

Kenya Sustainability Report 2017/8

Building Africa's
digital future

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Sustainability Report

Mission

Building Africa's digital future.

Vision

To be the leading provider of telecommunications infrastructure and digital services while offering exceptional customer and employee experience.

Our Values

Customer first:

We listen and align to our customers' needs then we delight them.

Winning together:

We exemplify positivity and kindness to each other. We work as a team and have fun together.

Taking responsibility:

We are accountable for our area. The buck stops with me.

Aim for excellence:

We prioritise. We aim to exceed our targets. We take risks and innovate.

Purpose

United Nations Sustainable Development Goals - Goal 9: Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.

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*The activities reported were effected in the financial year 2017/2018, to end February 2018.

Address by Chairman



Mr Ben Roberts

Chairman,
Liquid Telecom Kenya

It is my firm belief that Liquid Telecom Kenya excelled commercially in 2017 as a direct result of its commitment to sustainable business practices.

It takes consistent effort and enormous attention to build robust systems and processes that end wastage and ensure that every engagement with a client is a beneficial one. Sustainability requires investment, of time, attention, and funds.

In this, across all the effort and commitment that went into applying the Code of Ethics for Business at Liquid Telecom Kenya in 2017, it is the company's underlying ethos and vision that continue to deliver the foundation for every sustainability initiative.

Liquid Telecom is committed to creating Africa's digital future as an inclusive and empowering transformation. In this, the group's commitment to data privacy and protection is robust and unbending, and it's technological innovation and investment continue apace.

In 2017, the group's development of cloud services in partnership with Microsoft marked a new progression in delivering on our promise of enabling businesses country wide.

We drove our CSR towards the well-being of the next generation, across health, digital literacy, and our growing support of East Africa's emerging gaming industry.

Yet, as our second Sustainability Report demonstrates, Liquid Telecom Kenya has combined strategic development with an attention to detail at every level in upholding ethics and pursuing good.

For all these efforts, I extend my thanks to all our staff and stakeholders, and look forward to further progress in sustainability throughout 2018.

| Address by CEO



Mr Adil El Youssefi

Chief Executive Officer,
LTK, East Africa

Sustainable business is good business for everyone, making 2017 a year in which our focus moved firmly to ensuring every Liquid Telecom Kenya stakeholder was a winner.

The company launched a series of new products to add value for customers, and further invested in supporting customers in innovation by creating bespoke and holistic solutions, spanning connectivity, business softwares, and cloud facilities.

It moved to better serve suppliers through digitised procurement and an 80% reduction in approval times. It provided support to staff through the elections, raised medical benefits, and launched performance awards.

The company also engaged third party experts in an environmental audit and executed a complex rebuilding of its power sources to achieve greener energy.

All these efforts were combined with embedding ethics into our very fabric. The launch of monthly Town Halls for our staff focussed all of us on ethics and performance in a new way.

Moreover, our sustainability initiatives, in this past year have been driven by dedicated cross-functional teams that have proposed and implemented their own milestones in achieving the three pillars of economic, social, and environmental gains.

It is anyway the nature of our business that it holds the power to create greater efficiency and jobs country-wide. In this, 2017 has marked a step change in our facilitation of e-government services, and sharp growth in our corporate solutions and enablement.

Our eyes are now firmly set on achieving even greater progress in 2018, and on contributing in an ever greater way to a clean environment, a strong society, and a flourishing economy.



We avoid corrupt practices that can degrade our natural heritage.

Code of ethics

We, the business community, recognise that ethical business brings about good business. We are committed to play a proactive role in building a globally competitive and prosperous nation, with a high quality of life, as envisioned in Vision 2030.

As good corporate citizens, we are committed to treating our stakeholders with respect, run our businesses responsibly, act in compliance with applicable laws and to be actively involved in corruption prevention.

↪ Our organisation

- We respect the human rights and dignity of all our employees and do not tolerate unfair discrimination or favoritism.
- We take responsibility for providing decent, safe and healthy work environments for our employees, for developing their talents.
- We comply with labour laws and related regulations, safety and health policies, and standards of decent work.
- We actively develop anticorruption programmes, institute internal control systems and build a culture of corruption-free business practice.

↻ Our shareholders

- We respect our shareholders and other potential investors for financing our organisations thus creating employment in the nation.
- We take responsibility for economic development by pursuing a healthy return on investment.
- We comply with principles of good governance that inspire investor confidence.
- We avoid corrupt practices that can harm the good reputation of our shareholders and other investors.

↻ Our customers

- We respect our customers and clients, do not mislead or exploit them, and value their feedback.
- We communicate truthfully on our products and services and take responsibility for their safety and quality.
- We comply with consumer protection laws, refrain from anti-competitive practices, and ensure that our products and services meet health and safety standards.
- We embrace corruption-free practices to ensure that users can trust our products and services.

↻ Our suppliers

- Our interaction with our business partners is based on mutual respect and therefore we engage in win-win relationships.
- We encourage our business partners to share our commitment to responsible business.
- We comply with all contractual and legal obligations agreed with our business partners, and we pay them on time.
- We do not give or receive bribes and avoid corrupt practices that can harm our relationships with our business partners.

↻ Our society

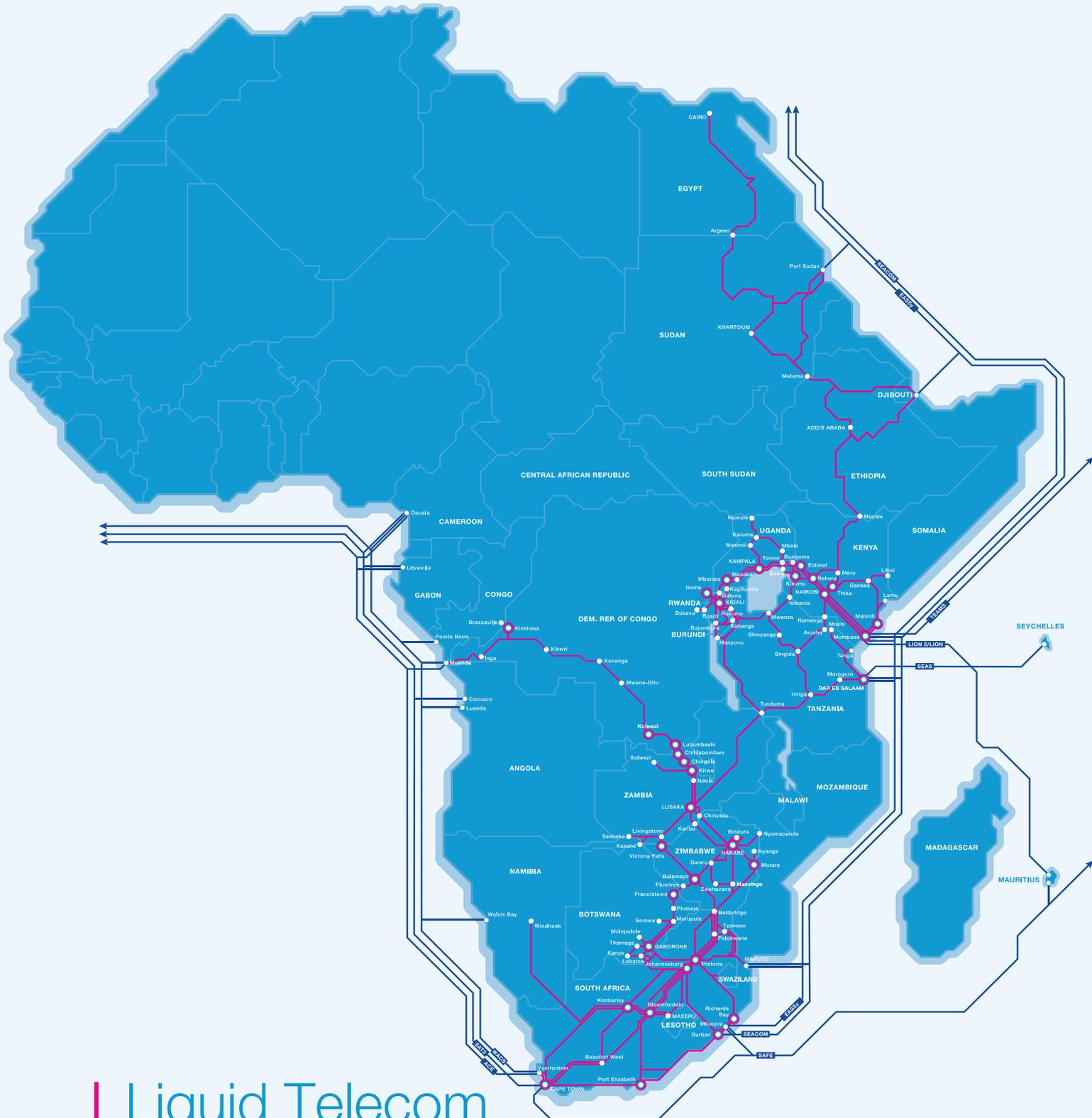
- We respect the people and social and cultural norms of the communities in which we operate.
- We take responsibility for the impact of our operations on local communities, and we contribute to the development and strengthening of the societies in which we operate.
- We comply with the ethical norms of the society from whom we earn our license to operate.
- We collaborate with communities and civil society organisations to create a corruption-free society.

↻ Our state

- We respect the elected government, the rule of law, and all organs of the state.
- We are responsible and law-abiding corporate citizens who co-operate fully with the government to promote good governance in our nation.
- We comply with all laws and regulations of our country, and we pay our taxes.
- We do not bribe public officials or engage in corrupt practices, we report corruption, and we collaborate with the government to stamp out corruption.

↻ Our environment

- We treat our natural environment and biodiversity with respect.
- We take responsibility for our impact on the natural environment, support green business practices, and take remedial actions to ensure the sustainability of our natural resources.
- We comply with environmental laws and regulations and implement environmentally sustainable practices.
- We avoid corrupt practices that can degrade our natural heritage.



Liquid Telecom Network Reach

October 2018



Building Africa's digital future

Awards, 2017

- Best African Wholesale Carrier for sixth consecutive year at Global Carrier Awards
- Capacity Africa Award for Best Rural Connectivity
- Terrestrial and Capacity Africa Award for Best Infrastructure Sharing Initiative
- Recognised by Heart to Heart Foundation and The Karen Hospital for generous support
- Recognised by Strathmore Business School for graduate management trainee programme partnership.

I Our Business

Liquid Telecom Group is a leading telecommunications services and solutions provider across 13 countries in Eastern, Central and Southern Africa that serves carrier, enterprise and retail customers with high-speed, reliable connectivity and digital services.

The group has operations in Botswana, DRC, Kenya, Rwanda, Tanzania, UAE, Lesotho, South Africa, Mauritius, Uganda, Zimbabwe, Zambia and the UK.

It has built Africa's largest independent fibre network, spanning over 50,000km and operates state-of-the-art data centres in Johannesburg, Cape Town and Nairobi, with a combined potential rack space of 19,000m².

Liquid Telecom supplies fibre optic, satellite and international carrier services and payment solutions to Africa's largest mobile network operators, ISPs, financial institutions and businesses of all sizes.

Its fibre network provides connectivity from all of the five main subsea cable systems landing in Africa; WACS, EASSY, SEACOM, SAT3 AND TEAMS.

Liquid Telecom is also Africa's leading provider of cloud-based services, such as Microsoft Office365 and Microsoft Azure.

Across its operations, Liquid Telecom is committed to driving Africa's digital future.

Liquid Telecom Kenya

Liquid Telecom Kenya launched in Kenya in 2013, with the group's acquisition of Kenya Data Networks (KDN). It has since invested heavily in its countrywide infrastructure and product offering to achieve consistently strong sales growth, of 12% in 2016 and 17% in 2017. Staffing levels have also risen, by 19.41% to 251 by the end of 2017.

The company's fibre network in Kenya now extends 7,500km country-wide, with 2017 marking an agreement with KETRACO to invest in 1,791.5km of its electricity transmission network to provide further internet reach. Liquid Telecom Kenya will also provide stable internet on 8,000km of new optical ground cable (OPWG) to be built along KETRACO's power transmission lines by 2020.

Liquid Telecom Kenya has now provided internet infrastructure to all 47 of Kenya's counties, up from 41 by end-2016. It has further expanded its data storage capacity at its East Africa Data Centre and collaborated with academic institutions to launch a new data analytics centre focused on data-driven research for African businesses.

Business Impact

Liquid Telecom Kenya’s focus on advanced business solutions delivered sales growth higher than industry average in 2017. Within this growth, the strength of the enterprise business performance delivered a shift in the company’s business mix, with enterprise sales, which span both public and private sector, moving from 47% of sales in 2016 to 56% in 2017.

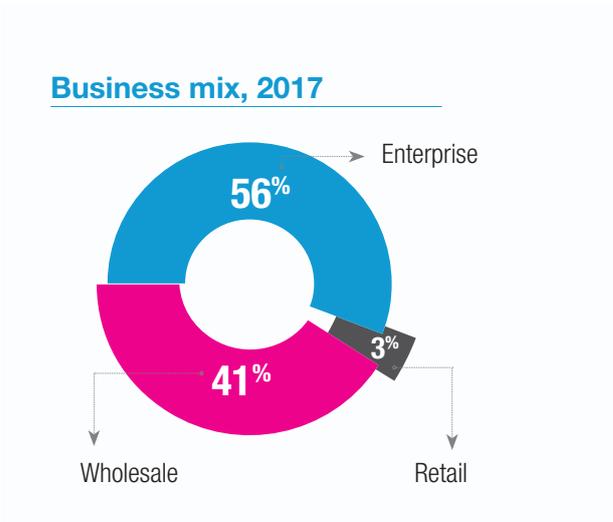
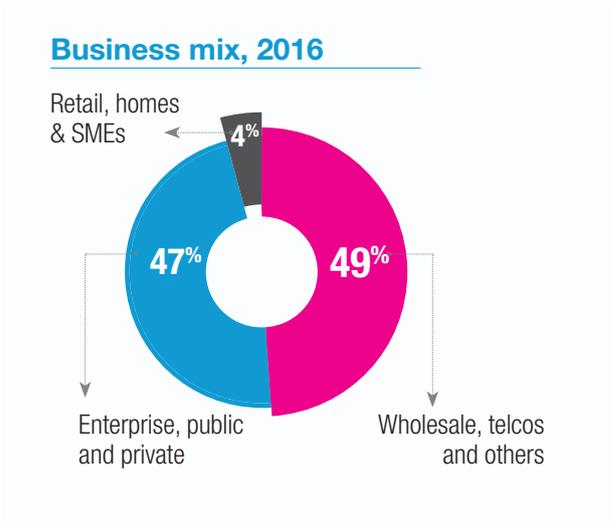
The company’s attention to bespoke solutions and value addition in its enterprise suite served to further increase Liquid Telecom Kenya’s business impact, delivering additional economic, social and environmental benefits for Kenya.

In terms of social impact

We continue to connect and host most of the country’s banking data, provide bandwidth to most of Kenya’s telecoms, supply the country’s key internet services providers, public library system, agricultural research stations, universities and multiple e-government services.

Rural school connectivity

In 2016, Liquid Telecom Kenya with BRCK education delivered world-class internet to the remote Kiltamany Primary School in northern Kenya. In 2017, the company was awarded a tender by the Communication Authority of Kenya to connect 321 rural schools in 14 counties, where the challenges of infrastructure are the greatest.



Enabling e-government

In 2017, Liquid Telecom Kenya's public sector partnerships delivered improved e-government services for Kenyans, through:

- A 52Mbps fibre connection for the Kenya National Highway Authority at the Athi River and Mariakani weighbridges to support KeNHA's new ISoft system that processes truck weight for moving vehicles. The connection increased the average number of trucks weighed per day to 4,000, from 1,700 previously, reducing queuing times and consequent road congestion.
- A 24Mbps fibre link for the Ministry of Education for use as the backup connection to the primary Government Common Core Network (GCCN) link, ensuring fluid operations and no disruptions in the network.
- A 105Mbps link to five Geothermal Development Company (GDC) sites to support geothermal energy operations and communication and equipment measuring seismic activities.
- A 100Mbps link for the Kenya Civil Aviation Authority (KCAA), enhancing KCAA's online operations and services, including in delivering certifications and license processing, aiding in aircraft maintenance and welders examination signups, accelerating baggage handling and increasing the utilisation of runways and terminals to handle more traffic.
- A 70Mbps link to four sites of the World Bank-funded Kenya Cereal Enhancement Programme-CRAL, to enhance its research capacity and development of cereal grafting and yields.

Delivering customer value

During 2017, Liquid Telecom Kenya conducted a staff-led review of all costs, to further enhance efficiency, profitability and deliver greater value to customers.

The cost-saving initiative included:

- Company vehicle servicing partnership with Toyota Kenya delivering a 15% servicing discount
- Agreements with Total Kenya and Vivo Energy to fuel the company's fleet at discounted rates.
- Fleet cut from 21 cars to 11 cars, reducing the monthly car leasing costs by 31.65%.
- Optimised use of ad-hoc taxi facility, by changing from standby taxi, to on-demand service from Mondo Rider and Uber saving more than two-thirds in taxi fixed costs and maximising efficient use of vehicles.
- Change to bulk buying of diesel for EADC and HQ backup generators from the Kenya Ports Authority at a 7% discount per litre, saving Sh2.5m a year.
- Replacement of leased HQ LCD screens costing Sh41,700 each per month with three new screens at a cost of Sh120,000 saving Sh1m a year.
- Created a warehousing section at HQ for storing, saving the company sh230,000 per month on leased warehousing facility.
- Streamlined logistics model with G4S on outbound logistics by consolidating all goods headed in one direction, reducing the number of cargo trips and saving the company sh136,000 per month.
- Improved business efficiency by digitisation of the procurement department through the adoption of a new ACCPACK software, reducing order approval time from five days to one day.

| Customer First

Liquid Telecom Kenya implemented a ‘Customer First’ programme to ensure that every engagement resolved business challenges and added value for the customer.

During 2017, the company launched the Liquid Telecom Technology and Innovation Office, deploying senior specialists and dedicated researchers to help keep customers abreast of innovative technologies, applications and opportunities.

We further created a team of technology business advisors. Each specialist now offers technical information, guidance and support as a free service to customers in areas from connectivity, collocation, and the cloud, to security, and the internet of Things.

The company additionally provides 24/7 service management, to deliver advanced monitoring tools, technical service managers, field engineers and a customer-cognisant top executive management.

To harness these resources to provide solutions to customers’ individual challenges, the company set up distinct working areas within its HQ for customers, and adopted a new initiative to spend quality time with them analysing their needs. The company also created the Liquid Telecom Kenya Lab, which provides a full multi-media environment that delivers real time demonstrations of the company’s solutions.

Improving customer security and costs

IP transit

- ➔ Liquid Telecom Kenya now provides its wholesale customers, mainly ISPs and content providers, with Global IP Transit Service that is resilient and cost-effective.

Liquid Telecom was also the first carrier to support native IPv6 and IPv4 on its backbone across Africa. It further offers the continent’s most peered network, spanning over 1,300 peering agreements as well as connectivity to Tier-1 partner networks in Europe. Liquid Telecom also connects to more African internet Exchanges than any other operator, allowing the ISP to provide seamless pan African connectivity.

Private leased line

- ➔ Liquid Telecom Kenya now offers the option of a Private Leased Circuit (IPLC) with a single SLA guarantee to organisations that have high traffic volumes between overseas sites, and who are in need of full transparency and control over routing options. IPLC is a point-to-point or point-to-multipoint circuit that delivers high speed connectivity that is ideal for organisations requiring their own International WANs.

Ethernet private line

- ➔ Liquid Telecom Kenya now provides point-to-point Ethernet, as a highly secure connection on a private line (VLAN) with flexible configurations, for connecting businesses and data centres locally, nationally or globally with a high degree of transparency.

Data centre hosting

- ➔ Liquid Telecom Kenya provides collocation and cloud services through its own carrier-neutral data centre, the East Africa Data Centre (EADC) in Nairobi.

In 2017, the EADC was awarded Tier-III status and won ISO 27001 certification, meeting international standards that ensure stability of up to 98.89% uptime for its vital data storage for banks, government and global companies.

Metro access circuit

- ➔ Liquid Telecom Kenya facilitated carriers in offering lower pricing per Mbps through its highly meshed Metro Ethernet Network that allows increased bandwidth, reliability and scalability for local and regional connectivity through a Native Ethernet and MPLS infrastructure, ensuring availability of secure and reliable connectivity.

Virtual agile and next generation

- ➔ The company also introduced a Virtual Agile and Next Generation infrastructure platform to enable customers to get information on the available Liquid Telecom network in their area and the cost of installation.

New products

Cloud services

In 2017, Liquid Telecom partnered with Microsoft the world's leading cloud solution provider, to facilitate and accelerate cloud adoption across Africa by creating combined packages of software and server space. Following the partnership Liquid Telecom Kenya rolled out packages to its customers that included:

Microsoft Office 365 - a top-of-the-line set of productivity tools for use in the office or beyond with 1 TB of cloud storage per user. The O 365 applications allow users to create, edit, and share documents from PC/Mac, iOS/Android™ or Windows devices with anyone in real time and includes communication tools, from email and IM to social networking and video conferencing.

Microsoft Azure ExpressRoute - a direct and private connection from a customers' existing WAN network, across multi-protocol label switching (MPLS) or IP VPN, to Microsoft Azure data centres or to customers' servers in Liquid Telecom's carrier neutral data centres. The ExpressRoute connection bypasses the public internet and offers greater privacy and security with more reliability, faster speeds and lower latencies than typical cloud connections.

Big blue internet

Liquid Telecom Kenya is now providing businesses with low latency fibre connections with speeds ranging from 5Mbps to 100Mbps on unlimited data plans, offering IP VPN, which is a secure and private MPLS-based service, to consolidate all voice, data and video applications on a single IP network allowing businesses to reduce operational costs.

Payment solutions

Branch Banking - Liquid Telecom Kenya provides banks with a S300 PINpad based application and a detailed API document that helps banks' IT teams integrate the core banking platform with the PINpad - an electronic device used to encrypt and accept cardholder's personal identification number and card-based transactions - and provides connections to enable speedy client identification, authentication and transaction.

Integrated Retail - Liquid Telecom Kenya facilitates integrated payment solutions through its Till Integration product that is both EMV and PCI compliant and designed specifically for multi-lane retailers, catering for Chip and PIN and Magstripe cards.

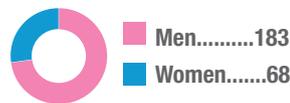
Ethics In The Workplace

Liquid Telecom is committed to diversity in the workplace across gender, nationality and education, and to the development and support of skilled and motivated staff.

Employee contractual status

Permanent.....	234
Temporary.....	21
Casual.....	74

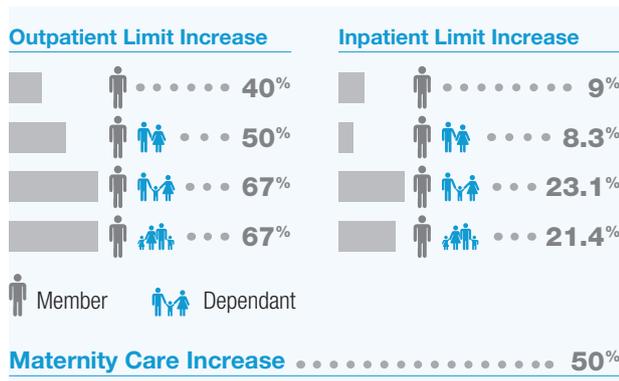
Employee gender balance



Caring for Liquid Telecom families

Medical benefits

Liquid Telecom Kenya provides medical insurance cover for its staff. In 2017, the company carried out a review to identify medical cover that was being exhausted before renewal date. On the basis of this review, it implemented targeted cover increases to ensure adequate medical cover for all staff.



Kids day

Liquid Telecom Kenya held its annual kids day event for staff and children, allowing families to show their children the office and hosting a children's party.

Mothers' facilities

Female staff at Liquid Telecom Kenya receive three months statutory maternity leave, but the company also offers flexible working hours in the following months.

The company's HQ also has a breastfeeding facility, where mothers are provided with facilities to either express and preserve breast milk or to breastfeed their young ones in situ.

2017 election security

Liquid Telecom Kenya rented an apartment for staff whose residential areas became violence hotspot and organised rapid evacuation transport with KK security for staff who did not own cars. One employee living in Kawangware, together with his family, were evacuated for safety to the rented apartment during the heightened tension period of the second presidential election in October.

The company also formed teams with each team leader making hourly updates to Liquid Telecom Kenya management to confirm the safety of their team mates.

Development talent

Graduate trainee programme

In 2017, Liquid Telecom Kenya launched an all-discipline graduate trainee programme open to applications via its website and via partner universities, led by Strathmore University. The programme, designed to develop management leaders for the future, recruited three graduates into the company's commercial department, being two women and one man.

Professional development

	Training 2017	No. of trainees
1	Company's Act Workshop	1
2	Service now training	86
3	16E Training	18
4	ISO 27001 Lead auditor training	4
5	Juniper training	20
Total staff trained		129

Liquid Telecom Kenya increased its training in 2017, to support the development of its Customer First programme and further advance technical skills.

The company also introduced a monthly Town Hall training session from April 2017, to sensitise all staff to the company's ethics code and anti-corruption bribery policy. These monthly sessions cover all ethics issues, as well as emerging challenges, policy changes and new programmes, and are structured as interactive sessions in which all staff participate.

Corruption

Liquid Telecom is committed to zero tolerance on bribery and corruption.

Employee code of conduct

Liquid Telecom's employee code of conduct is laid out in the employee manual as the guidelines and rules set by the board of directors. If any employee violates the code of conduct, the infraction is investigated by the appropriate managers and disciplinary action is taken to uphold the company's honest and transparent business practice.

In 2017, there were three disciplinary cases. One employee was dismissed and prosecuted for grand theft of cash. The second was fired for misusing a company vehicle for his own business use and for illegally splicing overhead cables into LT cable. The third employee was fired for illegally accessing systems to sell broadband directly to a certain customer.

Supplier audit

Liquid Telecom Kenya does not do business with any supplier or contractor reported to be involved in any form of malpractice, including child labour, corruption, or not adhering to occupational health and safety measures. Any such practice, or offering bribes on behalf of Liquid Telecom Kenya lead to instant contract termination.

The adoption of the digital procurement process in 2017 means the company is now able to scrutinise

the financial statements, registration certificates, insurance documents, referees and tax compliance evidence of its suppliers.

The company has also moved to eliminate middlemen in its sourcing of equipment for customers.

Staff self-declaration

In 2017, Liquid Telecom Kenya introduced an annual self-declaration requirement for all employees and new job applicants requiring all employees to declare any business or affiliations they have that would conflict with company interests, or any connection with vendors. The company does not discriminate against any employees on the basis of these declarations, but demands transparency in all such connections. All employees have complied with this policy.

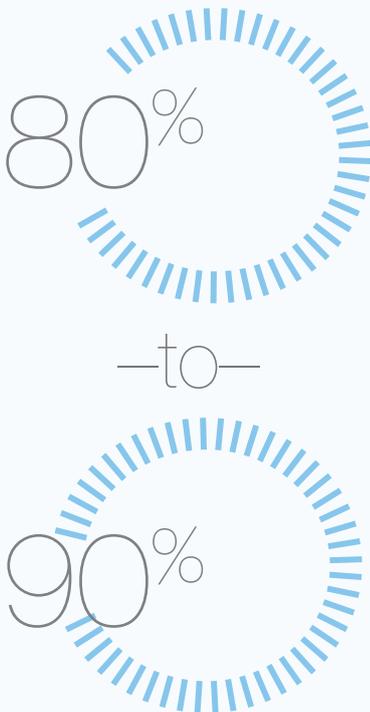
Staff integrity

Liquid Telecom Kenya undertakes due diligence for all its new employees, requiring them to submit certificates from government bodies and institutions, demonstrate KRA and HELB compliance, and provide a certificate of good conduct.

Liquid Telecom Kenya further obtains clearance certification from the Ethics and Anti-Corruption Commission for members of its senior management staff.



Over 200 studies on sustainability and corporate performance found that



of those that demonstrated solid Environmental, Social & Governance (ESG) practices resulted in:

- better operational performance
- better stock price performance
- low capital costs

Managing Environmental Impact

Long-term thinking on climate change is now a key component in management, influencing the decisions of financial policymakers, investors and corporates, worldwide, across operations, partnership, sponsorships and capital investments.

Environmental audit

To comply with the environmental conservation standards set by NEMA, Liquid Telecom Kenya engaged an environment audit firm, Core Environment Ltd, in January 2018 to assess the impact of the ISP's activities on the environment at all sites, from Mombasa, to Kanduyi in Bungoma, and including the headquarters and the EADC.

By the end of January 2018, 11 generators had been checked for noise and the emission of pollutant gases into the environment. The ongoing audit is also reviewing how the company disposes of its waste, especially electronic waste and used batteries.

Liquid Telecom Kenya replaced conventional high energy 1.2Kwh inverters, with hybrid 0.2Kwh inverters, which are 83% cheaper in energy costs, at three metro connector joints in Nairobi.

E-waste management

Liquid Telecom Kenya is committed to the efficient and environmentally sound management of e-waste. The company disposes of its electrical waste through Sinomet Kenya Limited, a licenced service provider that collects all of Liquid Telecom Kenya's electrical and electronic waste for disposal and recycling. This clean recycling is an essential preventative measure, in that e-waste fumes and chemicals resulting from poor disposal and burning have been proven to cause inflammation and oxidative stress that causes cardiovascular diseases, DNA damage and cancer.

In 2017, Liquid Telecom Kenya achieved

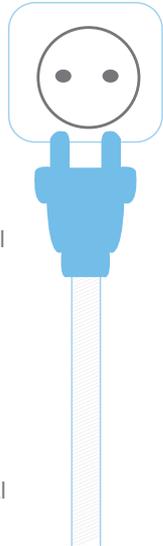
3.8%

reduction in its electricity bill at its HQ, amounting to

Sh180,000

Resulting from:

- Using energy efficient LED bulbs
- Replacing heavy electrical appliances



Fleet management

Liquid Telecom Kenya is committed to reducing its carbon emissions. In 2016, it introduced carpooling and moved to a more efficient vehicle leasing system.

In November 2017, Liquid Telecom Kenya further cut its fleet, from 21 cars to 11 cars, and reduced the vehicles' engine capacity from 2000cc to 1500cc, further curbing fuel costs and carbon emissions reducing traffic congestion in Kenya's capital city, Nairobi.

Liquid Telecom Kenya invested in higher quality tires, moving from tires with a life-span of 40,000Km to tires with a life span of 70,000Km, and thus achieving savings in the company's fleet servicing costs.

These initiatives is particularly important in the the city's performance on the global pollution index deteriorated in 2017, with Nairobi moving from position 89 with a pollution scale of 131.41, to position 58 with a pollution scale of 140.22.

Clean energy powers data centre

EADC invested

\$5m

in a Kenya Power substation in February 2017, resulting into

72.6%

increase in the proportion of EADC's power supply from renewable energy

Before sub-station installation



The data centre was using Kenya Power electricity for 85% of the time



Diesel-fuelled back-up generators for the 15% of the time when it was experiencing power outages

After sub-station installation



The data centre is now using Kenya Power electricity for 97% of the time

2% substantial cut in diesel consumption

raising its green credentials to 72.6%

LTK's commitment to reducing EADC's power consumption further saw it initialise an agreement with Distributed Power Africa(DPA) in Q4 2017 to install solar panels at the data centre producing an additional

449,241kWh/year

saving the data centre **\$4.5m**



+2 solar projects

- The Geothermal Development Company (GDC), will power Liquid Telecom Kenya's internet base station in Baringo County (Salali).
- The Kenya Electrical Transmission Company (KeTRACO), will boost KeTRACO's fibre signal at Makindu and Manyani.

I Empowering Kenyan youth

➤ Relieving learning impairments

Liquid Telecom Kenya contributed to healthcare initiatives for women in 2016 and for children in 2017. Last year, the company donated Sh100,000 to Gertrude's Children's Hospital for screening to diagnose and treat children with hearing impairments. The donation paid for free treatment and hearing aids for the Gertrude's programme, which has treated over a thousand children from across Kenya.

➤ Paying for children's heartcare

Liquid Telecom Kenya donated Sh100,000 to Karen Hospital in December 2017, through the Heart to Heart Foundation, which provides treatment for children with heart ailments. The foundation has given care and surgery to over 400 children.

➤ Digital literacy

Liquid Telecom Kenya provided 3,000 18-to-32 year-olds digital literacy training in Kisumu City in April 2017, with the County's Ministry of Information, Communication and Technology (CIT), the Kenyan Ministry of ICT, ACAI and Google.

The local youth formed a team known as the "Barefoot Digital Youth Squad" or "Barefoot Digitali" to continue accessing training in digital skills and online tools to build online presence, create content, and develop websites and apps across health, education, agriculture and other sectors. Kisumu County is prioritising digital literacy and has issued 21,800 laptops to 99% of the county's schools containing the entire school syllabus.

➤ Supporting start-ups

Liquid Telecom Kenya collaborates with Nairobi Garage to provide high speed internet to over 100 entrepreneurs, technology empowered start-ups

and innovative young teams using affordable office space at the hub's Ngong Road and Westlands offices. Liquid Telecom Kenya provides these start-ups with a Microsoft Azure cloud service to help them succeed in business. Only one in ten start-ups succeed, according to Forbes, yet start-ups can account for up to 50% of new jobs.

The company also sponsored GogettaZ entrepreneurship competition and Strive Masiyiwa's Townhall meeting in Nairobi. The competition brought together startups from six African countries where two startups received seed funding worth \$100,000 each.

➤ Sponsoring tech leadership

Liquid Telecom Kenya sponsored Sub Saharan Africa's largest tech event, the Nairobi Tech Week in March 2017 at Strathmore College as the event's internet provider. The event brought industry leaders from companies such as Facebook and Google into interactive workshops and panel discussions, to bolster the growing tech sector with new insights.

➤ Promoting the gaming industry

In April 2017, Liquid Telecom Kenya sponsored NAICCON, the first ever international gaming convention in East Africa, bringing together 3,500 gamers and creatives from Kenya, Uganda and Rwanda across the production and use of animation, PC, console, mobile and online games, and comic books.

The rise of gaming, facilitated by high-speed internet infrastructure, is creating jobs in Kenya for game designers, animators, audio engineers, and technical support specialists. The Global Games Market Report estimates 2.2bn gamers will spawn \$108.9 billion in game revenues worldwide in 2017, a 7.8% increase from the previous year.

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