)**	—	**(26,042.5)**
Capital contribution from NCI shareholders*	—	—	—	—	—	**—**	**2,490.1**	**2,490.1**
Equity adjustment on change in shareholding	—	—	(2,266.3)	—	(283.9)	**(2,550.2)**	2,550.2	**—**
	—	—	(2,266.3)	(26,042.5)	(283.9)	**(28,592.7)**	5,040.3	**(23,552.4)**
Balance as at 30 September 2025 (Unaudited)	**2,003.3**	**2,200.0**	**194,395.5**	**—**	**(14,200.4)**	**184,398.4**	**31,237.4**	**215,635.8**

** Capital contribution from NCI shareholders relates to the contribution of non-controlling shareholders towards investment in the equity of Safaricom Telecommunication Ethiopia Plc.*

***Other reserves include foreign currency translation reserve representing the cumulative position of translation gains and losses arising from translation of net assets of foreign subsidiary companies to the presentation currency and redistribution of loss after shareholding change.*

c. Statement of changes in equity

COMPANY						
For the six months ended 30 September 2026 (unaudited)	**Share capital**	**Share premium**	**Retained earnings**	**Proposed dividend**	**Share reserve**	**Total equity**
KShs Mn						
Opening balance 01 April 2026 (Audited)	2,003.3	2,200.0	256,739.2	46,075.2	1,538.1	**308,555.8**
Profit for the period	—	—	66,601.8	—	—	**66,601.8**
Transactions with owners:						
Dividend:						
- 2025 final dividends paid	—	—	—	(46,075.2)	_	**(46,075.2)**
Share reserves						
- Additions	—	—	—	—	511.8	**511.8**
- Vesting of shares	—	—	—	—	(851.2)	**(851.2)**
- Loss on share vesting	—	—	—	—	(734.0)	**(734.0)**
	—	**—**	**66,601.8**	**(46,075.2)**	**(1,073.4)**	**19,453.2**
Balance as at 30 September 2026 (Unaudited)	**2,003.3**	**2,200.0**	**323,341.0**	**—**	**464.7**	**328,009.0**

For the six months ended 30 September 2025 (unaudited)	**Share capital**	**Share premium**	**Retained earnings**	**Proposed dividend**	**Share reserve**	**Total equity**
Opening balance 01 April 2025 (Audited)	2,003.3	2,200.0	218,516.1	26,042.5	—	**248,761.9**
Profit for the period	—	—	59,095.5	—	—	**59,095.5**
Transactions with owners:						
Dividend:						
- 2025 final dividends paid	—	—	—	(26,042.5)	—	**(26,042.5)**
	—	**—**	**59,095.5**	**(26,042.5)**	**—**	**33,053.0**
Balance as at 30 September 2025 (Unaudited)	**2,003.3**	**2,200.0**	**277,611.6**	**—**	**—**	**281,814.9**

d. Consolidated statement of cash flows

KShs Mns	Group		Company	
	30 September 2026	30 September 2025	30 September 2026	30 September 2025
Cash flows from operating activities				
Cash generated from operations	121,329.2	92,322.3	121,681.3	108,994.6
Interest received	966.5	808.3	824.0	662.3
Income tax paid	(30,372.2)	(28,392.6)	(29,509.0)	(27,607.5)
Net cash generated from operating activities	**91,923.5**	**64,738.0**	**92,996.3**	**82,049.4**
Cash flows from investing activities				
Purchase of property and equipment	(40,273.0)	(41,740.7)	(35,224.8)	(33,496.9)
Proceeds from disposal of property and equipment	40.6	8.4	18.1	9.8
Acquisition of intangible assets	(14,510.7)	-	(14,510.6)	(2.3)
Proceeds from ARO payments	(25.4)	-	(25.4)	-
Movement in restricted cash	(1,773.7)	(329.7)	(192.2)	117.1
Investment in subsidiaries	-	-	(5,411.7)	(8,259.8)
Loans to subsidiaries	-	-	(67.0)	-
Dividends from subsidiary	-	-	(1,554.0)	-
Net cash used in investing activities	**(56,542.2)**	**(42,062.0)**	**(56,967.6)**	**(41,632.1)**
Cash flows from financing activities				
Dividends paid	(45,559.1)	(26,325.7)	(45,559.1)	(26,325.7)
Repayment of lease liabilities- principal	(3,918.7)	(2,772.0)	(2,094.6)	(5,505.2)
Repayment of lease liabilities- interest	(3,051.2)	(354.1)	(1,995.4)	-
Interest paid on borrowings	(4,595.7)	(5,554.0)	(3,108.2)	(4,322.4)
Proceeds from borrowings	48,408.3	47,261.1	31,200.0	13,000
Repayment of borrowings	(17,952.4)	(35,485.1)	(15,500.0)	(18,955.3)
Capital contribution from NCI shareholders	5,148.3	2,490.1	-	-
Net cash generated from / (used in) financing activities	**(21,520.5)**	**(20,739.7)**	**(37,057.3)**	**(42,108.6)**
Net increase/(decrease) in cash and cash equivalents	**13,860.8**	**1,936.3**	**(1,028.6)**	**(1,691.3)**
Movement in cash and cash equivalents				
At start of period	26,989.6	30,024.6	18,626.1	15,912.6
Net foreign exchange differences	(314.4)	(1,727.7)	-	-
Increase/ (decrease) in cash and cash equivalents	13,860.8	1,936.3	(1,028.6)	(1,691.3)
Closing cash and cash equivalents	**40,536.0**	**30,233.2**	**17,597.5**	**14,221.3**

e. HY27 Income Statement for Group, Kenya and Ethiopia*

KShs Mns	Note	Safaricom Kenya	Safaricom Ethiopia	Safaricom Plc Group	Safaricom Kenya % YoY	Safaricom Ethiopia % YoY	Safaricom Plc Group % YoY
Connectivity revenue		**103,383.8**	**10,410.8**	**113,599.7**	**7.7%**	**71.1%**	**11.5%**
Voice revenue		42,197.3	1,655.0	43,852.4	6.2%	20.9%	6.7%
Messaging revenue		5,005.7	128.3	5,133.9	(8.6%)	72.9%	(7.5%)
Mobile data revenue		45,242.3	7,852.1	53,094.5	12.2%	90.2%	19.5%
Mobile incoming revenue		4,705.6	362.1	4,876.1	6.1%	11.3%	5.5%
Other mobile service revenue		6,232.9	413.3	6,642.8	3.5%	>100.0%	6.9%
M-PESA revenue		100,071.1	10.1	100,081.2	13.6%	15.7%	13.6%
Mobile service revenue		**203,454.9**	**10,420.9**	**213,680.8**	**10.6%**	**71.0%**	**12.5%**
Fixed service & IoT revenue		**12,508.1**	**195.0**	**12,382.1**	**25.5%**	**109.7%**	**25.4%**
Fixed line & wholesale transit revenue		11,019.0	195.0	10,893.0	19.7%	109.7%	19.5%
IoT revenue		669.0	-	669.0	17.1%	0.0%	17.2%
Public sector revenue		820.1	-	820.1	>100.0%	0.0%	> 100.0%
Service revenue	**3**	**215,962.9**	**10,615.9**	**226,062.9**	**11.3%**	**71.6%**	**13.1%**
Handset revenue and other revenue		4,941.1	545.4	5,486.5	>100.0%	234.4%	>100.0%
Other income		2,476.6	2.0	2,133.8	13.5%	(96.4%)	(4.7%)
Total revenue		**223,380.6**	**11,163.3**	**233,683.2**	**12.5%**	**74.2%**	**14.2%**
Direct costs	**3**	(53,460.5)	(4,604.6)	(57,549.2)	12.4%	30.4%	13.3%
Expected credit losses on financial assets		(2,994.6)	(99.2)	(2,412.4)	21.1%	74.3%	(3.8%)
Contribution margin		**166,925.5**	**6,459.5**	**173,721.6**	**12.4%**	**129.1%**	**14.7%**
Contribution margin %		*74.7%*	*57.9%*	*74.3%*	*(0.1ppt)*	*13.9ppt*	*0.3ppt*
Other operating expenses	**3**	(37,987.8)	(6,893.9)	(44,536.9)	9.3%	(55.2%)	(11.1%)
Operating costs- % of total revenue		*17.0%*	*61.8%*	*19.1%*	*(0.5ppt)*	*(178.1ppt)*	*(5.4ppt)*
Earnings/(loss) before interest, tax, depreciation and amortisation (EBITDA)		**128,937.7**	**(434.4)**	**129,184.7**	**13.3%**	**96.5%**	**27.5%**
EBITDA margin %		*57.7%*	*-3.9%*	*55.3%*	*0.4ppt*	*192.0ppt*	*5.8ppt*
Depreciation, impairment & amortisation		(27,124.7)	(10,918.8)	(38,043.4)	11.7%	(7.3%)	5.5%
Operating profit (EBIT)/(loss)		**101,813.0**	**(11,353.1)**	**91,141.3**	**13.7%**	**53.4%**	**39.8%**
Operating profit margin %		*45.6%*	*(101.7%)*	*39.0%*	*0.5ppt*	*278.1ppt*	*7.1ppt*
Net finance cost		(4,988.2)	(4,922.0)	(9,910.3)	(6.1%)	7.5%	0.2%
Share of profit of associate & joint venture		95.7	-	95.8	<100.0%	-	<100.0%
Profit/(loss) before income tax		**96,920.5**	**(16,275.1)**	**81,326.8**	**15.2%**	**43.7%**	**47.2%**
Income tax expense		(30,649.8)	(325.9)	(30,975.7)	18.4%	113.6%	18.9%
Profit/(loss) after tax		**66,270.7**	**(16,601.0)**	**50,351.1**	**13.8%**	**42.9%**	**72.5%**
Attributable to:							
Equity holders of the parent		66,270.7	(8,798.1)	58,154.2	13.8%	43.2%	35.9%
Non-controlling interests		-	(7,802.7)	(7,803.1)	-	42.6%	(42.6%)
Profit/(loss) for the period		**66,270.7**	**(16,601.0)**	**50,351.1**	**13.8%**	**42.9%**	**72.5%**

**Safaricom Kenya in the table above refers to the Kenya region with all subsidiaries in Kenya consolidated therein, while Safaricom Ethiopia numbers relate to the Safaricom Telecommunications Ethiopia (STE) (which consolidates Safaricom M-PESA Mobile Financial Services PLC) numbers. Safaricom Group column consolidates Safaricom Kenya, STE, Vodafamily and GPE. Intercompany eliminations relating to all subsidiaries under the group are reflected at group level.*

3. SUPPLEMENTARY INFORMATION

The foregoing information was extracted from the Group's financial statements or the six months ended 30 September 2026.

A. Accounting Policies

a) Basis of preparation

These interim condensed consolidated financial statements for the six months ended 30 September 2026 have been prepared in accordance with International Accounting Standards (IAS) 34, Interim Financial Reporting and the framework concepts and the measurement and recognition requirements of IFRS. These interim condensed consolidated financial statements do not include all the information and disclosures required in the annual financial statements and should be read in conjunction with the Group's annual financial statements for the period ended 31 March 2026.

The preparation of the financial statements in accordance with IFRS requires the use of certain critical accounting estimates and management judgement in applying the Group's accounting policies.

b) Measurement basis

The measurement basis used is the historical cost basis except for investment property that has been measured at fair value.

Under the historical cost basis, assets are recorded at the amount of cash or cash equivalents paid or the fair value of the consideration given to acquire them at the time of their acquisition. Liabilities are recorded at the amount of proceeds received in exchange for the obligation or, in some cases, at the amounts of cash or cash equivalents expected to be paid to satisfy the liability in the normal course of business.

c) Change in Accounting Policy – Deferred SIM Costs and Connection Revenue

During the year, the Group completed a review of the accounting treatment applied to deferred SIM-related costs and associated connection revenue balances in accordance with the requirements of IFRS 15, Revenue from Contracts with Customers.

Accordingly, the Group revised its accounting policy and derecognised deferred SIM and contract cost balances previously recognised within Contract Assets. In addition, deferred connection revenue balances previously recognised within Contract Liabilities were released to profit or loss.

The adjustment resulted in:

- Derecognition of deferred SIM and contract cost balances of KShs 4.096 billion from Contract Assets.
- Recognition of KShs 2.331 billion of deferred connection revenue in profit or loss through other income.
- A net adverse impact of KShs 1.785 billion on Contribution Margin.

Comparative information has not been restated as the impact of the policy change on prior periods was assessed and determined to be immaterial to the previously issued financial statements. The adjustment has therefore been recognised in the current year, with prior-period amounts remaining as previously reported.

d) Translation of foreign operations

The results, cash flows and financial position of Group entities that have a functional currency different from the presentation currency of the Group are translated into the presentation currency as follows:

- Assets and liabilities, including goodwill and fair value adjustments arising on acquisition, are translated at rates of exchange ruling at the reporting date
- Specific transactions in equity are translated at rates of exchange ruling at the transaction dates
- Income and expenditure and cash flow items are translated at weighted average exchange rates for the period or translated at exchange rates at the date of the transaction, where applicable; and
- Foreign exchange translation differences are recognised in Other Comprehensive Income (OCI) and accumulated in the foreign currency translation reserve (FCTR), except to the extent the difference is allocated to non-controlling interests.

An entity may have a monetary item that is receivable from a foreign operation. An item for which settlement is neither planned nor likely to occur in the foreseeable future is, in substance, a part of the entity's net investment in that foreign operation. On consolidation, exchange differences arising from the translation of the net investment in foreign operations are taken to other comprehensive income and accumulated in the foreign currency translation reserve.

B. Safaricom Group

a. Connectivity Revenue

	Group		Company	
KShs Mns	HY27	HY26	HY27	HY26
Voice revenue	43,852.4	41,090.2	42,197.3	39,721.5
Messaging revenue	5,133.9	5,550.1	5,005.7	5,476.0
Mobile data revenue	53,094.5	44,447.8	45,242.3	40,319.8
Mobile incoming revenue	4,876.1	4,622.7	4,705.6	4,435.1
Other mobile service revenue	6,642.8	6,213.6	6,193.5	6,000.2
Totals	**113,599.7**	**101,924.4**	**103,344.3**	**95,952.6**

b. Fixed Service and IoT Revenue

	Group		Company	
KShs Mns	HY27	HY26	HY27	HY26
Fixed line and wholesale transit revenue	10,893.0	9,115.3	11,019.0	9,203.3
IoT revenue	669.0	571.1	669.0	571.0
Public sector revenue	820.1	189.9	820.1	189.9
Totals	**12,382.1**	**9,876.3**	**12,508.1**	**9,964.2**

c. Direct Costs

	Group		Company	
KShs Mns	HY27	HY26	HY27	HY26
M-PESA commissions	(19,071.3)	(18,779.0)	(18,750.9)	(18,470.9)
Airtime commissions	(5,449.5)	(4,579.1)	(3,776.5)	(3,349.2)
License fees	(7,380.6)	(7,947.5)	(7,064.8)	(7,796.5)
Interconnect and roaming costs	(4,392.9)	(4,650.7)	(3,676.2)	(3,756.8)
Handset costs	(3,197.1)	(3,057.8)	(3,141.6)	(2,928.4)
Customer acquisition and retention	(13,038.4)	(7,484.9)	(11,667.4)	(6,704.1)
Promotions and value-added services costs (Voice & SMS)	(2,706.5)	(2,887.8)	(2,639.5)	(2,880.6)
Other direct costs	(2,312.9)	(1,403.4)	(2,264.4)	(1,333.0)
Totals	**(57,549.2)**	**(50,790.2)**	**(52,981.4)**	**(47,219.5)**

d. Other Operating Expenses

KShs Mns	Group HY27	Group HY26	Company HY27	Company HY26
Repairs and maintenance	(189.0)	(171.2)	(177.8)	(162.1)
Operating lease costs - buildings*	(93.1)	(75.8)	(48.2)	(24.2)
Operating lease costs - sites*	(1,897.3)	(1,703.3)	(1,896.7)	(1,706.3)
Auditor's remuneration	(61.0)	(59.3)	(45.2)	(44.4)
Computer maintenance	(2,198.8)	(2,054.3)	(1,752.2)	(1,399.5)
Consultancy and legal fees	(409.2)	(346.1)	(371.2)	(215.8)
Employee benefits expense	(16,699.1)	(15,201.4)	(15,001.8)	(13,532.6)
Net foreign exchange losses, other than on borrowings and cash and cash equivalent	(952.2)	(10,016.1)	33.8	(685.5)
Office administration	(410.9)	(361.4)	(363.9)	(317.9)
Other operating expenses	(5,594.0)	(4,459.3)	(4,512.6)	(3,346.7)
Sales and advertising	(2,999.9)	(3,012.3)	(2,878.6)	(2,903.8)
Network operating costs	(12,302.4)	(11,828.7)	(10,412.6)	(9,635.5)
Travel and accommodation	(561.8)	(656.8)	(341.9)	(427.2)
Inventory storage costs	(168.2)	(175.1)	(168.0)	(173.9)
Totals	**(44,536.9)**	**(50,121.1)**	**(37,936.9)**	**(34,575.4)**

**Relates to non-lease components of the lease e.g. service charges, VAT disallowed on payments of leases. The cost is excluded from the measurement of the lease liability as provided for in IFRS 16.*

e. Net Debt

KShs Mns As at	Group 30-Sep-26	Group 31-Mar-26	Company 30-Sep-26	Company 31-Mar-26
Cash and cash equivalents	40,484.6	26,955.3	17,590.4	18,617.2
Borrowings				
Short term borrowings	(45,645.0)	(25,540.4)	(38,460.1)	(19,728.5)
Long term borrowings	(93,425.6)	(83,714.6)	(38,000.0)	(41,000.0)
Lease liabilities & licenses payables*	(94,808.5)	(57,510.5)	(75,377.2)	(36,128.7)
Total net debt	**(193,394.5)**	**(139,810.2)**	**(134,246.9)**	**(78,240.0)**

**This includes license payables. Effective 1 July 2026, Safaricom was granted a 25-year spectrum license renewal by the Government of Kenya for the right to use specified radio-frequency spectrum. The total license fee, payable over the years, was recognised as an intangible asset at the present value of the contractual cash flows. The intangible asset is amortised on a straight-line basis over the 25-year license period, while the related financing element is recognised as finance costs over the payment period using the effective interest method.*

f. Normalised growth

The table below represents normalised growth, which presents performance on a comparable basis. This adjusts for foreign currency fluctuation on a constant currency basis (using the current year as base), to show a like-for-like comparison of results. We believe that normalised growth, which is not intended to be a substitute for, or superior to reported growth, provides useful and necessary information to investors and other interested parties for the following reasons:

- It provides additional information on underlying growth of the business without the effect of certain factors unrelated to the operating performance of the business;
- It is used for internal performance analysis; and
- It facilitates comparability of underlying growth with other companies, although the term normalised is not a defined term under IFRS and may not, therefore, be comparable with similarly titled measures reported by other companies.

	GROUP HY27 Reported (KShs Mn)	GROUP HY27 Reported YoY%	GROUP HY27 Constant Currency YoY%
Service revenue	226,062.9	+13.1%	+13.6%
EBIT	91,141.3	+39.8%	+33.6%
Net income excl. minority interest	58,154.2	+35.9%	+30.0%

C. Safaricom Kenya

a. Direct Costs

KShs Mns	HY27	HY26
M-PESA commissions	(19,119.2)	(18,777.3)
Airtime commissions	(3,776.5)	(3,349.2)
License fees	(7,119.1)	(7,840.7)
Interconnect and roaming costs	(3,676.2)	(3,756.8)
Handset costs	(3,141.6)	(2,928.4)
Customer acquisition and retention	(11,667.4)	(6,704.1)
Promotions and value-added services costs (Voice & SMS)	(2,668.3)	(2,882.5)
Other direct costs	(2,292.2)	(1,338.1)
Totals	**(53,460.5)**	**(47,577.2)**

b. Other Operating Expenses

KShs Mns	HY27	HY26
Repairs and maintenance	(178.8)	(162.3)
Operating lease cost - buildings*	(48.2)	(24.2)
Operating lease cost - sites*	(1,896.7)	(1,706.3)
Auditor's remuneration	(48.4)	(48.5)
Computer maintenance	(1,752.6)	(1,399.5)
Consultancy	(381.9)	(232.6)
Employee benefits expense	(15,118.3)	(13,642.3)
Net foreign exchange gains, other than on borrowings and cash and cash equivalent	116.2	(621.2)
Office administration	(367.1)	(323.7)
Other operating expenses	(4,807.9)	(3,615.4)
Sales and advertising	(2,551.3)	(2,700.4)
Network operating costs	(10,414.8)	(9,636.9)
Travel and accommodation	(370.1)	(457.5)
Inventory storage costs	(168.0)	(173.9)
Totals	**(37,987.8)**	**(34,744.7)**

** Relates to non-lease components of the lease e.g. service charges, VAT disallowed on payments of leases. The cost is excluded from the measurement of the lease liability as provided for in IFRS 16.*

c. Free cash flow

KShs Mns	HY27	HY26
EBITDA	**128,937.7**	**113,824.4**
Net Working Capital Changes	**(3,462.4)**	**(4,477.4)**
Other Cashflow movements		
Movement in;		
RoU assets and lease liabilities	(4,442.5)	(4,131.1)
Gain on lease terminations	8.1	275.5
Loss on PPE disposal	(18.6)	(6.4)
Operating cash flow	**120,591.9**	**105,485.2**
Capital additions	(35,262.1)	(34,170.1)
Proceeds from disposal of property, plant & equipment	(22.4)	9.8
Operating free cash flow	**85,307.0**	**71,324.9**
Net interest paid/received	(2,153.9)	(3,797.2)
Net taxation paid	(30,197.0)	(28,392.6)
Free cash flow	**52,956.1**	**39,135.0**

d. Finance Income & Cost

KShs Mns	HY27	HY26
Finance Income		
Interest income	961.2	815.4
Foreign exchange gain on cash and borrowings	160.9	80.0
Amortisation of impairment loss on restricted cash	16.4	14.1
Total Finance Income	**1,138.5**	**909.5**
Finance Cost		
Interest expense	(3,139.8)	(3,890.9)
Foreign exchange losses on cash and borrowings	(124.7)	(97.0)
Interest on Asset Retirement Obligation (ARO) liability	(163.1)	(193.4)
Interest on lease liabilities and license obligations	(2,656.3)	(1,752.1)
Origination fee on credit facilities	(42.9)	(288.2)
Total Finance Costs	**(6,126.8)**	**(6,221.5)**
Net Finance cost	**(4,988.2)**	**(5,312.0)**

D. Safaricom Telecommunications Ethiopia (STE) Plc

a. Revenue

	KShs (Mn)*		ETB (Mn)	
	HY27	HY26	HY27	HY26
Connectivity Revenue	**10,410.8**	**6,085.3**	**12,884.0**	**6,393.2**
Voice revenue	1,655.0	1,368.7	2,045.5	1,440.6
Messaging revenue	128.3	74.2	158.5	77.9
Mobile data revenue	7,852.1	4,128.0	9,719.3	4,332.7
Mobile incoming revenue	362.1	325.3	447.0	342.7
Other mobile service revenue	413.3	189.1	513.7	199.4
M-PESA revenue	10.1	8.7	12.5	9.0
Mobile Service revenue	**10,420.9**	**6,094.0**	**12,896.5**	**6,402.3**
Fixed service & IoT revenue	195.0	93.0	241.4	97.9
Service revenue	**10,615.9**	**6,187.0**	**13,137.9**	**6,500.2**
Total revenue	**11,163.3**	**6,408.5**	**13,825.2**	**6,731.4**

b. Direct Costs

	KShs (Mn)		ETB (Mn)	
	HY27	HY26	HY27	HY26
M-PESA commissions	47.9	(1.7)	60.3	(1.7)
Airtime commissions	(1,673.0)	(1,229.9)	(2,070.8)	(1,290.4)
License fees	(261.5)	(106.8)	(323.9)	(113.2)
Interconnect and roaming costs	(1,232.6)	(1,212.6)	(1,524.6)	(1,272.2)
Handset costs	(55.5)	(129.3)	(69.3)	(69.5)
Customer acquisition and retention	(1,370.9)	(780.7)	(1,662.9)	(752.0)
Promotions and value-added services costs (Voice & SMS)	(38.2)	(5.3)	(47.4)	(5.5)
Other direct costs	(20.8)	(65.3)	(25.8)	(70.9)
Totals	**(4,604.6)**	**(3,531.6)**	**(5,664.4)**	**(3,575.4)**

c. Other Operating Expenses

	KShs (Mn)		ETB (Mn)	
	HY27	HY26	HY27	HY26
Repairs and maintenance	(10.1)	(8.9)	(12.5)	(9.5)
Operating lease cost - buildings**	(44.9)	(51.6)	(55.5)	(53.7)
Operating lease cost - sites**	(0.6)	3.0	(0.7)	3.0
Auditor's remuneration	(12.6)	(10.8)	(15.3)	(11.3)
Computer maintenance	(446.2)	(654.8)	(547.7)	(685.4)
Consultancy	(27.3)	(113.5)	(32.4)	(118.6)
Employee benefits expense	(1,580.8)	(1,559.2)	(1,956.5)	(1,639.9)
Net foreign exchange gains, other than on borrowings and cash and cash equivalent	(1,068.3)	(9,394.9)	(1,307.6)	(9,878.6)
Office administration	(43.8)	(37.7)	(54.2)	(39.3)
Other operating expenses	(1,131.1)	(843.9)	(1,396.7)	(883.7)
Sales and advertising	(448.6)	(311.9)	(556.8)	(326.6)
Network operating costs	(1,887.7)	(2,191.8)	(2,334.6)	(2,297.5)
Travel and accommodation	(191.8)	(199.3)	(237.3)	(208.2)
Inventory storage costs	(0.2)	(1.2)	(0.3)	(1.3)
Totals	**(6,893.9)**	**(15,376.5)**	**(8,508.1)**	**(16,150.7)**

*** Relates to non-lease components of the lease e.g. service charges, VAT disallowed on payments of leases. The cost is excluded from the measurement of the lease liability as provided for in IFRS 16.*

d. Safaricom Ethiopia Consolidated Summarised Statement of Financial Position

KShs Mns	30-Sep-26	31-Mar-26
Equity Attributable to;		
Equity holders of parent	27,152.8	31,850.8
Non-controlling interest	25,584.6	29,786.3
Non-current liabilities	80,375.8	72,196.0
Total equity and non- current liabilities	**133,113.2**	**133,833.1**
Non-current assets	**142,206.3**	**153,315.4**
Current assets		
Cash and cash equivalents	18,567.6	7,964.5
Other current assets	7,518.3	11,228.3
Total current assets	**26,085.9**	**19,192.8**
Current liabilities	35,179.0	38,675.1
	133,113.2	**133,833.1**

Safaricom Plc's investment in Ethiopia is held through Vodafamily Ethiopia Holding Limited, a jointly owned entity with Vodacom Group Limited. Vodafamily Ethiopia Holding Limited holds a controlling interest in Global Partnership for Ethiopia (GPE) B.V., the Netherlands-incorporated investment vehicle that in turn owns 100% of Safaricom Telecommunications Ethiopia Plc (STE), the licensed operating company in Ethiopia. Safaricom's indirect effective interest in STE exceeds 50%, and the Group retains control over the investment. Accordingly, Vodafamily Ethiopia Holding Limited, GPE B.V. and STE are fully consolidated in Safaricom Plc's financial statements, with the interests of other consortium partners presented as non-controlling interests, notwithstanding contractual "catch-up" rights held by those partners.

e. Funding of Safaricom Ethiopia

Safaricom Ethiopia is funded through shareholder equity, deferred vendor payments and third-party borrowings. Shareholders of GPE contributed USD 2,842Mn as of 30 September 2026. This funding includes the license fee of USD 850Mn and the USD 150Mn M-PESA license fee. Safaricom PLC's contribution amounts to USD 1,265Mn. The operating entity has also borrowed from the local market and is leveraged as shown in the table. Also included in the table are the closing outstanding amounts for the periods under the deferred vendor payments agreements

USD Mn	30-Sep-26	31-Mar-26
Equity	2,368	2,285
Local currency debt	163	126
Foreign currency debt (IFC, Standard Bank and ABSA)	311	238
Total Funding	**2,842**	**2,649**
Deferred vendor payables	40	89
Safaricom PLC's Funding contribution	1,265	1,223

f. Safaricom Ethiopia Shareholding Status

	As at 30 Sep 2026	As at 31 Mar 2026
Safaricom Plc	54.09%	54.17%
Vodacom	6.01%	6.02%
Sumitomo	23.56%	23.50%
British International Investment (BII)	9.52%	9.50%
IFC	6.82%	6.81%
Total	**100%**	**100%**

g. Unwinding Impact of IAS 29 Reporting

Effective 30th June 2025, Ethiopia is no longer classified as a hyperinflationary economy under IAS 29, following a sustained decline in inflation indicators. As a result, Safaricom discontinued reporting under the hyperinflationary accounting standard (IAS 29) for its Ethiopian operations going forward. The cumulative inflationary adjustments will unwind gradually through the financial statements over the coming years, in line with the remaining useful lives of the restated nonmonetary assets and liabilities. These adjustments will affect revenues, direct costs, and depreciation and amortisation.

The table below summarises the reporting impact of the discontinuation of IAS 29 on the Group's consolidated financial statements for the period ended 30 September 2026.

	HY27			HY26		
KShs Mns	Reported	IAS 29 Impact	Normalised	Reported	IAS 29 Impact	Normalised
Revenue	233,683.2	(2.2)	233,685.4	204,708.2	3.5	204,704.7
Direct costs	(57,549.2)	(31.5)	(57,517.7)	(50,790.2)	(130.8)	(50,659.4)
Depreciation- PPE	(29,428.1)	(1,418.7)	(28,009.4)	(27,283.3)	(1,858.7)	(25,424.6)
Amortisation - RoU	(3,889.3)	(495.1)	(3,394.2)	(3,746.1)	(369.6)	(3,376.5)
Amortisation - intangible assets	(4,726.1)	(1,476.5)	(3,249.6)	(4,852.8)	(1,743.3)	(3,109.5)
Total		**(3,424.0)**			**(4,099.0)**	

4. ADDITIONAL DISCLOSURES ON SAFARICOM KENYA PERFORMANCE

A. Financial Services/M-PESA

a) M-PESA Revenue, Values and Volumes

i. M-PESA Revenue contribution, profile mix and customer evolution

KShs Bns	HY23	HY24	HY25	HY26	HY27	% Change HY27	% Contribution to Growth HY27
Consumer payments	20.05	24.46	29.93	35.74	40.76	14.0%	41.8%
Business payments (C2B, B2C, B2B, LNM, Pochi)	12.58	17.64	22.77	27.04	31.02	14.7%	33.1%
Withdrawals	17.84	18.55	18.62	18.49	18.39	(0.5%)	(0.8%)
Financial services (lending, savings & insurance)	4.97	4.03	4.02	4.60	7.12	55.3%	21.1%
Global payments (remittances, AliExpress)	1.42	1.56	1.87	2.20	2.78	26.6%	4.9%
Total	**56.86**	**66.23**	**77.22**	**88.06**	**100.07**	**13.6%**	**100.0%**
Service Revenue (SR)	**144.82**	**157.18**	**177.47**	**194.00**	**215.96**	**11.3%**	
% of M-PESA to SR	39.3%	42.1%	43.5%	45.4%	46.3%	0.9ppt	

ii. M-PESA Value of Transactions (KShs Bn)

KShs Bns	HY23	HY24	HY25	HY26	HY27	% Change HY27	% Contribution to Growth HY27
Consumer payments	2,358.0	2,922.8	3,670.5	4,417.5	5,123.4	16.0%	21.1%
Business payments	11,424.5	11,162.6	10,423.0	10,451.5	12,353.1	18.2%	56.8%
Withdrawals	1,160.7	1,229.2	1,320.6	1,411.8	1,496.4	6.0%	2.5%
Financial services	393.7	550.2	625.6	906.0	1,429.7	57.8%	15.6%
Global payments	206.8	260.9	277.4	321.0	415.0	29.3%	2.8%
Deposits	2,931.1	2,708.6	2,920.8	2,701.1	2,739.8	1.4%	1.2%
Total	**18,474.7**	**18,834.3**	**19,237.9**	**20,209.0**	**23,557.3**	**16.6%**	**100.0%**

iii. M-PESA Total Volume of transactions (Mn)

Mns	HY23	HY24	HY25	HY26	HY27	% Change HY27	% Contribution to Growth HY27
Consumer payments	4,503.4	6,083.2	8,383.3	10,915.9	10,971.5	0.5%	1.0%
Business payments	2,987.2	4,154.1	5,704.5	7,112.6	8,950.5	25.8%	33.3%
Withdrawals	560.6	583.6	552.7	533.8	504.2	(5.5%)	(0.5%)
Financial services	994.8	1,622.3	1,930.1	2,526.4	6,138.1	143.0%	65.5%
Global payments	16.6	20.5	22.5	29.5	36.1	22.3%	0.1%
Deposits	573.4	624.2	686.5	748.5	783.2	4.6%	0.6%
Total	**9,636.0**	**13,088.0**	**17,279.7**	**21,866.7**	**27,383.6**	**25.2%**	**100.0%**

iv. M-PESA Chargeable and Unchargeable Value and Volume of transactions

KShs Trns	HY23	HY24	HY25	HY26	HY27	% Change HY27	% Contribution to Growth HY27
Chargeable value	6.5	10.7	12.5	14.7	17.5	19.0%	83.4%
Non-chargeable value	11.9	8.2	6.7	5.5	6.1	10.1%	16.6%
Total	**18.5**	**18.8**	**19.2**	**20.2**	**23.6**	**16.6%**	**100.0%**

Bns	HY23	HY24	HY25	HY26	HY27	% Change HY27	% Contribution to Growth HY27
Chargeable volume	3.9	5.7	7.2	8.7	12.9	48.2%	75.9%
Non-chargeable volume	5.8	7.4	10.1	13.2	14.5	10.1%	24.1%
Total	**9.6**	**13.1**	**17.3**	**21.9**	**27.4**	**25.2%**	**100.0%**

v. M-PESA Take Rates – Total Transactions

Basis points	HY23	HY24	HY25	HY26	HY27
Consumer payments	38	43	45	50	52
Business payments	11	16	22	26	25
Withdrawals	154	151	141	131	123
Financial services	126	73	64	51	50
Global payments	69	60	68	68	67
Total	**31**	**35**	**40**	**44**	**42**

vi. M-PESA Take Rates – Chargeable Transactions

Basis points	HY23	HY24	HY25	HY26	HY27
Consumer payments	90	89	88	87	85
Business payments	49	30	33	34	33
Withdrawals	154	151	141	131	123
Financial services	126	73	65	54	50
Global payments	69	60	68	68	67
Total (chargeable)	**87**	**62**	**62**	**60**	**57**

b) Business Payments

Payments	Value (KShs Bn)			Volume (Mn)			Revenue (KShs Bn)			% Contribution to Growth
	HY27	HY26	% YoY	HY27	HY26	% YoY	HY27	HY26	% YoY	
B2C	3,448.33	2,922.30	18.0%	544.99	491.53	10.9%	2.91	2.61	11.4%	7.5%
C2B	3,913.49	3,613.70	8.3%	3,588.76	3,468.67	3.5%	19.36	17.59	10.1%	44.5%
B2B*	593.78	392.64	51.2%	16.34	11.67	40.0%	0.42	0.28	52.1%	3.6%
LNM	1,211.92	1,022.69	18.5%	2,887.77	1,985.37	45.5%	5.08	4.31	17.8%	19.3%
Pochi	300.05	153.40	95.6%	1,796.49	1,083.44	65.8%	2.99	1.68	77.7%	32.8%
Others**	297.98	218.60	36.3%	100.66	57.22	75.9%	0.27	0.58	(52.8%)	(7.7%)
Totals	**9,765.55**	**8,323.32**	**17.3%**	**8,935.02**	**7,097.91**	**25.9%**	**31.02**	**27.04**	**14.7%**	**100.0%**

**B2B excludes non-chargeable transactions*
***Inua Jamii, SurePay, HELB and M-PESA APIs*

c) Financial Services

i. Lending

	HY27	HY26	% Change
Fuliza			
Value of disbursements (KShs Bn)	1,157.5	629.2	84.0%
Value or repayment (KShs Bn)	1,153.3	644.1	79.1%
Repayment vs disbursal rate	99.6%	102.4%	(2.7ppt)
Average ticket size (KShs)	192.1	254.6	(24.6%)
Revenue (KShs Bn)	4.9	2.6	86.0%
Distinct customers (Mn)	17.2	9.1	88.9%
KCB M-PESA			
Value of disbursements (KShs Bn)	39.8	35.1	13.3%
Value or repayment (KShs Bn)	38.4	34.9	10.1%
Repayment vs disbursal rate	96.7%	99.5%	(2.8ppt)
Average loan (KShs)	10,301	8,859	16.3%
Revenue (KShs Bn)	0.5	0.5	11.9%
One month active KCB M-PESA customers (Mn)	4.2	4.5	(7.0%)
M-Shwari			
Value of disbursements (KShs Bn)	52.0	48.0	8.2%
Value or repayment (KShs Bn)	54.7	51.9	5.5%
Repayment vs disbursal rate	105.3%	108.0%	(2.7ppt)
Average loan (KShs)	7,085	9,186	(22.9%)
Revenue (KShs Bn)	1.0	0.9	7.7%
One month active M-Shwari customers (Mn)	7.4	7.9	(5.8%)
Timiza			
Value of disbursements (KShs Bn)	16.3	13.7	18.5%
Volume transacted (Mn)	1.2	1.0	14.0%
Revenue (KShs Bn)	0.3	0.2	25.8%
Active customers (k)	99.7	92.7	7.5%
Merchant OD			
Value of disbursements (KShs Bn)	24.4	21.4	13.6%
Volume (Mn)	7.1	5.4	31.1%
Revenue (KShs Bn)	0.2	0.2	8.7%
Customers (k)	61.6	43.7	41.0%
Pochi Term Loan			
Value of disbursements (KShs Bn)	0.2	0.5	(60.9%)
Volume (Mn)	0.01	0.02	(73.5%)
Revenue (KShs Bn)	0.008	0.01	(24.1%)
Customers (k)	1.0	2.4	(59.1%)

ii. Wealth Management and Insurance

	HY27	HY26	% Change
Wealth Management			
Active customers (Mn)	3.4	1.3	>100.0%
Assets under management (KShs Bn)	25.6	15.1	69.7%
Revenue (KShs Bn)	0.1	0.1	69.8%
Insurance			
Policies issued (K)	67.5	7.1	>100.0%
Gross premium (KShs Mn)	12.7	1.4	>100.0%

d) Global Payments

	HY27	HY26	% Change
M-PESA Visa Card			
Active customers (k)	356.6	245.4	45.3%
Volume transacted (Mn)	5.1	3.7	38.4%
Value transacted (KShs Bn)	7.7	5.1	50.2%
Revenue (KShs Bn)	0.35	0.24	49.2%
M-PESA Global (International Money Transfer)			
Distinct customers (Mn)	1.7	1.3	23.4%
Volume transacted (Mn)	27.3	23.1	18.4%
Value transacted (KShs Bn)	371.2	296.5	25.2%
Revenue (KShs Bn)	2.30	1.84	24.6%

M-PESA Global (International Money Transfer)
Launched in FY19, M-PESA Global service enables M-PESA registered customers to send and receive money from countries across the world. M-PESA Global service remittance partnerships include: Western Union, MoneyGram, Ria, WorldRemit, Wave, Remitly, among others.

B. Connectivity Business

i. Connectivity Revenue contribution and Profile mix

KShs Bns	HY23	HY24	HY25	HY26	HY27	% Change HY27	% Contribution to Growth HY27
Voice outgoing	39.88	38.69	40.55	39.72	42.20	6.2%	33.4%
Mobile data	26.29	29.59	35.55	40.32	45.24	12.2%	66.5%
Messaging	5.42	5.75	6.20	5.48	5.01	(8.6%)	(6.3%)
Mobile incoming	4.42	3.94	3.75	4.44	4.71	6.1%	3.7%
Other SR	4.83	5.18	5.25	6.02	6.23	3.5%	2.8%
Total	**80.84**	**83.14**	**91.31**	**95.98**	**103.38**	**7.7%**	**100.0%**
Service Revenue (SR) - Kenya	144.82	157.18	177.47	194.00	215.96	11.3%	
% of connectivity to SR	55.8%	52.9%	51.5%	49.5%	47.9%	(1.6%)	

ii. Mobile Data

Additional Mobile Data KPIs

	4G+ Devices (Mn)			Mobile Data ARPU (KShs)			Mobile Data Revenue (KShs Bn)		
	HY27	HY26	% YoY	HY27	HY26	% YoY	HY27	HY26	% YoY
Mobile data	34.30	25.70	33.5%	273.54	280.31	(2.4%)	45.24	40.32	12.2%

Customers (K)	HY23	HY24	HY25	HY26	HY27	% Change HY27
Rate per MB (Cents)	6.85	6.18	6.39	5.64	5.03	(10.8%)
Average GBs per user	3.28	3.66	4.02	4.85	5.31	9.4%

C. Fixed Service & IoT

i. Revenue

KShs Bn	HY23	HY24	HY25	HY26	HY27	% Change HY27	% Contribution to Growth HY27
Consumer fixed	2.34	3.01	3.71	4.31	5.17	19.9%	33.7%
Enterprise fixed	3.05	3.12	3.48	3.47	3.78	8.8%	12.0%
ICT	0.66	0.43	0.66	0.74	1.17	56.8%	16.6%
Wholesale	0.70	0.80	0 .61	0.68	0.91	34.4%	9.1%
IoT	0.35	0.45	0.48	0.57	0.67	17.1%	3.8%
Public sector	-	-	-	0.19	0.82	331.8%	24.8%
Totals	**7.11**	**7.82**	**8.93**	**9.96**	**12.51**	**25.5%**	**100.0%**
Service Revenue (SR)	144.82	157.18	177.47	194.00	215.96	11.3%	
% of Connectivity to SR	4.9%	5.0%	5.0%	5.1%	5.8%	0.7%	

ii. Customers

'000s'	HY23	HY24	HY25	HY26	HY27	% Change HY27
FTTH	173.2	223.2	262.9	355.2	474.4	33.6%
FTTB	54.5	54.7	66.2	77.2	95.4	23.6%
Total Fixed Service	**227.8**	**277.9**	**329.0**	**432.4**	**569.9**	**31.8%**
IoT Customers	1,397.4	1,472.6	1,633.1	1,809.3	2,403.4	32.8%

5. APPENDIX

a. Consolidated statement of comprehensive income – Safaricom Kenya

KShs Mns	Notes	HY27	HY26
Connectivity revenue		**103,383.8**	**96,166.8**
Voice revenue		42,197.3	39,721.5
Messaging revenue		5,005.7	5,476.0
Mobile data revenue		45,242.3	40,319.8
Mobile incoming revenue		4,705.6	4,435.1
Other mobile service revenue		6,232.9	6,214.4
M-PESA revenue		100,071.1	88,055.8
Mobile service revenue		**203,454.9**	**184,222.6**
Fixed service & IoT revenue		**12,508.1**	9,774.3
Service revenue	**3**	**215,962.9**	**193,997.0**
Handset revenue and other revenue		4,941.1	2,440.1
Other income		2,476.6	2,181.3
Total revenue		**223,380.6**	**198,618.4**
Direct costs	**3**	(53,460.5)	(47,577.2)
Expected credit losses on financial assets		(2,994.6)	(2,472.0)
Contribution margin		**166,925.5**	**148,569.2**
Contribution margin %		*74.7%*	*74.8%*
Other operating expenses	**3**	(37,987.8)	(34,744.6)
Earnings/(loss) before interest, tax, depreciation and amortisation (EBITDA)		**128,937.7**	**113,824.6**
EBITDA margin %		*57.7%*	***57.3%***
Depreciation, impairment & amortisation		(27,124.7)	(24,290.3)
Operating profit (EBIT)/(loss)		**101,813.0**	**89,534.3**
Operating profit margin %		*45.6%*	*45.1%*
Net finance cost		(4,988.2)	(5,312.0)
Share of profit of associate & joint venture		95.7	(81.9)
Profit/(loss) before income tax		**96,920.5**	**84,140.3**
Income tax expense		(30,649.8)	(25,897.3)
Profit/(loss) after tax		**66,270.7**	**58,243.0**
Attributable to:			
Equity holders of the parent		66,270.7	58,243.0
Non-controlling interests		-	-
Profit/(loss) for the period		**66,270.7**	**58,243.0**

b. Consolidated statement of profit or loss – Safaricom Telecommunications Ethiopia (STE) Plc (in KShs & ETB)

	Notes	KShs 'Mns		ETB 'Mns	
		HY27	HY26	HY27	HY26
Connectivity		**10,410.8**	**6,085.3**	**12,883.8**	**6,393.2**
Voice revenue		1,655.0	1,368.7	2,045.5	1,440.6
Messaging revenue		128.3	74.2	158.5	77.9
Mobile data revenue		7,852.1	4,128.0	9,719.2	4,332.6
Mobile incoming revenue		362.1	325.3	447.0	342.6
Other mobile service revenue		413.3	189.1	513.7	199.4
M-PESA revenue		10.1	8.7	12.5	9.0
Mobile service revenue		**10,420.9**	**6,094.0**	**12,896.3**	**6,402.3**
Fixed service & IoT revenue		195.0	93.0	241.4	97.9
Service revenue	3D.a	**10,615.9**	**6,187.0**	**13,137.7**	**6,500.2**
Handset revenue and other revenue		545.4	163.1	682.0	171.9
Other income		2.0	58.4	3.7	63.0
Total revenue		**11,163.3**	**6,408.5**	**13,823.4**	**6,735.1**
Direct costs	3D.b	(4,604.6)	(3,531.6)	(5,703.2)	(3,712.2)
Expected credit loss (ECL) on financial assets		(99.2)	(56.9)	(122.9)	(58.1)
Contribution margin		**6,459.5**	**2,820.0**	**7,997.3**	**2,964.8**
Contribution margin %		*57.9%*	*44.0%*	*57.9%*	*44.0%*
Other operating expenses	3D.c	(6,893.9)	(15,376.5)	(8,507.9)	(16,150.7)
Loss before interest, tax, depreciation and amortisation		**(434.4)**	**(12,556.5)**	**(510.6)**	**(13,185.9)**
EBITDA margin %		*(3.9%)*	*(195.9%)*	*(3.7%)*	*-195.8%*
Depreciation & amortisation		(10,918.8)	(11,784.1)	(13,505.7)	(12,355.4)
Operating loss		**(11,353.1)**	**(24,340.6)**	**(14,016.3)**	**(25,541.3)**
Operating loss margin %		*(101.7%)*	*(379.8%)*	*(101.4%)*	*(379.2%)*
Net finance cost		(4,922.0)	(4,579.7)	(6,098.1)	(4,855.0)
Loss before income tax		**(16,275.1)**	**(28,920.3)**	**(20,114.4)**	**(30,396.3)**
Income tax expense		(325.9)	(152.6)	(404.2)	(170.2)
Loss after tax		**(16,601.0)**	**(29,073.0)**	**(20,518.6)**	**(30,566.5)**

Conversion of ETB to KShs at an average exchange rate of KShs 0.8088 to ETB in HY27 (HY26: 0.9553)

Glossary

i. Description of M-PESA Profile

Item	Description
Transfers (P2P)	All person-to-person funds transfer transactions to a registered /Unregistered M-PESA subscriber (Excludes transfers or payments to businesses).
M-PESA Agents	A business that has been onboarded to facilitate the transformation of cash to e-value via deposit and vice versa via withdrawal. An M-PESA agent may also be authorized to onboard new subscribers onto Safaricom or M-PESA as well as other sales and cross-sell activities at a commission.
Withdrawals/ Cash out	All financial transactions that involve a customer receiving cash from an M-PESA agent or ATM, withdrawn from their M-PESA wallet.
Deposits/ Cash in	All financial transactions that involve a customer giving cash to an M-PESA agent in exchange e-value into their M-PESA wallet.
Payments	
C2B, B2C and B2B	C2B (Paybill) All person-to-business transactions which involve transfer of funds from a customer to a business till (typically involving large business & excludes agent deposits or payments to medium or small businesses). B2C All business-to-person transactions which involve a transfer of funds from a business till to an individual customer (typically done by large business & excludes agent withdrawals). B2B All Business-to-Business transactions which involve transfer of funds from one business till to another business till (Excludes fund transfers within the same business to facilitate business operations).
Lipa Na M-PESA (LNM)	All financial transactions that involve payments into or out of Lipa na M-PESA tills (Buy Goods & transacting till). LNM has two major use cases; • Buy Goods - mainly used for one-off payments to merchants, this is done 'on the go', mainly face to face but can also be done remotely. Transacting Tills/Business Tills- The M-PESA Business till is an enhancement of the existing Lipa Na M-PESA Buy Goods till that enables business owners to collect payments on the till and use the money collected to make other transactions directly from their till.
Pochi La Biashara	Pochi La Biashara, translated to 'Business Wallet' in English, is a product that allows M-PESA registered customers who own informal businesses such as; food vendors, kiosk owners, boda-boda operators, second hand clothes dealers, etc. to receive and separate business funds from personal funds on their M-PESA line.
Savings and Lending	
M-Shwari	The M-Shwari is a micro-credit product which allows customers to borrow money or to complement their savings towards an investment or enterprise. The M-Shwari Deposit Account is a micro-savings product which allows customers to securely store their money for a specific purpose or for unexpected events. Safaricom provides support to NCBA (a tier 1 Kenyan Bank) in the roll-out of this product.
KCB-M-PESA	The KCB M-PESA is a micro-credit product which gives customers access to loans for an emergency or to fund a project or an enterprise. Safaricom provides support to KCB (a tier 1 Kenyan Bank) in the roll-out of this product.

Fuliza	In partnership with Kenyan lenders, NCBA, KCB and Sidian Bank, Safaricom Kenya operates an Overdraft (OD) facility dubbed 'Fuliza', a product that enables customers to access unsecured line of credit by overdrawing on M-PESA to cover short-term cash-flow shortfalls subject to an applicable pre-determined limit. Fuliza is available to all M-PESA customers, however the awarding of limits will depend on the customer's credit scoring and how long they have been using M-PESA. Customers who 'opt in' on Fuliza are charged a one-off access fee and daily maintenance fees on unpaid loan amounts based on a pre-determined matrix.
Timiza	In partnership with ABSA Kenya, Timiza is a wallet solution that offers easy banking and instant loans to customers. Through *848# or the Timiza app customers are able to get an instant loan, save, send money, pay bills, purchase airtime, and get insurance with Timiza.
Overdraft facility for businesses (Merchant OD)	Merchant OD is a loan product in partnership with KCB Bank Kenya (KCB). The service enables business owners on Lipa Na M-PESA to complete payments even with insufficient funds in their till. The service applies when making transactions from a Lipa Na M-PESA Business Till to other Till Numbers and PayBill Numbers, when sending money to an individual, and when withdrawing to the nominated number or at an Agent. The service advances an overdraft of up to KShs 400,000 depending on the business' limit. The overdraft is offered a 2% one off fee and a tiered daily access fee after the 24-hour free period.
Taasi Pochi (Pochi Term Loan)	Taasi Pochi is a short-term credit facility in partnership with Sidian Bank and Pezesha Africa Limited, (Pezesha Africa Limited is a Kenyan fintech company that builds and provides digital lending infrastructure for small and medium-sized businesses (SMEs) in Sub-Saharan Africa) It provides instant loans ranging from KES 1,000 to KES 250,000 to businesses that operate through the Pochi La Biashara wallet. To qualify, a business must have at least six months of active transactions on the wallet.
Taasi Till (Merchant Term Loan)	Taasi Till (Merchant Term Loan) is a financial product provided by Safaricom in partnership with Diamond Trust Bank (DTB) and Asante Finance, (Asante Financial Services Group, is a digital, credit-led neo-bank that provides financial services to Micro, Small, and Medium-sized Enterprises (MSMEs) and individuals in Sub-Saharan Africa) targeting businesses that use the Lipa Na M-PESA Buy Goods Till. It offers short-term loans ranging from KES 100 to KES 200,000, with repayment periods of 1, 7, or 21 days. Eligible businesses must have operated the till for at least three months and can only hold one loan per till at a time.
Ziidi MMF	Ziidi MMF is a mobile-based money market fund jointly offered by Safaricom (NSE: SCOM), Standard Investment Bank and ALA Capital Limited. The fund enables customers to invest directly from their M-PESA wallets, earning daily-accrued interest credited to their Ziidi wallet. Regulated by the Capital Markets Authority (CMA), Ziidi MMF offers transparent daily yields, simple onboarding via the M-PESA App or USSD (3345#), and no maximum investment limit, with the daily M-PESA transaction limit of KES 500,000 and a per-transaction limit of KES 250,000 applying. Ziidi Shariah complements the offering by expanding the ecosystem to provide inclusive, Shariah-compliant investment options – The current yield stands at 5.8%
Ziidi Trader	Ziidi Trader is a mobile-based share-trading platform jointly offered by Safaricom (NSE: SCOM), Nairobi Securities Exchange (NSE) and Kestrel Capital (EA) Limited, a licensed investment bank and stockbroker in Kenya. Accessible through the M-PESA App, the platform enables customers to buy and sell NSE-listed shares and corporate bonds directly from their mobile phones, monitor portfolios, and access market insights through a fully digital experience. Operating under the oversight of the Capital Markets Authority (CMA), Ziidi Trader ensures investor protection, transparency, and market integrity, while supporting informed long-term investing through clear disclosures and investor education. The platform allows customers to begin investing from as little as one share, providing a simple, secure, and fully digital access point to Kenya's capital markets.

IMT	
International Money Transfer (IMT)	**M-PESA Global** Safaricom Plc through its fully owned subsidiary, Safaricom Money Transfer Services Limited (SMTSL), operates remittance services that allows customers to send and receive money to a beneficiary through registered mobile phone numbers in partnership with third party International Money Remittance (IMT) providers. Revenue is earned from transaction fees charged to customers for international money transfers (inbound and outbound). M-PESA global enables M-PESA registered customers to send and receive money: 1. To East Africa: Rwanda, Tanzania & Uganda. 2. Globally: To millions of Bank accounts and over 500,000 Western Union locations globally. 3. Through PayPal: Access funds quickly and shop around the world with PayPal mobile money service with M-PESA. **M-PESA GlobalPay Virtual VISA Card** M-PESA GlobalPay Virtual VISA Card is a digital prepaid card, launched by Safaricom in partnership with VISA, that links to a user's M-PESA wallet. The virtual card enables users to make payments to international online merchants for goods and services using their card details. The M-PESA GlobalPay virtual VISA card is only used to facilitate CNP (Card Not Present) global payments. Local Payments (those denominated in Kenya shillings) still continue to use the pochi, buygoods or paybill propositions
AliPay Partnership	M-PESA is an integrated into AliPay as a payment method on AliExpress e-commerce.
E-Commerce	
Paypal Partnership	Safaricom, PayPal and TransferTo announced a collaboration on 9 April 2018 for a new service that allows movement of funds between M-PESA and PayPal accounts. Qualifying M-PESA customers in Kenya can link their PayPal accounts to their M-PESA wallets, enabling them to easily and securely buy goods and services from merchants around the globe.
Smart Lifestyle Channels	
M-PESA Consumer App	The M-PESA App for consumers delivers the suite of M-PESA solutions to our consumers in a customer centric approach. This has redesigned the M-PESA customer experience journey to reduce demand in Call Centre and simplify multiple payments. It serves as a one stop shop for our customers with smartphone devices for various solutions.
M-PESA Business App	M-PESA for Business App allows merchants, agents and businesses to better visualize their collections and spend, see full statements and transact directly from their M-PESA Business till. The App provides users with a faster and simpler payment experience. Its an alternative to the USSD service *234# Option 2.
M-PESA Bill Manager	This is a service that allows customers to invoice and reconcile payments against the invoices, memorizing all Paybills and account numbers and better still, a way for them to be reminded of the bill payment due dates. This is a solutions targeted to billers only. It can be accessed by dialling *234# then selecting M-PESA Products followed by Bill Manager.
Insurance	Safaricom Insurance Agency Limited, a subsidiary of Safaricom PLC is a fully licensed Agency offering insurance services. Agency services were launched in August 2024 with insurance services embedded on devices sold through Safaricom's retail channels.

Other Disclosures	
Chargeable transactions	Chargeable transactions - Includes all complete financial transactions that are initiated by a customer that are eligible for charging Charged transaction - Includes all complete financial transactions that are initiated by a customer for which M-PESA is compensated either by the customer or a partner Zero-Rated (Business decision) - Includes all complete financial transactions that are initiated by a customer for which M-PESA has made a business decision not to charge Example 1: All buy-goods transactions originating from the Safaricom dealer network are zero-rated (Including those above Kes 200 Zero-Rated (Regulatory Mandate) - Includes all complete financial transactions that are initiated by a customer that we are mandated not to charge by a regulator Example 1: Kadogo Transactions – This is a low value financial transaction below Kes 101 on P2P transfers, pochi and pay bill and below Kes 201 on buy goods that are zero-rated under the approved Central Bank of Kenya Tariff. Notable exceptions may be applied to the above general rule from time to time.

Abbreviation

ARPU	Average revenue per user
CAGR	Compound Annual Growth Rate
Churn	Total gross customer disconnections in the period divided by the average total customers in the period
CVM	Customer Value Management
2G	Second-generation Technology
3G	Third-generation Technology
4G	Fourth-generation Technology
FTTH	Fibre to the Home
Bn	Billion
LNM	Lipa na M-PESA
LTE	Long-Term Evolution
Mn	Million
MTR	Mobile Termination Rate
MSMEs	Micro Small and Medium Enterprises
IFRS	International Financial Reporting Standards
IoT	Internet of Things
MB	Megabyte
Ppt	Percentage points
SMS	Short Message Service
ROU	Rights of Use
Trn	Trillion
AML	Anti-money Laundering
KYC	Know Your Customer
YoY	Year-on-year
AI	Artificial Intelligence
GBs	Gigabytes

Corporate Information

Safaricom PLC

(Incorporated in the Republic of Kenya)

Registered office

Safaricom House, Waiyaki Way, Westlands
P.O. Box 66827-00800, Nairobi
Telephone: +254 722 00 3272
Website: *www.safaricom.co.ke*

Registrars

Image Registrars Limited
5th Floor, Absa Plaza, Loita Street
P.O. Box 928-00100, Nairobi
Telephone: +254 709 170 000
Email; Info@image.co.ke
Website: *www.image.co.ke*

Auditors

Ernst & Young LLP
Kenya Re Towers, Off Ragati Road
P.O. Box 44286-00100, Nairobi
Telephone: +254 20 2886000

Investor Relations

Safaricom House, Waiyaki Way, Westlands
P.O. Box 66827-00800, Nairobi
Telephone: +254 722 00 6218/4233/4746
Email: investorrelations@safaricom.co.ke
Website: *www.safaricom.co.ke/investor-relations*




Simple • Transparent • Honest
FOR YOU
Safaricom
Popote Ulipo.