REF: KRC/CA/P14/05

KENYA REINSURANCE CORPORATION LIMITED

SUSTAINABILITY POLICY

NAME:	SIGNATURE:	DATE:
PREPARED BY: MANAGER, CORPORATE AFFAIRS		3/5/2023
CONTROLLED BY: ISO MANAGEMENT REPRESENTATIVE (MR)		03/05/2023
RECOMMENDED BY: MANAGING DIRECTOR		11/5/2023
APPROVED BY: CHAIRMAN, BOARD OF DIRECTORS		11/5/2023

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AMENDMENT SHEET

DATE	ISSUE NO.	OLD REV. NO.	NEW REV. NO.	SECTION(S) / PAGE	DESCRIPTION / SUMMARY OF REVISION	NAME OF PERSON WHO IDENTIFIED THE CHANGE
10.04.23	01	00	01	All	Review of the whole document	Manager, Corporate Affairs
10.04.23	01	00	01	References	Added the ISO/IEC 27002 Standard	Manager, Corporate Affairs

CORPORATE VISION
A leading partner in securing the future.

CORPORATE MISSION
To provide sustainable risk and financial solutions.

CORPORATE CORE VALUES
- Agility
- Teamwork
- Professionalism
- Service Excellence
- Probity

1. POLICY STATEMENT

The Corporation recognizes the importance of publishing the economic, environmental and social impacts caused by its everyday activities.

2. PURPOSE

The policy aims at presenting the Corporation's values and governance model and demonstrates the link between our strategy and commitment to a sustainable global economy. It is of great importance to the Corporation that present needs are met without compromising the ability to sustain future needs and objectives.
It can also be understood as the practice of measuring, disclosing and being accountable to internal and external stakeholders for organizational performance against specific economic, environmental, social and governance in line with UN's Global Reporting Initiative (GRI) standards. This enables the Corporation to consider its impacts against a wide range of sustainability issues, enabling it to be more transparent about the risks and opportunities it faces.

3. SCOPE

This policy covers all management and staff, customers, and stakeholders.

4. REFERENCES

- ISO 9001
- ISO/IEC 27001
- ISO/IEC 27002
- Mwongozo Code of Governance
- Quality Manual
- Master List of Records
- Corporate Affairs Operations Manual

5. SUSTAINABLE FOCUS AREAS

This sustainability policy reflects the Corporation's commitment to its vision, statement of purpose and core values which determine the strategic objectives of the Corporation. Its role is to ensure that the Corporation's business and by extension its various stakeholder's value, can grow in a sustainable manner and not in the short term.

Our sustainable focus areas mirror the Corporation's strategic plan whose pillars are financial performance, business development, business process improvement, risk management as well as people and culture.

The aim is to create value for shareholders and the society alike and to achieve this, Kenya Re focuses on several key areas as shown below:

i) Economic Pillar

Kenya Re contributes to the economy, through the remittance of taxes as a corporate institution and the payment of dividends to shareholders including the majority shareholder, the Government of Kenya. This contributes towards growing the economy. This has been made possible by investment in solid avenues such as Government securities, fixed deposits as well as properties.

The Corporation's efforts focus on regions that present great opportunities for the Corporation. The most recent subsidiary to be opened by the Corporation is in Kampala, Uganda and is expected to tap into the regions opportunities and enhance shareholder's value in the long-term.

With regards to the institution's stability, the Corporation was accorded a Financial Strength Rating of B (Fair) by AM Best. It also intends to maintain a GCR rating of AA+. This outlook means that the firm seeks to maintain its credentials as a very stable institution.

The Corporation has reaffirmed its commitment to enhancing its credit ratings scores by maintaining the credit rating committee to address all pertinent rating issues.

Additionally, the Corporation holds two ISO certifications, the ISO 27001:2013 certification as well as the ISO 9001:2015 both indications of the quality of service provided.

ii) Social Pillar

The Corporation adopted a Corporate Social Responsibility (CSR) policy that guides its social contribution to the society. The "Niko Fiti" CSR is a successful initiative that has been ongoing for over nine years. The Corporation has made strides towards enhancing it, being driven by its tagline '*Ability beyond disability*', to benefit more than 6,800 persons living with disability since its inception.

In 2018, the Corporation partnered with the Kenya Institute of Special Education (KISE) to adopt, brand, and equip the biggest block in their new state of the art National Assessment and Research Centre in Kasarani. The block boasts of a Hydrotherapy pool, a gymnasium and several treatment rooms which will be used for occupational therapy, speech therapy and physiotherapy. This is part of a legacy project that the Corporation through the Niko Fiti CSR initiative.

Looking into the future, the Corporation will positively impact the lives of Persons with Disability through provision of Assistive and Mobility devices. The Corporation, from time to time will conduct Niko Fiti impact Assessments to establish the impact of the CSR initiative and advice on way forward.

iii) Technology Pillar

With regards to technology, the Corporation will invest in state-of-the-art equipment and solutions to enable the staff carry out their duties to the highest level possible. Additionally, regularly updates will be made on the website to allow for consistent update on news and development to external publics. A robust digital communication strategy will also be utilized to increase social media presence and ensure significant growth of subscribers and followers.

iv) Environmental Pillar

With the current depletion of forest cover in Kenya, the Corporation started a program in 2013 to plant tree seedlings as a mark of its contribution to the sustainability of the environment. Led by top management, the Corporation has planted a total of over 50,000 trees since 2013.

This is an annual exercise that the Corporation considers important and looks forward to partnering with more schools to plant more trees to create a woodland habitat, increase biodiversity, conserve the environment, and most importantly provide an excellent learning resource.

As part of the 50-year celebrations, the Corporation planted 50,000 trees as part of its contribution to making the environment green.

Renewable energy – Reinsurance plaza in Nairobi has since been installed with and utilizes solar energy harnessed during the day. In addition, the entire building is fitted with energy savings bulbs to conserve energy further significantly. Similar installations will be done in other commercial properties of the Corporation.

Water conservation is achieved in all the Corporation's commercial properties by installation of the '*push taps*' that ensure water is used efficiently.

v) Gender Parity

The Corporation is committed to ensure that it has an equal distribution of gender amongst its employees. Currently the Corporation has 52% Women and 48% male across the company whereas the top management comprises of 58% male and 42% women.

6. STAKEHOLDER ENGAGEMENT

Building strong relationships with the Corporation's external stakeholders, management and employees is a vital component in the creation of constructive and deliberate engagements for the mutual benefit of all. The goal is to integrate stakeholder engagement principles into the Corporation's policies, strategies, and day-to-day operations. The effective management of stakeholder interests creates goodwill, promotes a positive image of the organization, and enhances the achievement of corporate goals.

7. STAKEHOLDER MAPPING

The Corporation appreciates that each stakeholder group is unique with regards to their needs and expectations. Building strong relationships with both external and internal stakeholders continues to be a vital component in the creation of constructive and deliberate engagements for the benefit of all.

8. VALUE CREATION FOR OUR STAKEHOLDERS

Customers are an important part of the stakeholders and the Corporation is committed to ensuring that they are treated with respect and served the best way possible. In line with the Corporation's service charter and internal policies, Kenya Re promises the following at all times;

- Our clients will be treated with courtesy and consideration.
- Customer questions and needs will be attended to promptly.
- We will exercise the utmost integrity in providing services to clients.

- The Corporation will not disclose any information that may adversely affect our clients without their consent.

i) Value creation for Primary Stakeholders through Customer Satisfaction

The Corporation has taken up membership in the Institute of Customer Experience (ICX) Kenya, which is the body that organizes the Annual Customer Service Week. The Corporation participates in this annual customer experience to ensure stakeholders are appreciated.

Staff on the other hand have internal targets to participate in customer service trainings each year to continuously improve themselves.

ii) Value creation for Treasury & regulators

The Corporation complies with various regulations that govern its business and ensures that it provides services in a transparent and ethical manner. It will regularly conduct Brand Equity surveys that will provide a true reflection of the Corporation's brand health position. Diverse marketing and activities will be engaged in regularly to boost the image of the Corporation both locally and internationally.

iii) Value creation for Tenants

The tenants expect to be treated with respect, to be assured of receiving quality service from the Corporation as well as prompt response their queries. The Corporation adheres to the provisions of the service charter in meeting and indeed exceeding tenant expectations.

iv) Value creation for Shareholders and General Public

The Corporation engages its existing and potential shareholders by providing relevant and up to date information about developments at Kenya Re. Innovation and excellent customer service are key deliverables on the journey to creating value for shareholders.

The customer experience for walk in clients will be periodically reviewed, this will be done by issuing a visitors' slip which assists in assessing level of satisfaction that our customers enjoy during a visit.

v) Value creation for Employees

The Corporation is committed to providing world-class reinsurance services to all its customers across board. The Corporation prides itself in having well-trained, professional and experienced technical staff, who embrace innovation through modern ICT.

The Corporation has invested resources for regular staff trainings for professional development as well as the general staff welfare. Internally, the Corporation has set targets per department with regards to trainings to ensure continuous improvement.

The Corporation embarked on a culture change journey which was meant to drive change through champions across all departments. It has put measures to promote creativity amongst employees, which was made possible by setting

up an innovations committee that reviews and evaluates creative and innovative ideas developed by employees. This has not only resulted in increased innovations but also had a positive effect on employee enthusiasm. This has contributed to positive staff retention, which currently stands at over 95% annually.

vi) Value creation for suppliers and media partners

The media remains to be a key partner to the Corporation, our media partners are engaged through several avenues such as media chill out events, media trainings, Corporation events and others. The Corporation aims to keep the media informed on any developments and thus maintain transparency, ensure continuous flow of information as well as foster financial education to stakeholders at large.

Effective communications with stakeholders

The Corporation recognizes that its stakeholders are the people and organizations whose attitudes and actions have an impact on the overall success of the company's goals. Communicating regularly with our stakeholders has enabled a positive understanding of their needs and helped in building long-term relationships with the key groups.

The board engages stakeholders mainly through Annual General Meetings (AGMs), Investor briefings, the Corporation's website, mass media, and social media, one on one meetings, market surveys, market visits and newsletters.

9. LOOKING AHEAD

The Corporation reaffirms its commitment to furnish its stakeholders with any new developments with regards to sustainability reporting in line with its Corporate Strategic plan. It is expected that these activities will continue to create more value as they are adopted into the Corporation's business model.

10. REVIEW

This policy will be reviewed every two years or when need arises.