MOBILE TELECOMMUNICATIONS COMPANY

DIVERSITY AND INCLUSION POLICY

December 2022

Contents

Glossary

Term	Definition
The “Company”	Mobile Telecommunications Company (Zain Group)
BOD/the” Board”	Board of Directors
WE	Gender Diversity Program
BeWell	Employees Wellbeing Program
WeAble	People with Disability Program
ZY	Youth Development Program
The Chairman	The chairman of the Board of directors
CEO	Chief Executive Officer
CRO	Chief Risk Officer
Controlling Stake	Direct or indirect possession of at least five percent (5%) of shares, votes or a comparable financial interest in an institution or a major clients, major contractor, bank, regulator, etc.
CMA	Capital Markets Authority
MOCI	Ministry of Commerce and Industry
The Policy	Stakeholders’ Rights Protection Policy
Executive Management	CEO, C-level management and any other member with a direct reporting line to the CEO.
The Secretary	Secretary to the board of directors

1. Introduction

Mobile Telecommunications Company (hereinafter referred to as Zain or the Company) is committed to protecting the rights of all stakeholders and to creating wealth, jobs, and sustainability of a financially sound enterprise. Zain is committed to fostering a culture of diversity and inclusion within the organization to embrace employees from different genders, age, ethnicity, background, language, status, and religion. All employees will have equal opportunities, access to training programs, leadership development, supportive communities, and access to mentorship.

Scope

This Policy document applies to the Company and its Subsidiaries, Board of Directors, executive management, and employees as each party has the duty of protecting the rights of stakeholders of the Company by complying with the contents of this policy. The board sets the policy and approves it to ensure compliance with laws and regulations and best standards. It is essential that the board, management and employees understand the requirements of this Policy and applicable laws and regulatory requirements carefully and comply with its contents.

Wherever the provisions of this Policy document differ with any of the local statutory or regulatory requirements, the local statutory and regulatory requirements will take precedence over the provisions of this Policy.

1.1 Responsibility for Implementing the Policy

The Diversity and Inclusion Department will be the custodian of this Policy on behalf of the Board of Directors.

This Policy document should always be kept in a read-only status and must not be copied or revealed to third parties without a written permission from the Board.

The policy shall be provided to all parties in order to understand their roles and responsibilities and comply accordingly. Circulation internally shall be done through the head of the department.

1.2 Policy Revisions

To ensure that the company operates in a manner consistent with its status, the Diversity and Inclusion Department shall conduct a review as and when needed. The review shall consider the level of compliance with the laws and regulations, the continuing suitability of the policy and the need for modifications. The board shall have the authority to approve this policy solely.

2. General Responsibilities

- To create a gender diversity and leadership framework with clear targets for the company and its subsidiaries to reach through WE the Gender Diversity Initiatives.
- To establish equal opportunities for all employees and empower employees with all backgrounds, age, gender, religion, and disability.
- To promote work/life balance through BeWell and support employees to establish a healthy mental state.
- To nominate high performing employees for leadership and development training through different Diversity and Inclusion programs such as WE, BeWell, Zainiac, Weable, ZY and Reach
- To provide opportunities to innovative, create and ideate through Zainiac an internal innovation platform.
- To empower the youth and create an intense training program for them to learn, develop and grow through programs such as Generation Z and ZY.

3. All employees including executive management and the board of directors

Empowering, Developing and Inclusion

Zain Group is deeply committed to transforming the work force in all relevant fields across the company to ensure diversity and inclusion targets are met. The Company is focused on implementing professional development and training programs while targeting recruiting efforts at hiring and training the country's best and brightest minds. The Company's commitment to its employees is demonstrated through the following:

- Promoting a favorable culture and atmosphere in the workplace, together with fair and equal treatment to all employees.
- Organizing mentoring workshops to facilitate knowledge transfer from experienced leaders to the Company's employees.
- To promote unconscious bias training to all relevant departments to ensure all parties are empowered and have an equal chance at being recruited.
- Developing initiatives and programs targeted at training employees and improving their professional skills such as the use of sign language, coaching, mental health, and innovation.
- Creating middle management development programs focused on providing a vehicle for middle managers to share best practices, discuss

challenges, change management techniques, and manage mentoring experiences, performance measurement tools, and effective communication skills.

- Developing programs for fresh graduates to train them in various business functions such as: financial accounting, asset management, business ethics, marketing, and decision making.
- Actively promote the culture of wellbeing and mindfulness in the workplace to ensure work/life balance.

4. Confidentiality

1. Recognizing their importance, the Company gives its customers the professional experience and the attention they deserve, protects their confidentiality and foster their trust. Customers' confidential information is well protected and can only be revealed if required by law or with proper counsel from the relevant party.
2. The contents of this Policy, other than areas to be disclosed on the Company's website, are confidential and are intended for internal use of the Company only.