



Water Management Policy Statement

August 2025

The Water Management Policy Statement has been approved by the Zain Group Board of Directors in August 2025

As a leading provider of innovative ICT and digital lifestyle services present in eight markets across the Middle East and Africa, Zain recognizes the serious risks water scarcity poses to the region's prosperity and stability. The risks associated with water scarcity have the potential for mass displacement with serious ramifications such as food security and conflict.

The Board of Directors and Executive Management is committed to reducing Zain's impact on water resources across the company's footprint. The Board is resolute in using water efficiently to ensure sustainable management of water resources within Zain's facilities, infrastructure and the company's value chain to achieve water reduction and conservation targets.

Central to the company's strategy focusing on creating resilience, and as an integral part of Zain's social contract, the company is committed to building critical awareness through its share of voice by utilizing an integrated approach to water management practices.

Zain pursues to align to the guidance of the UN Convention to Combat Desertification (UNCCD), The World Water Council, The International Drought Resilience Alliance, The United Nations Sustainable Development Goals (SDGs), The World Meteorological Organization (WMO) and the United Nations Environment Programme (UNEP), to play a proactive and transformational role in building a resilient future for the company's communities.

Governance & Metrics

To ensure proper and sound governance of water related critical issues and efficiently achieve the company's water reduction targets, material topics are discussed at the Climate Action Committee; encompassed by members of the Executive Management, mandated to provide an oversight to the Zain Board of Directors, to ensure proper governance and Board of Directors approval in investment and strategic approach to matter related to water management.

The Climate Action Committee is accountable for the following water management topics:

- Measure and set water consumption baseline (direct & value chain)
- Set strategic goals and objectives for sustainable water management
- Set key performance indicators (KPIs) on water management
- Measure water consumption levels and provide reduction strategies
- Ensure that related water management approaches are approved by the Board of Directors

- Ensure that water-related risks and opportunities (physical and transition) are properly identified including expected short-, medium- and long-term impacts to business and society.

Reporting

As water is an aspect of climate change, the company's commitment on reporting climate related action is available in Zain's annual Sustainability Report, externally audited by a third party. All metrics and information are also available on the official Zain website under Climate Change as well as CDP.

All relevant disclosure frameworks are readily available in the appendix section of the official sustainability report.

Progression on the company's water management goals and targets are updated regularly and transparently in Zain's website to keep our stakeholders informed of the company's updates and developments as deemed material.