



# INVESTOR PRESENTATION

## Zain Group Q1 2024 Results

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# OUR GROUP AT A GLANCE – Q1 2024



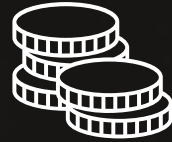
**42.4  
MILLION**

ACTIVE CUSTOMERS  
-20% YoY



**\$1.5  
BILLION**

IN REVENUE  
KD466 m  
0% YoY



**\$480  
MILLION**

IN EBITDA  
KD148 m  
-10% YoY

+32%  
EBITDA  
MARGIN



**\$95  
MILLION**

IN NET INCOME  
KD29 m  
-59% YoY



**2  
CENTS**

IN EPS  
7 FILS

## OUR OPERATIONS



Over  
**8,200**  
EMPLOYEES



KUWAIT



KSA



IRAQ



SUDAN



JORDAN



BAHRAIN



SOUTH SUDAN

Contribution

REVENUE %  
CUSTOMERS %

20%

6%

45%

21%

17%

44%

4%

12%

9%

10%

4%

3%

1%

4%

- ZAIN HAS A 15.5% OWNERSHIP IN MOROCCAN MOBILE OPERATOR "INWI"
- ZAINTECH, ZOI & TASC TOWERS HAVE THEIR HQs IN UAE

# KEY EVENTS



TASC TOWERS



PLAYHERA

## TELCO CORE

## BRANDING



Partial resumption of network services in Sudan on 7th March 2024

Brand value increased to **\$3b** from \$2.7b

- **Bede Launched** in Bahrain
- Soft launch of **Bede Kuwait** in H2 2024



- **PEACE**: Jeddah Branch expected to be ready by Q2 2024
- **Blue Raman and KSA TN** ready by 2024 end

- Completion of **STS Acquisition** transaction in March 2024
- **Total Sales** for Q1'24 were \$26.9m **up by 585%** compared to \$4.6m in Q1'23 on account of consolidation of new entities

# 4SIGHT

## Creating Our Sustainable & Digital Future



### 01 Digital Transformation

Transforming the **telco core** to provide customers with the best experience, while simultaneously streamlining the back end and reaping the best of analytics for Zain to thrive and even lead in the digital era



### 02 Enterprise and Government

Working closely with organizations of all sizes to provide them with the necessary connectivity and the latest solutions required to achieve their business and operational objectives

## EVOLUTION OF TELCO



### 03 Fixed and Convergence

Transforming from a mobile centric telecom into an integrated player offering fixed-mobile convergence and serving the needs of consumers and businesses



### 04 Portfolio Optimization

Continuously seeking opportunities to realize synergies and unlock potential value through M&A activities

### ICT 01



Establishing a regional center of excellence developing and providing the latest ICT, managed services and digital solutions

### Digital Infrastructure 02



Building a leading independent digital infrastructure player including TowerCo, Data Center Co, Fiber Co and others as relevant

## GROWTH VERTICALS

### Fintech 03



Introducing a suite of digital financial and insurance services contributing to the evolution of the region's digital ecosystem

### Digital Services 04






Leading the development of the digital services' landscape in the region

# TOWER DEALS

17K Towers sold for a value of \$1.3 billion

UPCOMING DEALS

-  ZAIN BAHRAIN
-  ZAIN SUDAN
-  ZAIN S. SUDAN

## COMPLETED



ZAIN IRAQ

Transferred TTI to TASC for a gain of \$9m



ZAIN KSA

Sale of tower assets to Saudi's PIF for \$840 during 2023



ZAIN JORDAN

Zain Jordan completed sell and leaseback tower portfolio to TASC Towers



ZAIN KUWAIT

Zain Kuwait completed the sale and leaseback of mobile tower portfolio to IHS Holding Limited



4,604 TOWERS

8,069 TOWERS

2,607 TOWERS

1,620 TOWERS

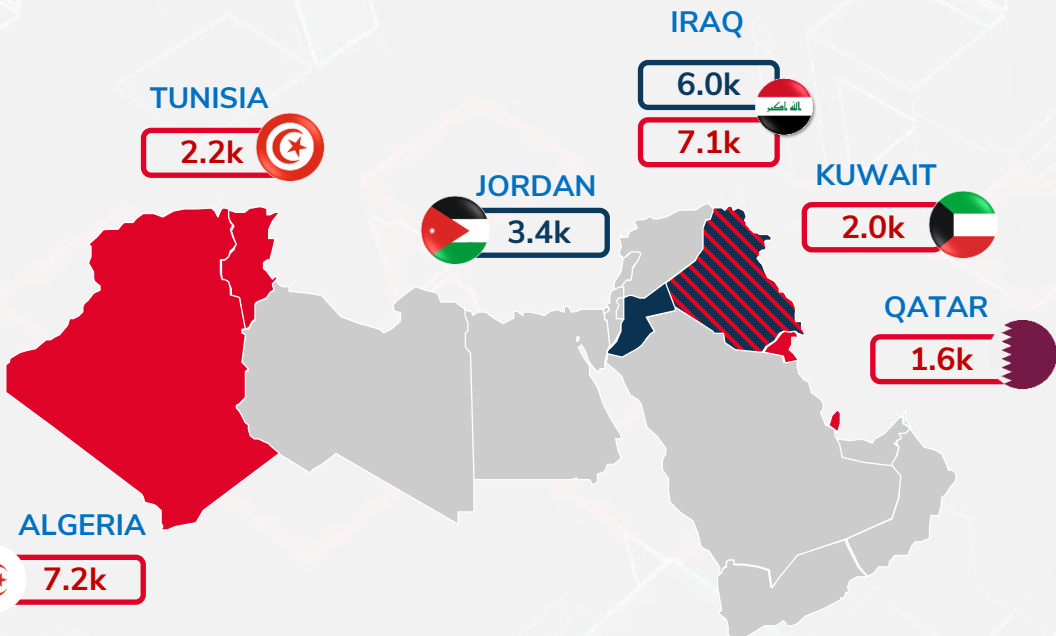


# Zain, Ooredoo and TASC Towers Create the Largest Tower Company in the MENA Region valued at USD 2.2 Billion



**Bader Nasser Al Kharafi**  
Zain Group VC & CEO

**Aziz Aluthman Fakhroo**  
Ooredoo Group CEO



## STRATEGIC IMPORTANCE

### PRIMARY PROVIDER

TASC will be the primary provider to both Ooredoo and Zain for passive infrastructure in its footprint markets

### NATIONAL CHAMPION

TASC will be either a first mover and / or leading provider for passive infrastructure in its respective presence markets

### ANCHOR SHAREHOLDERS

TASC will have the support of 2 strong shareholders but will be managed by an independent management team



USD **500m**    USD **200m**

LEASE AGREEMENTS

~30,000 TOWERS

ANNUAL REVENUE

ANNUAL EBITDAaL\*

\* EBITDAaL: EBITDA after Lease



Serving markets with population of **120m** and **20** wireless and FW operators



Operating model will provide passive **infrastructure as a service**

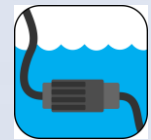


**Zain** and **Ooredoo** will equally retain 49.3% each in the new entity through a cash and share deal

# ZOI TO ESTABLISH A ONE-OF-A-KIND PAN MIDDLE EASTERN NETWORK TOGETHER WITH EXTENSIVE GLOBAL ASSETS

- Zain Group and Omantel launched Zain Omantel International (ZOI) at the ITW Wholesale event in Washington, with HQ in Dubai. The first regional wholesale JV.
- ZOI is owned by Zain Group, Zain KSA & Omantel and will initially have an asset-light model (managing the shareholders' assets) while building its own network.
- By combining the strengths of its owners, ZOI will act as a global wholesale provider by offering unique propositions to the Group's OpCos and third parties.

## OBJECTIVES



Manage/invest in the **regional & int'l subsea and terrestrial networks** connecting OpCo countries & key international target markets.



Create new revenue, **cost efficiencies and value creation opportunities** in the businesses of OpCos and shareholders.



Increase the utilization of **international assets** across Zain Group and Omantel.

## SERVICE SCOPE



INT'L  
VOICE



INT'L  
MESSAGING



INT'L  
CONNECTIVITY



GLOBAL ENTERPRISE  
PRODUCTS



ROAMING

**zoi**  
A Zain & Omantel Company

# ZAIN OMANTEL INTERNATIONAL : UPDATE ON CABLE NETWORK



- Zain is part of the Pakistan to East African and Europe system Africa-1, and the landing party in Sudan.
- Besides Sudan, Africa-1 connects Kenya in phase 1, followed by expansion along the coast to South Africa in phase 2.
- Africa-1 will provide much-needed connectivity to the African continent, enabling ZOI to expand its market reach.



- Zain owns a stake in the Blue Raman System, a joint consortium cable between Google, Omantel, and Sparkle.
- Blue Raman is the latest generation high-capacity system connecting India with Europe, over the Middle East.
- ZOI will manage sales on behalf of the consortium and also manage the assets of Zain and Omantel.



- The PEACE cable is a JV between PCCW and Hengtong, connecting Asia, the Middle East, Africa, and Europe.
- Zain is deploying a full solution from Jeddah to Europe with its own branch and landing station in Jeddah.
- PEACE will enable Zain to rely less on third-party networks for serving its OpCos, reducing its cost-base.



- ZOI is building a +7,000 km redundant fiber network connecting KSA with all neighboring countries in multiple rings.
- This first-of-its-kind PAN-ME network will position ZOI as the only player to connect all GCC countries (and Yemen, Iraq, and Jordan) on its own network, offering unique services between the Indian Ocean, Arabian Gulf, and Red Sea.

THE SUBSEA CABLES WILL PROVIDE ZAIN WITH FULL OPERATIONAL INDEPENDENCE AND A GENUINE CRITICAL FACTOR CAPABLE TO FOSTER DIGITAL TRANSFORMATION INITIATIVES IN THE REGION, PARTICULARLY FOR CLOUD AND IOT SERVICES.

THE REGIONAL INTEGRATED DIGITAL SOLUTION PROVIDER, UNIFYING ZAIN GROUP'S ICT ASSETS TO OFFER A UNIQUE VALUE PROPOSITION OF COMPREHENSIVE DIGITAL SOLUTIONS AND SERVICES UNDER ONE ROOF.

## REGIONAL BIGGEST FOOTPRINT

Bahrain . Iraq . Jordan . Kuwait . Oman



.Saudi Arabia . Sudan . South Sudan . UAE



### LINES OF BUSINESS

CLOUD, CYBERSECURITY, BIG DATA, IOT, AI, SMART CITIES, DRONES AND ROBOTICS, AND EMERGING TECHNOLOGIES.

## STRATEGIC PARTNERSHIPS



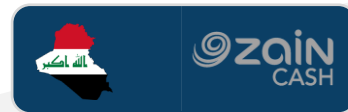
## ACQUISITIONS



# ZAIN FINTECH MILESTONES



Banking Partnership with **Boubyan** for services (Payment Gateway, POS, Micro/SME Lending, Bin Sponsorship, ATM)  
 Branding Project and all necessary guidelines completed.  
 New Application/platform being developed by **FOO** with scheduled delivery by Q2 and Q3 2024



Zain Cash Iraq listed As **Forbes Top 30 Fintech Companies 2023**  
 Starting a collaboration with the **Factec** for facial recognition systems  
 New AML system powered by eastnets **launched**  
 T24 core banking system **launched**



Achieved strong growth with EBITDA above Q1 2023 by 51%  
 Launched improved pricing for better quality customers with rapid uptake to 30% of new sales.  
 Diverse social media and outdoor campaigns for brand awareness, registrations, conversion, and sales.  
 Optimized customer journey to drive lower direct costs as the business scales.



Relocation to the **New Head Office**  
 Completed the **technical development** efforts, new features on the App  
 Pushing the credit acquisition focusing on promoting **BNPL**  
 Extensive **awareness campaigns** targeting credit card, international Transfers, and cybersecurity



Developed the first phase/milestone of the BAAS/FAAS platform  
 Started focusing on the Digital Banking Channel platform  
 Expanding FOO Saudi presence, adding more resources in KSA.

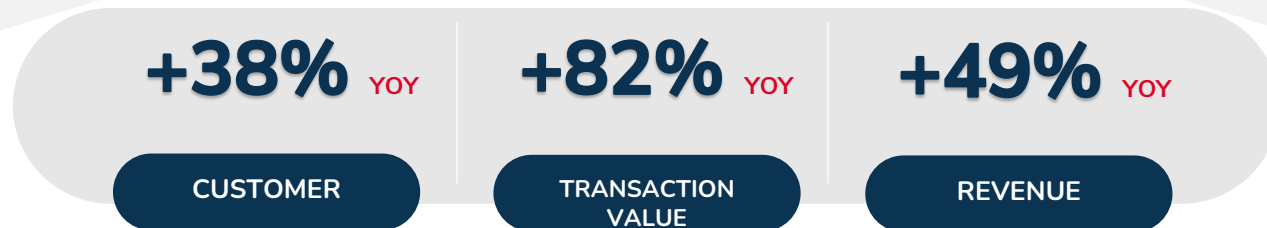
## UPCOMING PLANS

**SOUTH SUDAN** : Successfully **renegotiated a commercial deal** and revenue sharing, prompting ongoing assessments for obtaining a mobile money license.

**DIGITAL BANK** : Resubmission of the application based on a **staged operating model in Kuwait**



Launched on February 6<sup>th</sup>



# DIGITAL OPERATORS



ياقوت  
Yaqoot

KSA

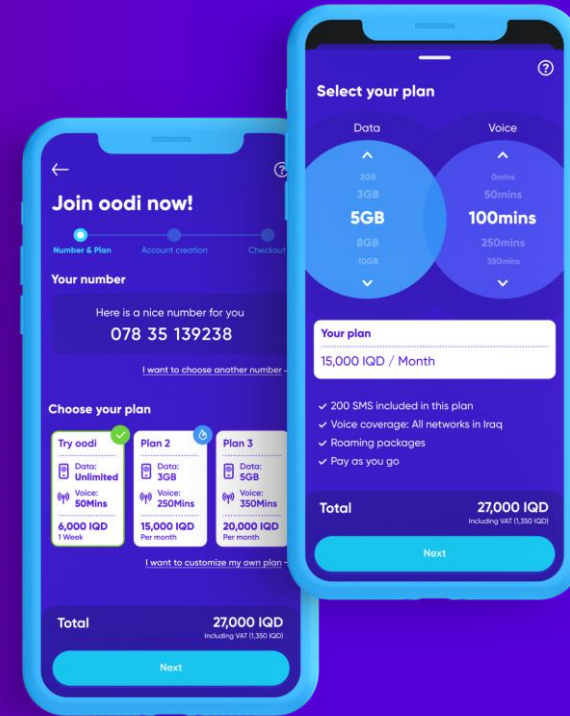


**+41%**  
REVENUE GROWTH

**+17%**  
CUSTOMER GROWTH

Yaqoot gives you the chance to connect with the people around you...

So we brought you packages that focus on data & unlimited apps. We're also giving you gifts to regift others every month! That's not all, we have a Yaqoot Store where you can gift those around you... from one mobile to another. Gifts like vouchers, greetings cards, data & minutes!



oodi  
IRAQ

**+30%**  
REVENUE GROWTH

**+30%**  
CUSTOMER GROWTH

oodi is a new mobile service that's easy to get and easy to use.

At oodi we'd like to give the choice back to you. Forget about standing in line in a store to change a thing, check your monthly bill or get help. You can do it all in the oodi app.

# ZAIN VENTURES

- Zain Ventures is the Corporate Venture Capital arm of Zain looking for opportunities in the world of venture capital.
- Invested in regional and international VC funds as well as direct strategic investments, creating synergies and leveraging on Zain's geographical reach and customers.

## INVESTMENT IN FUNDS



## DIRECT INVESTMENTS



INVESTED	EXISTING VALUATION
<b>\$19.4m</b>	<b>1.6x</b>

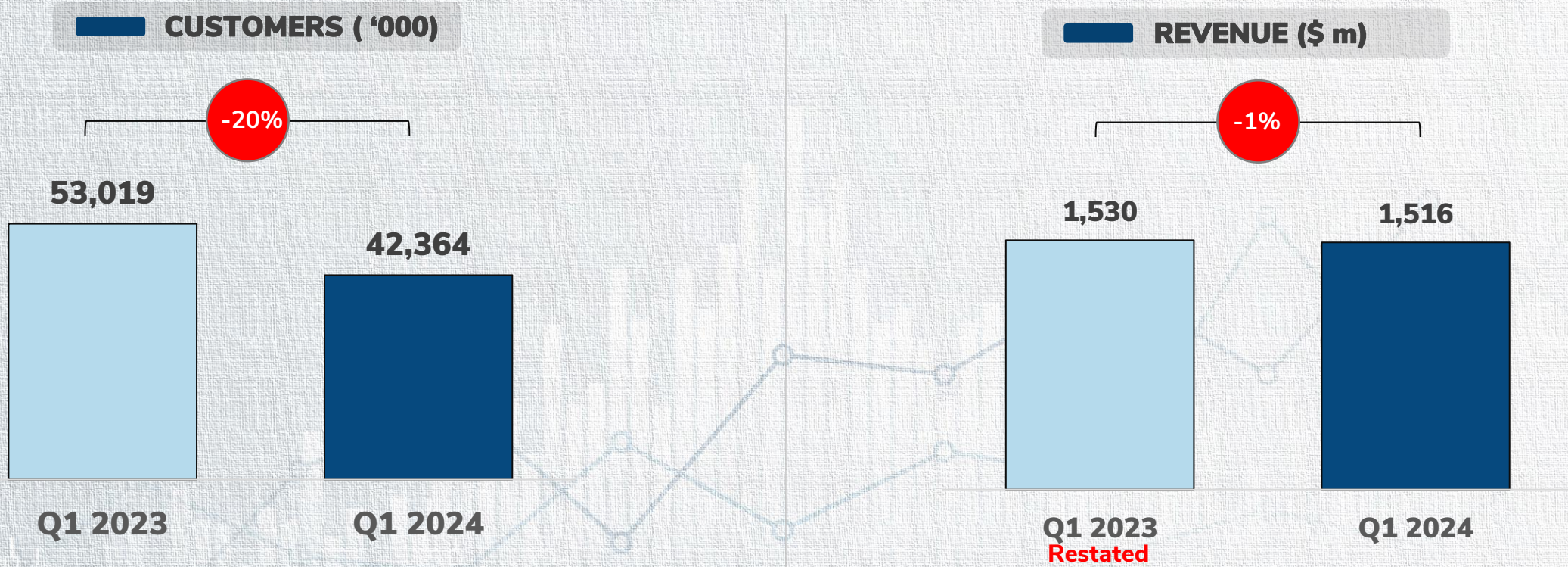


**ZAIN HAS EVOLVED AS AN ACTIVE PLAYER WITH A FOCUS ON STRATEGIC INVESTMENTS**

# GROUP FINANCIAL REVIEW

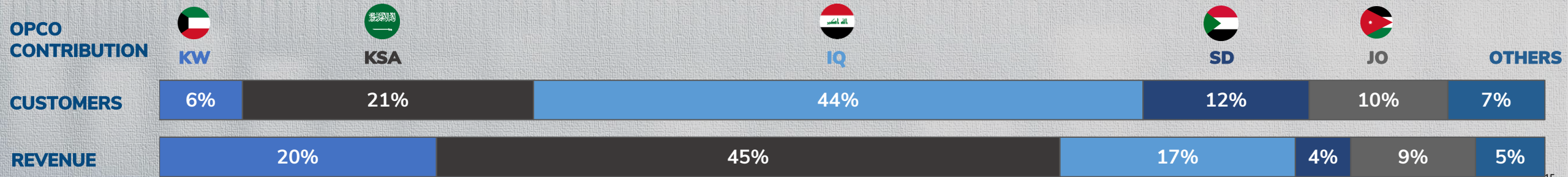


# GROUP KPIs

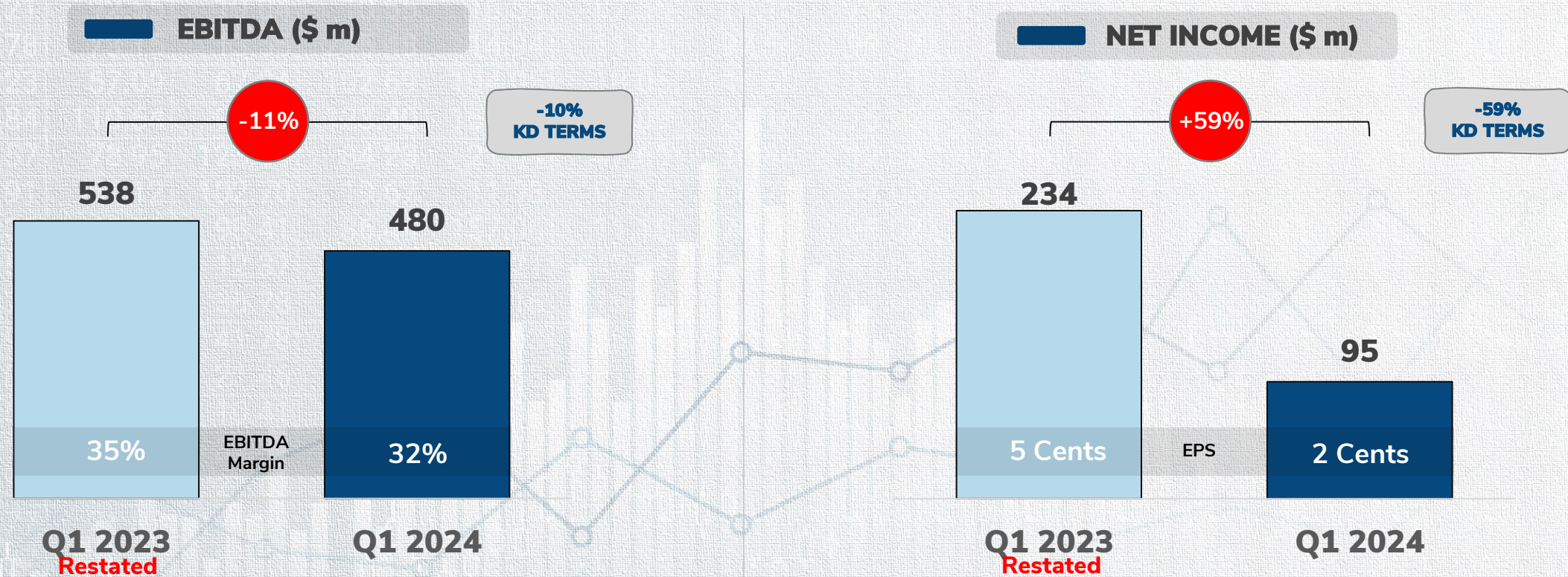


Group customer base was significantly impacted by the Sudan crisis due to damaging military attacks on business operating systems, inaccessibility to customer data centers, limited network coverage and retail distribution challenges. Moreover, it is estimated that 6.5 million people have been internally displaced with 2 million migrating to neighboring countries.

Zain Group maintained stable revenue due to strong top-line performance across main operations including Iraq (+14%), Kuwait (+7%), KSA (+5%) and Jordan (+3%). This is despite the ongoing crisis and associated network operational challenges in Sudan.



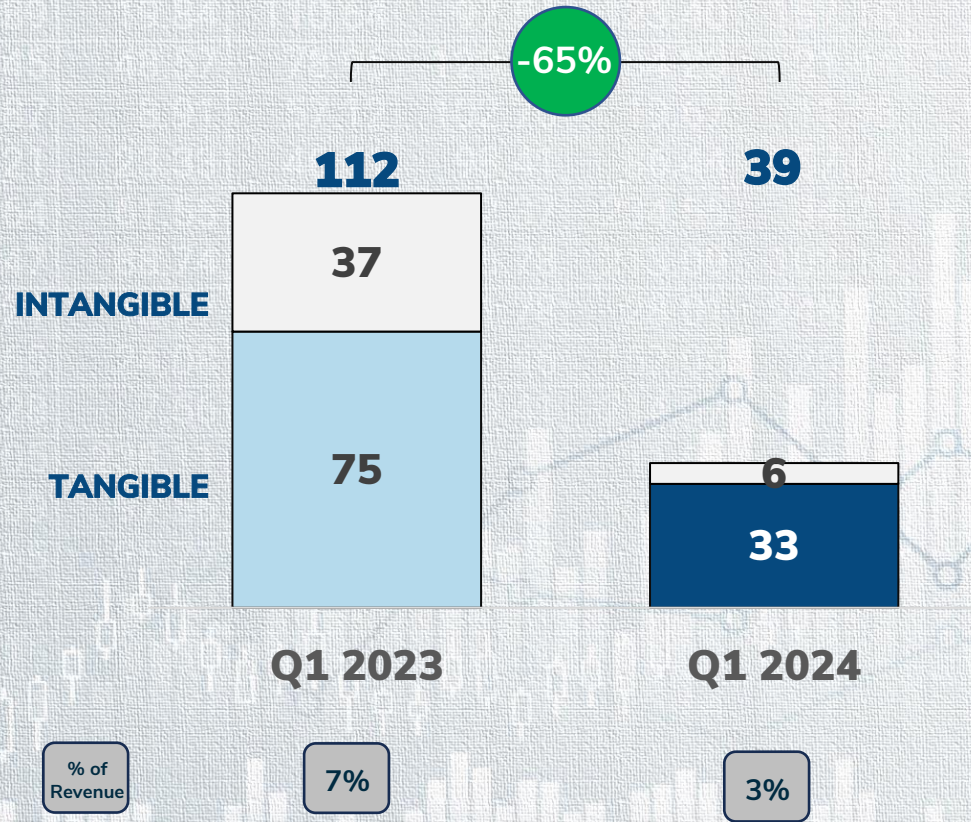
# GROUP EBITDA & NET INCOME



- The decrease in Q1 2024 net income compared to the restated Q1 2023 net income, is mainly due to a one-time 'gain on sale and leaseback of KSA tower transaction' amounting to USD 305m (Group share: USD 113m) during Q1 2023.
- **Excluding** the impact of KSA Tower transaction, the drop in Q1 2024 net income would be significantly less when compared to Q1 2023. This decrease is mainly due to the network operational challenges in Sudan during Q1 2024.
- The restatement of the Q1 2023 consolidated statement of profit & loss was due to the accounting of KSA tower transaction which was revisited in the fourth quarter of 2023 due to the significant judgements and estimations involved in assessing transfer of control.

# GROUP TOTAL CAPEX

(USD m)



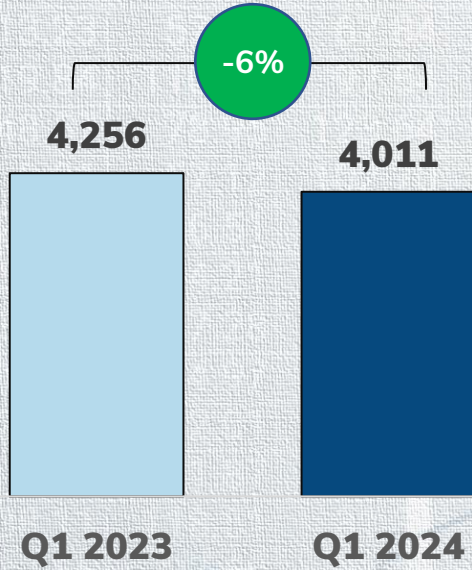
- The drop in CAPEX in Q1'24 is mainly due to a larger CAPEX spent in Sudan during Q1'23 inclusive of network expansion and spectrum acquisition
- Continuation of expansion of 5G & 4G networks across Opcos
- investment in FTTH in Jordan to reach more homes and regions
- IT BSS modernization across many opcos
- Data Center Modernization
- Transmission capacity upgrades details



# DEBT PROFILE

(USD m)

## DUE TO BANKS (\$ m)



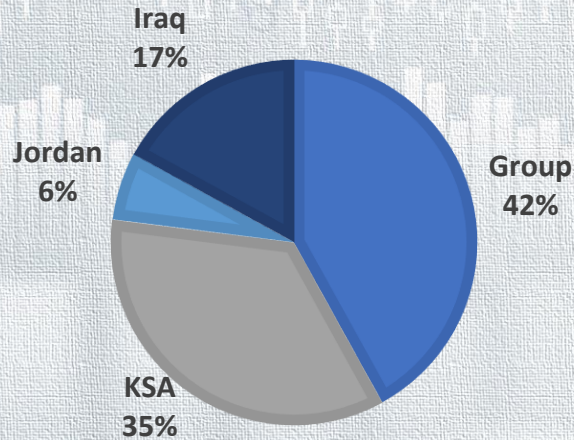
~2.0x

Total Net Debt / EBITDA  
Among the lowest in the region

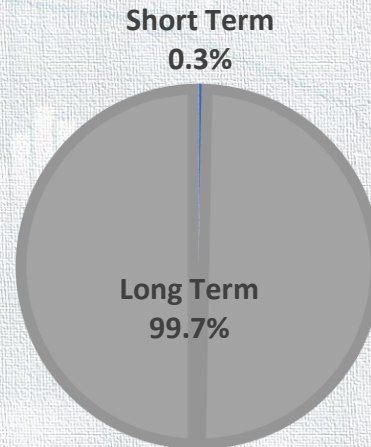
Effective Interest Rate

7.03%  
As at 31 Mar 2024

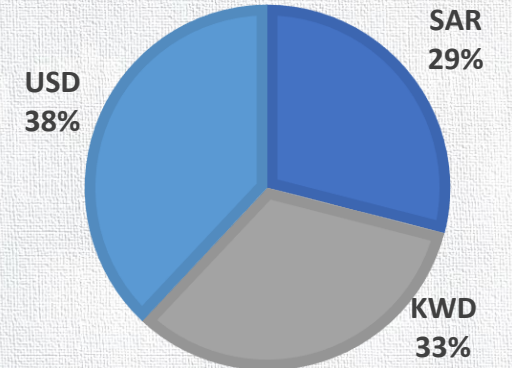
## DEBT BY OPCO



## DEBT BY MATURITY



## DEBT BY CURRENCY



# GROUP FINANCIAL KPIs

(KWD m)

Restated

Income Statement (KWD m)	Q1 2024	Q1 2023
Revenue	466	468
EBITDA	148	165
Net Income	29	72
EPS (Fils)	7	17

Balance Sheet (KWD m)	Mar 2024	Mar 2023
Cash and Cash Equivalents	211	352
Total Assets	4,906	5,041
Total Debt	1,234	1,306
Total Equity	1,964	2,031

Cash Flow (KWD m)	Mar 2024	Mar 2023
Operating	97	106
Investing	(71)	28
FCF	26	134
Financing	(118)	(102)
Effect of FX impact	(16)	(0.6)
Ending Cash Balance	205	258

Zain Group maintained stable revenue due to strong top-line performance across main operations including Iraq (+14%), Kuwait (+7%), KSA (+5%) and Jordan (+3%). This is despite the ongoing crisis and associated network operational challenges in Sudan.

The decrease in Q1 2024 net income compared to the restated Q1 2023 net income, is mainly due to a one-time 'gain on sale and leaseback of KSA tower transaction' amounting to KD 94m (Group share: KD 35m) during Q1 2023.

Excluding the impact of KSA Tower transaction, the drop in Q1 2024 net income would be significantly less when compared to Q1 2023. This decrease is mainly due to the network operational challenges in Sudan during Q1 2024.

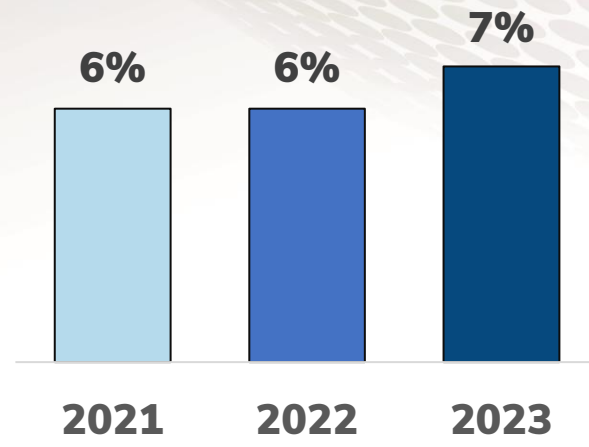
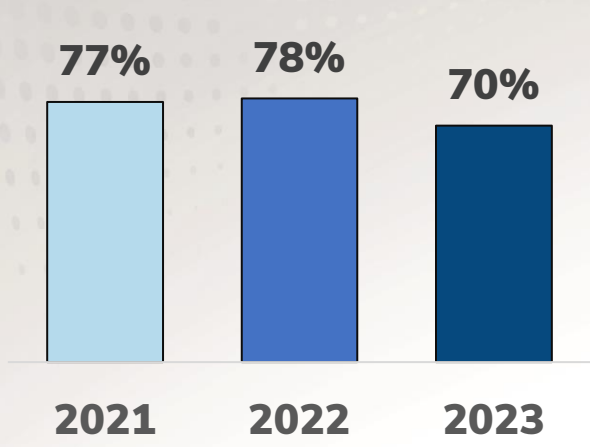
The restatement of the Q1 2023 consolidated statement of profit & loss was due to the accounting of KSA tower transaction which was revisited in the fourth quarter of 2023 due to the significant judgements and estimations involved in assessing transfer of control.

There is no impact of above restatement and reclassifications on the net profit and the consolidated financial statement reported and issued as at 31 December 2023, as all necessary adjustments required have already been accounted for in the consolidated financial statements for the year ended 31 December 2023.

# DIVIDENDS

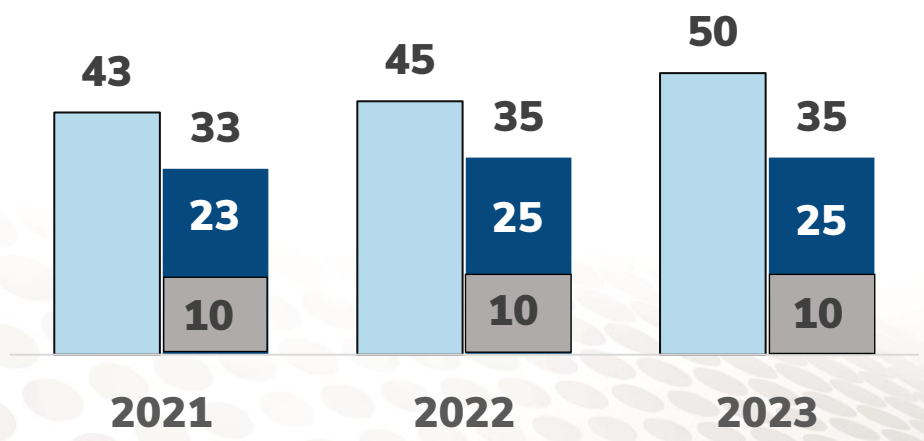
**DIVIDEND PAY-OUT RATIO**

**DIVIDEND YIELD**



**EPS & DPS (Fils)**

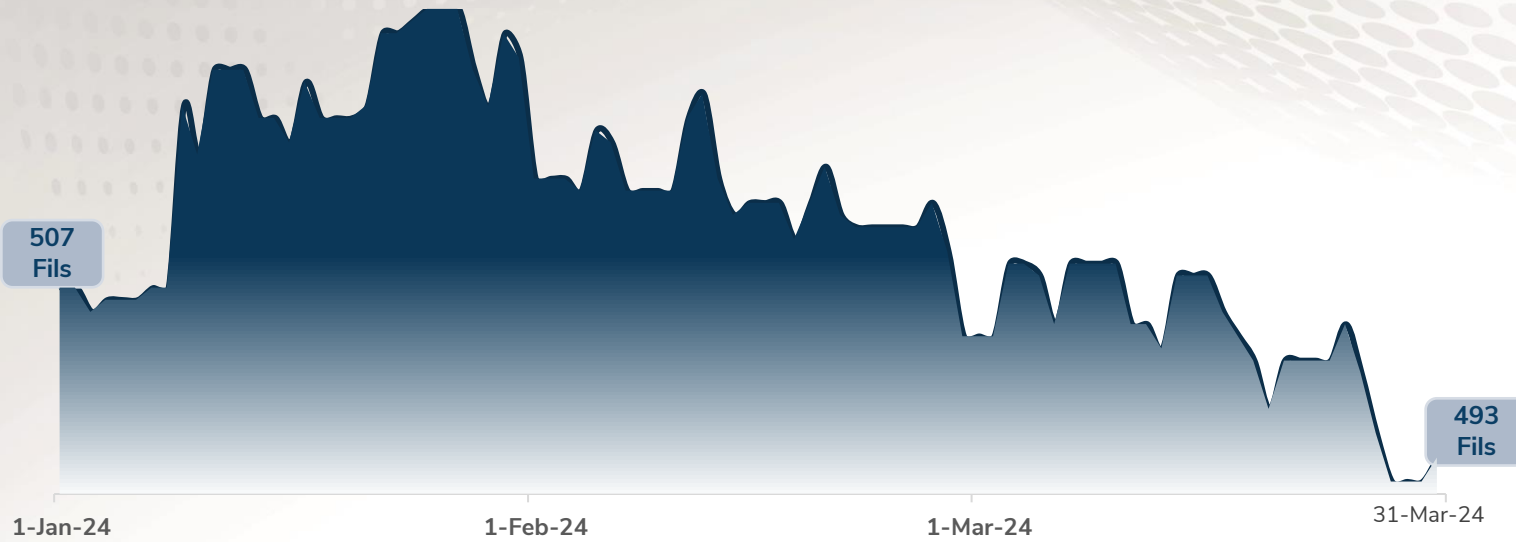
■ EPS  
■ DPS  
■ INTERIM DIVIDEND



- AGM approved 25 Fils for H2 2023 to total 35 Fils dividends for 2023.
- Distributed 3rd consecutive interim dividend of 10 fils per share for the first six months of 2023
- High 77% range - Average dividend payout ratio
- AGM approved adoption of a minimum cash dividend policy of 35 fils per share for three years, commencing 2023

# ZAIN SHARE PRICE

## SHARE PRICE MOVEMENT



## TOTAL SHARES

4,327,058,909

## P/E

~13.7 TIMES

## MARKET CAP

USD 7 BILLION



SHARES

4,327,058,909

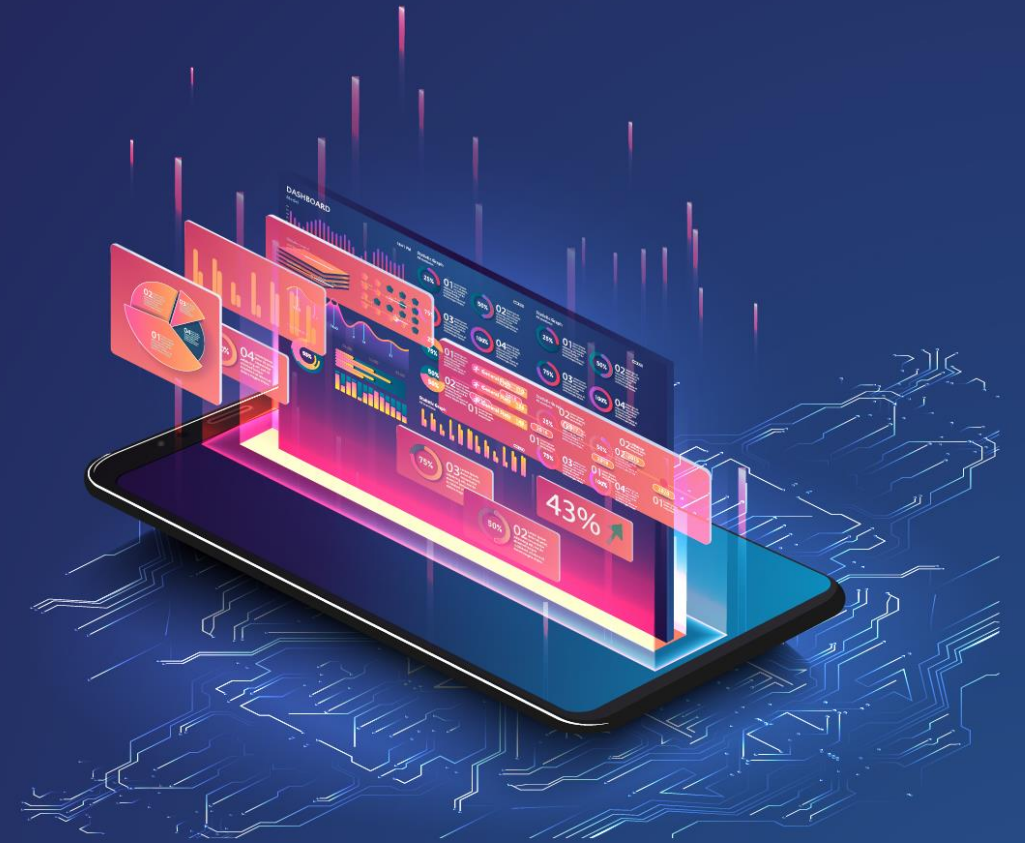


NET  
PROFIT

29m  
KUWAIT DINARS

**THE SUSTAINED TRUST AND CONFIDENCE OF OUR SHAREHOLDERS ENABLED US TO REMAIN FOCUSED ON ACHIEVING OUR STRATEGIC OBJECTIVES AND MAXIMIZING RETURNS IN THESE CHALLENGING TIMES**

# OPERATIONAL REVIEW






**NAWAF ALGHARABALLY**  
CEO




100%



**OWNERSHIP**










1983



**OPERATIONS**

- 🌀 Zain Kuwait maintains **its market lead** in terms value share, **customer base** grew by **2%** to **2.7m**
- 🌀 Zain Kuwait first to successfully trial **5.5G Tech**, reaching download speeds pf **10 Gbps**.
- 🌀 Introduced **5G slicing technology** with a successful POC at KNPC
- 🌀 Zain launches **Max**, the **1<sup>st</sup> converged value proposition** in the market for broadband
- 🌀 **Data revenue** formed **36%** of total revenue
- 🌀 Sunset **3G technology** in Kuwait by year end 2024





								
2.7M	34%	39%	\$23	56%	5G	\$11M	100%	182%
CUSTOMER BASE	MARKET SHARE	VALUE SHARE	BLENDED ARPU	PREPAID BASE	NETWORK TECHNOLOGY	TOTAL CAPEX	POPULATION COVERAGE %	MARKET PENETRATION

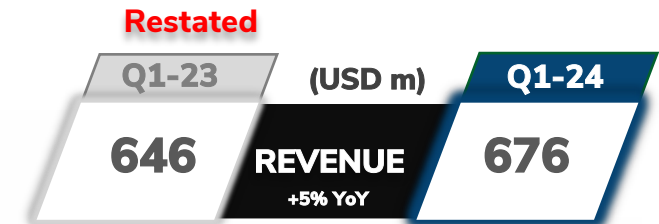


**SULTAN ALDEGHAITHER**  
CEO



<b>37%</b>	 OWNERSHIP
<b>2008</b>	 OPERATIONS

- Net profit for the period was lower YoY, as the company has **restated** and recognized the full gain from the tower transaction in **Q1 2023**. (Excluding the tower transaction, Net profit for Q1 2024 would have grown by 86%).
- 5G, B2B, Yaqoot, MVNO** and **Tamam** continue to drive Zain KSA Growth
- 5G** revenue continues to grow **+36%** YoY
- Tamam** revenue increased **22%** YoY, and Net income grew **61%**
- Digital operator **Yaqoot** revenue has grown **41%** and customers increased **17%**.
- Data revenue** grew by **7%** and formed **41%** of total revenue
- Pioneering the global stage, Zain KSA proudly unveil the **world's 1<sup>st</sup> Carbon-Neutral 5G Network**



						
<b>8.8M</b>	<b>\$17</b>	<b>62%</b>	<b>5G</b>	<b>\$14M</b>	<b>99%</b>	<b>134%</b>
CUSTOMER BASE	BLENDED ARPU	PREPAID BASE	LARGEST NETWORK IN THE REGION	TOTAL CAPEX	POPULATION COVERAGE %	MARKET PENETRATION












**76%**  OWNERSHIP

**2003**  OPERATIONS

- Normalized Net Income growth is **3x**, excluding 2023 Towerco gain
- Digital Services and **oodi** are key contributors to Zain's overall performance, jointly representing **16%** of Zain's overall Gross revenue
- Data revenues grew again in Q1-24, reaching their highest-ever level for the quarter
- B2B revenues grew **29%** YoY.
- CMC and MOC to move forward with the **4<sup>th</sup> license operator** in Iraq



\* Q1'23 excluding the net tower gain


								
<b>18.7M</b>	<b>50%</b>	<b>43%</b>	<b>\$5</b>	<b>92%</b>	<b>4G</b>	<b>\$4M</b>	<b>99%</b>	<b>101%</b>
CUSTOMER BASE	MARKET SHARE	VALUE SHARE	BLENDED ARPU	PREPAID BASE	NETWORK TECHNOLOGY	TOTAL CAPEX	POPULATION COVERAGE %	MARKET PENETRATION



**FAHAD ALJASEM**  
CEO




96.5%



OWNERSHIP





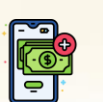




2003



OPERATIONS

- 🌀 Launch of **5G** services in December 2023
- 🌀 **Data revenue** grew by **7%** YoY, and formed **52%** of total revenue
- 🌀 Expansion of **FTTH** network boosts revenue and customer base
- 🌀 First to launch **FTTR** in the market
- 🌀 Healthy growth in **Digital & B2B** revenues
- 🌀 Signed a **settlement agreement** with TRC, which include revamp of revenue share ratios, 10-year extension of 2G, 3G & 4G spectrum licenses, a 25-year 5G license for an amount of around \$120
- 🌀 **Decrease in License amortization** due to license extension based on **settlement agreement**



								
4M	35%	47%	\$11	53%	5G	\$0.7M	99%	81%
CUSTOMER BASE	MARKET SHARE	VALUE SHARE	BLENDED ARPU	PREPAID BASE	NETWORK TECHNOLOGY	TOTAL CAPEX	POPULATION COVERAGE %	MARKET PENETRATION



**HISHAM ALLAM**  
CEO












**100%**  OWNERSHIP

**2006**  OPERATIONS

- Operation's customer base was significantly impacted by the crisis due to damaging military attacks on business operating systems, inaccessibility to customer data centers, limited network coverage and retail distribution challenges.
- It is estimated that 6.5 million people have been internally displaced and 2 million migrating.
- The recovery plan inclusive of a new data center in Port Sudan, is resulting in gradual improvements in network services and coverage areas, and seeing an exponential uptake in customers in the coming quarters



								
<b>5.2M</b>	<b>55%</b>	<b>60%</b>	<b>\$2</b>	<b>100%</b>	<b>4G</b>	<b>\$1.4M</b>	<b>90%</b>	<b>56%</b>
CUSTOMER BASE	MARKET SHARE	VALUE SHARE	BLENDED ARPU	PREPAID BASE	NETWORK TECHNOLOGY	TOTAL CAPEX	POPULATION COVERAGE %	MARKET PENETRATION

# ZAIN BAHRAIN



**DUNCAN HOWARD**  
CEO

MNO



65%



OWNERSHIP

2003



OPERATIONS

- 🌀 **Data revenue** formed **45%** of total revenue and grew **7%** YoY
- 🌀 Focused on the continued expansion of **5G** and **4G** infrastructure
- 🌀 Strong growth in **B2B** fiber
- 🌀 Launched **Bede Fintech**
- 🌀 Completed the **1<sup>st</sup>** hybrid solar power deployment with an initial **15% reduction in CO2 emissions**
- 🌀 Annual license fee, increased from **1%** to **2%** effective **January 1, 2024**
- 🌀 Zain Bahrain became the **1<sup>st</sup>** operator in the Middle East to **shutdown 3G services**



**\$16**

BLENDDED  
ARPU



**5G**

NETWORK  
TECHNOLOGY



**\$2.3M**

TOTAL  
CAPEX



**100%**

POPULATION  
COVERAGE %



**156%**

MARKET  
PENETRATION



# THE MOST ADVANCED DIGITAL MONETIZATION ECOSYSTEM PROVIDER IN THE MENA REGION

## CONNECT YOUR BUSINESS

Connect your business to the World of Zain as We are connected to over **54 Mn** customers across Zain Operators and Omantel

## VERSATILITY IN APPLICATION

We support a variety of **100+** services across business verticals including but not limited to Entertainment, Gaming, Education, Health and many more...

## ONE CONTRACT-ONE INTEGRATION

Use the scale of Zain Group to minimize time-to-market with more than **35** merchants live on platform



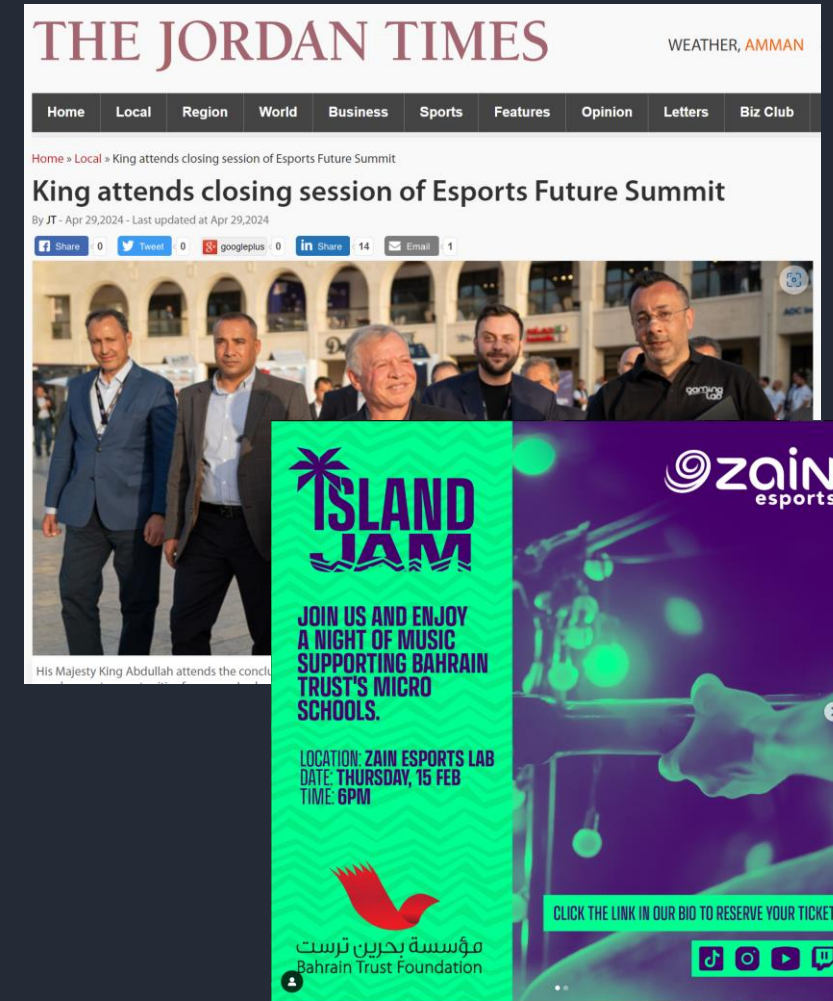
**In 2024, Dizlee continued expanding its two new lines of business: Digital Advertising and the API Marketplace**

**Dizlee showcased its bouquet of services across multiple conferences and industry events – increasing its brand positioning**



# ZAIN ESPORTS UPDATES

- Zain esports Jordan was the strategic partner for the Esports Future Summit that concluded in Aqaba and was attended by His Majesty King Abdullah II, HRH Prince Omar bin Faisal -chairman of the Jordan Esports Federation, H.E Minister of Digital Economy and Entrepreneurship among other government officials.
- Zain Group esports conducted multiple tournaments during Ramadan in partnership with Duwaween Games
- Zain Bahrain organized two workshops on esports education with Tamkeen and Bahrain Trust Foundation in the Zain esports Lab in Bahrain



## STATISTICS:



55,000+  
participating  
gamers



75 Mn+  
Social Media  
Impressions



110 Mn+  
Social Media  
Engagements



54k



26k



104K



32K



28K

# Corporate Sustainability Achievements Leading to Value Creation



- Launched the 13<sup>th</sup> externally assured Sustainability Report
- Launched Zain's Thought Leadership - Human Rights Report



Official approval from SBT initiative received – targets to be submitted in 2024

Maintained A- Leadership Score in CDP

Scored **8.4/10** in the Children's Right and Business 2023 Global Benchmark (5<sup>th</sup> in Telecom Sector and 21<sup>st</sup> globally across all companies)

**408** women completed Women in Tech Program +6% y-o-y

**441** suppliers completed Self- Assessment Questionnaire completing **23%** of total active suppliers

## KEY ACCOMPLISHMENTS

Helped establish the **Sustainability Innovation Hub under the GCC Telco Alliance** with all the members and other key regional and international partners **to find solutions to tackle energy efficiency**

Developed the **Responsible Marketing Standards and Policy Statement** as well as the framework for marketing, branding, communication, emphasizing responsible use of digital channels **to integrate within the business practices of the organization** to ensure responsible business practices

**United Nations Global Compact Disclosure** - Submitted Zain's 2023 Communication of Progress (CoP) **in alignment with the UNGC's human rights principles**

- Published **Waste Management Policy Statement** in alignment with industry standards and developing the waste management compliance **to achieve the waste management reduction KPIs**
- Developed **ESG criteria for direct or indirect investments** - shared across to funds and VCs **to increase the number of funds that address ESG topics** that include gender diversity, climate action, human rights and supply chain management.

- Launched **Child Sexual Abuse Blocking Mechanisms** in 6/7 of Zain's operations (Remaining OpCo is South Sudan) **to safeguard the rights of children**
- Facilitated the development group-wide MoU with **Child helpline International (CHI)** across all OpCos **to provide children with the tools and mechanisms** to stay protected from online and offline risks



<p><b>A-</b> Leadership Position</p>	<p><b>50/100</b> Above Industry Average</p>	<p><b>BB</b> Within Industry Average</p>	<p><b>4 / 5</b> Above Industry Average</p>
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# DIVERSITY AND INCLUSION

Zain is committed in uplifting its entire workforce and benefitting society



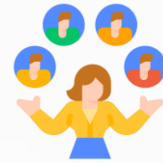
## WINNING AWARDS

- ✓ **Zain Group** - "Outstanding Sector Leadership & Growth" & "Innovation, Collaboration, and Partnerships,"
- ✓ **Zain Bahrain** - "Best Wellness Program Award"
- ✓ **Zain KSA** - "Best Diversity & Inclusion Program – Middle East"



## WE ALIGN

- ✓ Digital Transformation Strategy Partnership
- ✓ Corporate Sustainability and Structure/Governance Alignment
- ✓ 5 Omantel employees assigned to Zain Opcos (Xchange Program)



## WOMEN LEADERSHIP

### 15% GROUP WIDE

- ✓ Three operations have achieved their women in leadership targets
  - Zain Jordan at 27.3%
  - Zain TECH at 27.0%
  - Zain Kuwait at 26.9%



## STAFF WELBEING

- Significant improvements to the Groupwide Family Leave Policy.
- ✓ 2 Months remote work for new Mothers (including baby bonding)
  - ✓ 45 Days Miscarriage Leave (based on eligibility)
  - ✓ Psychiatry care added under the insurance policy
  - ✓ Certified employees in Mental Health First Aid



## ZAIN DIVERSITY, EQUITY & INCLUSION UNIVERSITY (DEIU)

- ✓ Launched Zain Diversity, Equity & Inclusion University (DEIU) to enroll Zainers in a Digital Transformation program.
- ✓ 93% Zainers started this program
- ✓ Developed a BI Platform (in house) for DEI Data Analytics



# WHY ZAIN?

## **4SIGHT ... CLEAR STRATEGY**

Clearly defined strategy with a strong focus on digital and enterprise, as well as new verticals moving away from traditional telco approach

## **5G LEADERSHIP**

Largest 5G network footprint across region combined with strategic investments in technology and innovation driving new revenue streams

## **PROFITABILITY ACROSS OPERATIONS**

Highly profitable operations across our footprint with a strong focus on unlocking potential for further growth and increase our shareholders value

## **UNLIMITED POTENTIAL OF KEY GCC MARKETS**

Youth bulge driving data consumption, Enterprise & Government ICT needs, High GDP in several markets, huge govt projects driving economies, oil price improvements

## **TOWERCO BUSINESS MODEL**

Unlocking capital from passive infrastructure to drive efficiencies and focus on core business

## **DIGITAL SERVICES**

Continual rollout of dynamic new digital services driving customer acquisition and revenue streams





**THANK YOU**

ZAIN GROUP INVESTOR RELATIONS

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[www.zain.com/en/investor-relations/](http://www.zain.com/en/investor-relations/)