



# INVESTOR PRESENTATION

## Zain Group FY 2023 Results

# DISCLAIMER

Mobile Telecommunications Company KSCP “Zain Group” has prepared this presentation to the best of its abilities, however, no warranty or representation, express or implied is made as to the adequacy, correctness, completeness or accuracy of any numbers, statements, opinions, estimates, or other information contained in this presentation.

Certain portions of this document contain “forward-looking statements”, which are based on current expectations and reasonable assumptions, we can however give no assurance they will be achieved. The information contained in this presentation is subject to change and we disclaim any obligation to update you of any such changes, particularly those pertaining to the forward-looking statements. Furthermore, it should be noted that there are a myriad potential risks, uncertainties and unforeseen factors that could cause the actual results to differ materially from the forward-looking statements made herein.

We can offer no assurance that our estimates or expectations will be achieved. Without prejudice to existing obligations under capital market law, we do not assume any obligation to update forward-looking statements to take new information or future events into account or otherwise. Accordingly, this presentation does not constitute an offering of securities or otherwise constitute an invitation or inducement to any person to underwrite, subscribe for, or otherwise acquire or dispose of, securities in any company within Zain Group.

For further information about Zain Group, or the materials contained within this presentation, please direct your enquiries to our Investor Relations team via email at [IR@zain.com](mailto:IR@zain.com) or visit [www.zain.com/en/investor-relations/](http://www.zain.com/en/investor-relations/)



# OUR GROUP AT A GLANCE – FY 2023



**51  
MILLION**

ACTIVE CUSTOMERS

-4% YoY

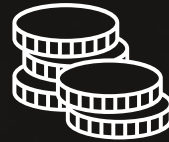


**\$6.2  
BILLION**

IN REVENUE

**KD1.9 b**

+10% YoY



**\$2.3  
BILLION**

IN EBITDA

**KD705 m**

+5% YoY

**+37%  
EBITDA  
MARGIN**



**\$701  
MILLION**

IN NET INCOME

**KD215 m**

+10% YoY



**16  
CENTS**

IN EPS

**50 FILS**

## OUR OPERATIONS



Over  
**7,900**  
EMPLOYEES



**KUWAIT**



**KSA**



**IRAQ**



**SUDAN**



**JORDAN**



**BAHRAIN**



**SOUTH SUDAN**

*Contribution*

**REVENUE %**  
CUSTOMERS %

**19%**

5%

**43%**

18%

**16%**

36%

**9%**

28%

**9%**

8%

**3%**

2%

**1%**

3%

- 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

## TOWER SALE



- Kuwait Number Range claim **received (\$80m)**
- Ongoing work to Launch of Max in **KSA and Bahrain post success in KW**
- Exceeded **Redbull** Target **KPIs** in Kuwait

- **KSA** : 8,069 Towers and 20% stake of GLI TowerCo sold (\$840m)
- **Iraq** : Sale of Towers to TASC

- **Tamam** awarded **Best** Personal Finance Solution
- **Bede Launched** in Bahrain and Sudan Launch delayed due to war.



## TECHNOLOGY

- Completed acquisition of **BIOS** and **Adfolks** in 2023, Signed SPA for 100% acquisition of **STS**.
- Total Sales for 2023 were \$44.4m up **35% YoY**

- **PEACE**: Jeddah Branch ready by Q1/Q2 2024
- **Blue Raman and KSA TN** ready by 2024 end

- Zain launched the world's **first zero-carbon 5G network** (KSA)
- **Sunset 3G technology** (Kuwait, Bahrain, KSA)
- Launch of **5G** in Jordan

# STRENGTHENING THE BRAND PRESENCE AND GAINING RECOGNITION

## \$3 billion Brand Value, up 11%

Brand Finance® 	
TOP VALUABLE BRANDS OF KUWAIT	
1	
2	
3	
4	
5	



19  
AWARDS

- LEADERSHIP IN SUSTAINABILITY AWARD**  
Global Good Governance Awards
- CHAMPIONSHIP AWARD IN WOMEN'S EMPOWERMENT**  
Global Good Governance Awards
- BEST TELECOM COMPANY**  
Global Good Governance Awards
- OUTSTANDING 5G BUSINESS DEVELOPMENT AWARD**  
SAMENA Council's Leadership & Excellence (LEAD) Awards
- FASTEST 5G NETWORK + 5G INTERNET + BEST 5G VIDEO EXPERIENCE**  
Ookla's Speedtest® Awards
- 2 BEST CORPORATE GOVERNANCE AWARD**  
World Finance + international Finance Awards
- BEST ESG INTEGRATION**  
Arab Federation of Capital Markets
- OUTSTANDING SECTOR LEADERSHIP + INNOVATION & PARTNERSHIP**  
SAMENA Council's Leadership & Excellence (LEAD) Awards
- ZAIN KSA : BEST DIVERSITY & INCLUSION AWARD + BEST GREEN TECHNOLOGY**  
Telecom Review Leaders Awards
- ZAIN TECH : BEST TECH SOLUTION PROVIDER + BEST INNOVATIVE COMPANY**  
Enterprise Agility Awards + Fast Company Middle east
- DIZLEE : BEST DIRECT CARRIER BILLING EXCELLENCE AWARD**  
Global Carrier Billing and Mobile Payment awards
- TAMAM : BEST PERSONAL FINANCE AWARD**  
Fintech Leaders 2023 Awards
- ZAIN BAHRAIN : BEST WELLNESS PROGRAM AWARD**  
HRM Summit 2023 Awards

# 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

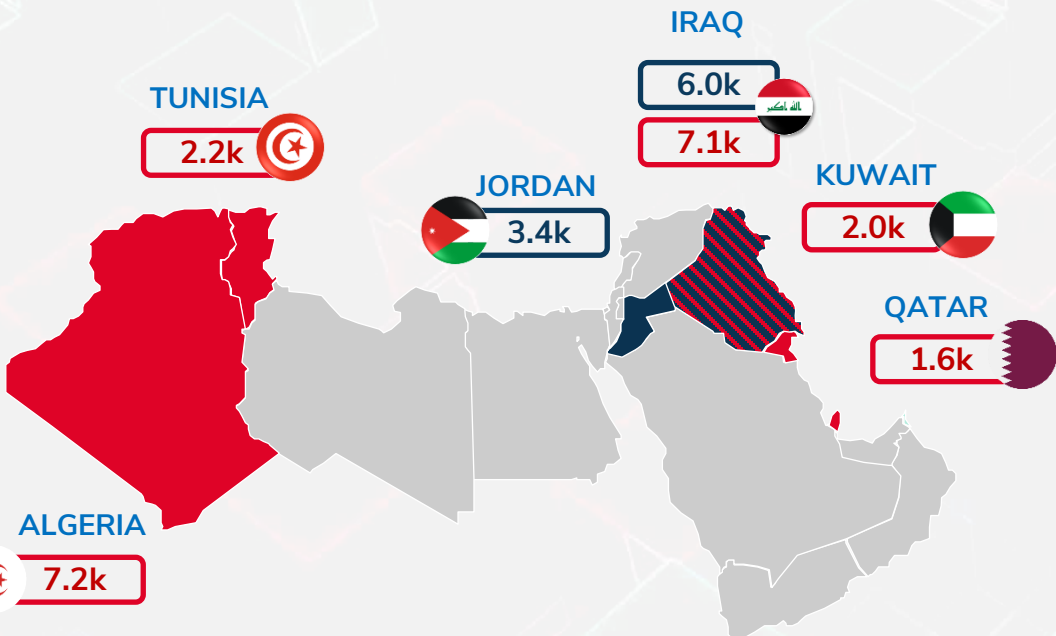


# Zain, Ooredoo and TASC Towers Create the Largest Tower Company in the MENA Region valued at USD 2.2 Billion



**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**

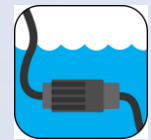


**Zain** and **Ooredoo** will equally retain 49.3% each in the new entity through a cash and share deal

# 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

## STRATEGIC PARTNERSHIPS



## ACQUISITIONS



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

# ZAIN FINTECH MILESTONES



Ongoing negotiations are underway with Banks and other ecosystem partners  
 Bookeey has obtained preliminary EPA approval from the CBK  
 The rebranding exercise for Bookeey has been finalized.  
 A new application/platform is currently under development by FOO.



Finalizing the virtual credit card with the Central Bank  
 SAR 1 billion loan disbursed since inception



Partnered with Zain Tech to become the Financial services & cloud provider  
 FOO KSA launched



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



Launched Remittance services with Western Union  
 New Core digital bank (T24) completion expected in Q2'24  
 Zain Cash achieved the 14<sup>th</sup> rank among the top 30 Fintech Companies

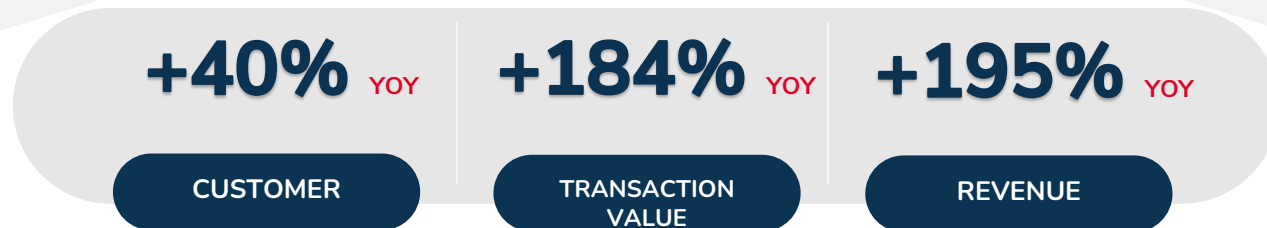


Launched credit card offering, remittance and 10 Zain Cash ATMs  
 10 new features on the Zain Cash Jordan app  
 The AML (Anti-Money Laundering) system has been upgraded

## 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



# DIGITAL OPERATORS



KSA

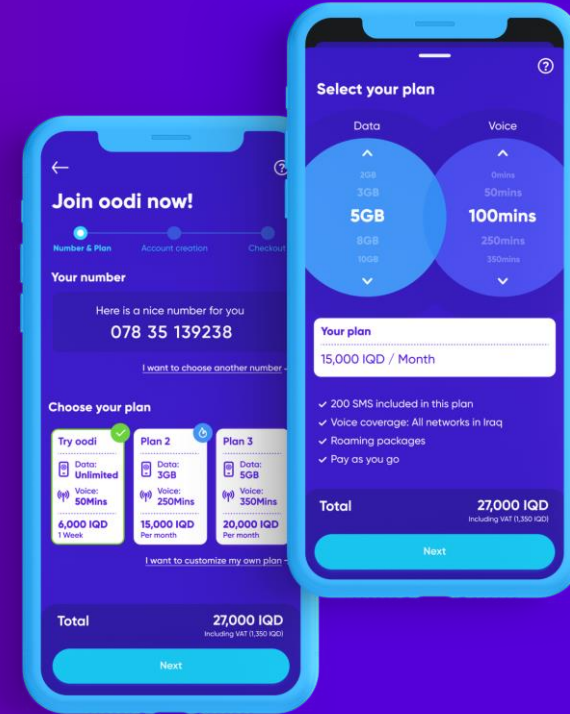


**+82%**  
REVENUE GROWTH

**+44%**  
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!



**+283%**  
REVENUE GROWTH

**+120%**  
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  
**\$18.4m**

EXISTING  
VALUATION  
**1.7x**



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

# GROUP FINANCIAL REVIEW

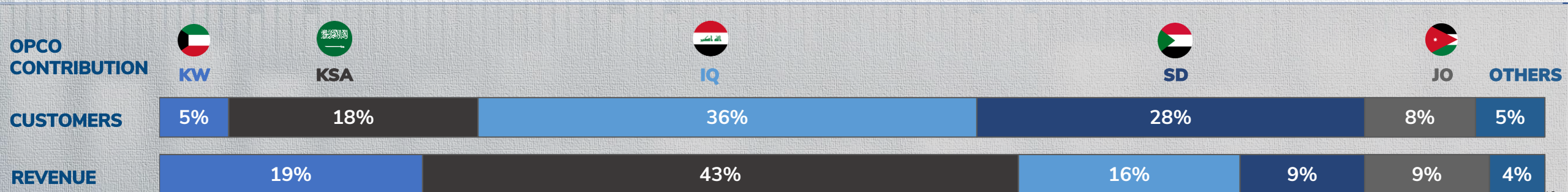


# GROUP KPIs

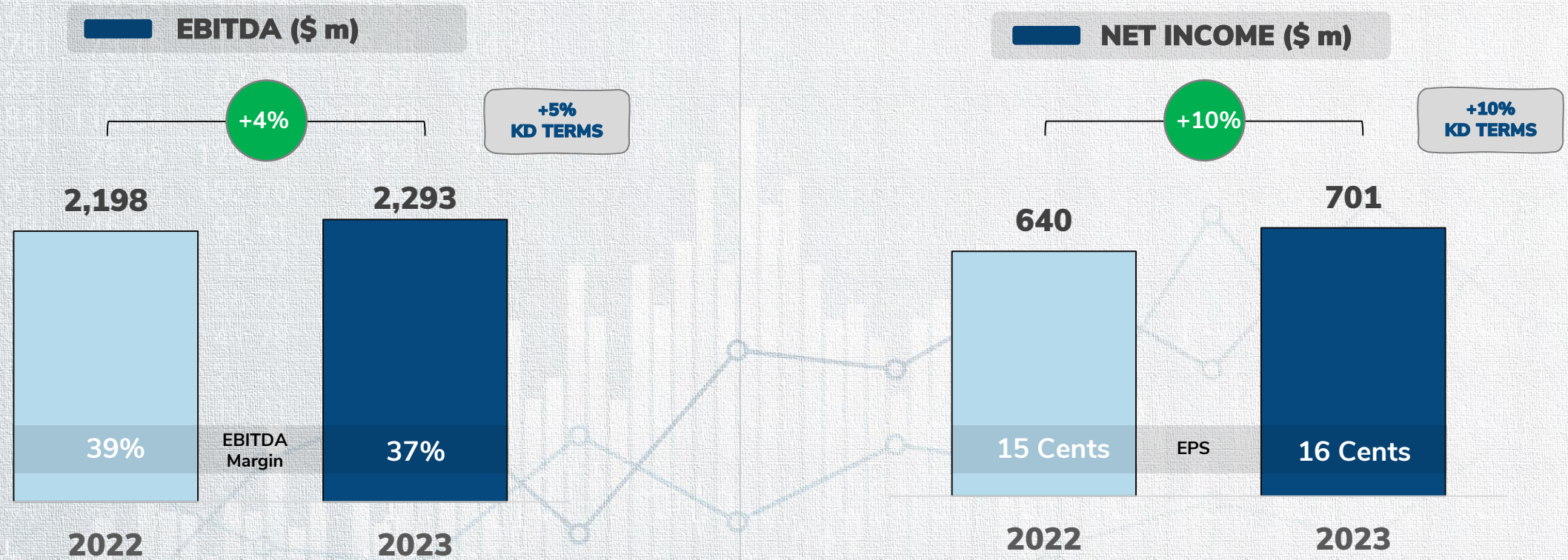


All Major operations reported healthy top line growth 2023:

Revenue up by +20% for Zain Iraq, +14% Zain Sudan, +9% Zain KSA, and Zain Kuwait 5%



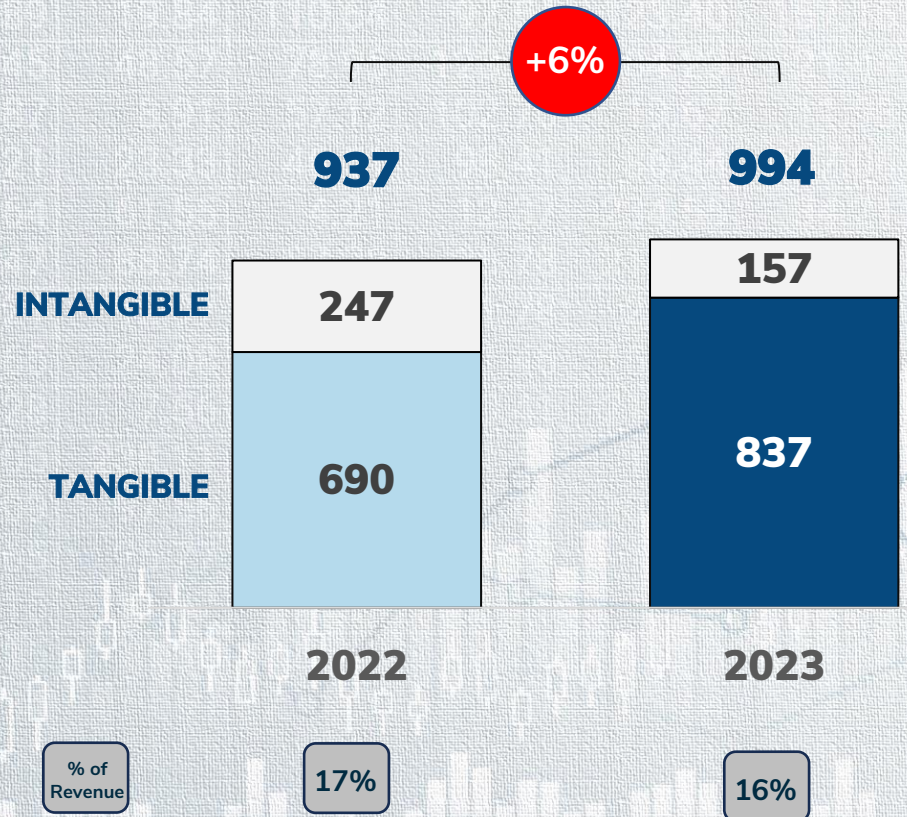
# GROUP EBITDA & NET INCOME



- Gain on Sale and Leaseback of towers
- Increase in Investment income
- Increase in FX gain
- Increase in interest income

# GROUP TOTAL CAPEX

(USD m)



- Continuation of expansion of 5G & 4G networks across the 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

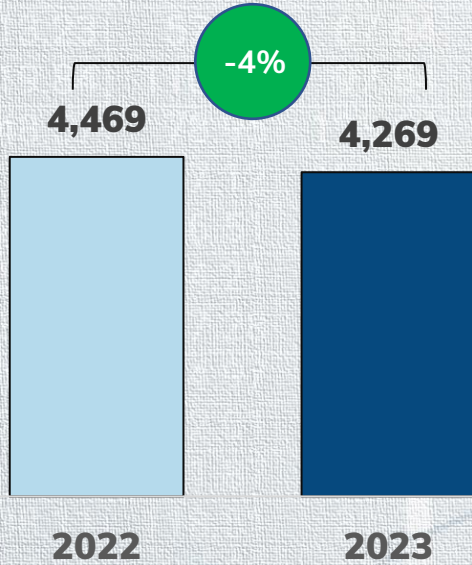
## OPCO CONTRIBUTION



# DEBT PROFILE

(USD m)

## DUE TO BANKS (\$ m)



~1.9x

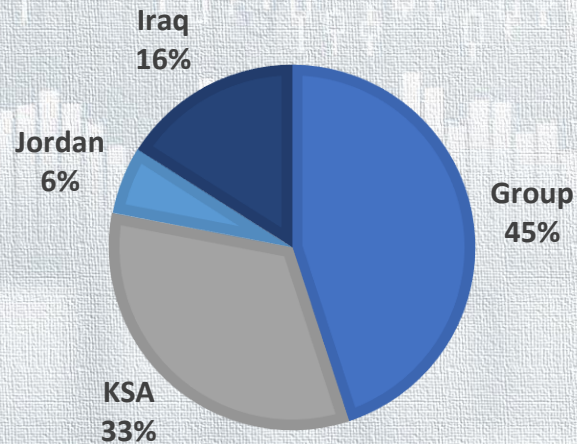
Total Net Debt / EBITDA  
Among the lowest in the region

Effective Interest Rate

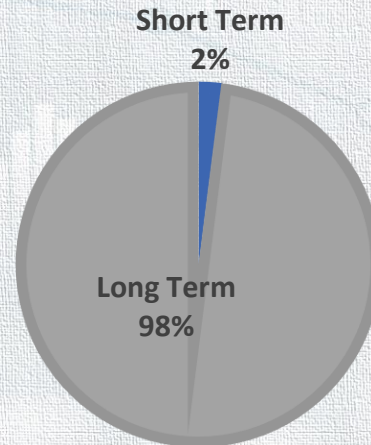
6.52%

As at 31 Dec 2023

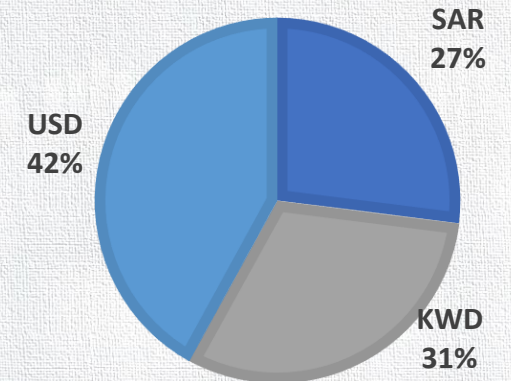
## DEBT BY OPCO



## DEBT BY MATURITY



## DEBT BY CURRENCY



# GROUP FINANCIAL KPIs

(KWD m)

Income Statement (KWD m)	2023	2022
Revenue	1,909	1,728
EBITDA	705	673
Net Income	215	196
EPS (Fils)	50	45

Balance Sheet (KWD m)	Dec 2023	Dec 2022
Cash and Cash Equivalents	314	232
Total Assets	4,996	4,950
Total Debt	1,312	1,367
Total Equity	1,960	1,896

Cash Flow (KWD m)	Dec 2023	Dec 2022
Operating	542	491
Investing	(39)	(265)
FCF	503	226
Financing	(388)	(224)
Effect of FX impact	(28)	(5)
Ending Cash Balance	312	226

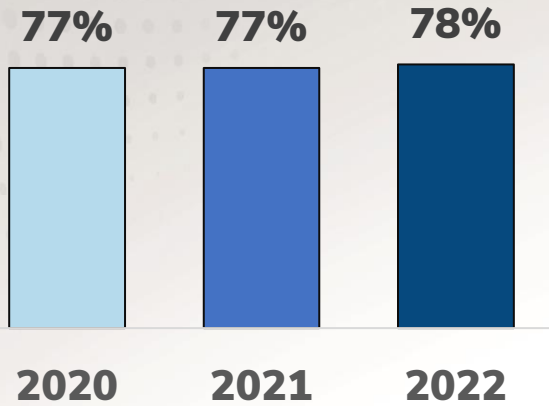
Group reported an impressive 10% increase in FY'23 Net profit due to exceptional top-line performance across all operations, successfully mitigating the impact of Sudan conflict and country instability on the operation.

Group revenue increased 10% Year-on-Year on account of good commercial performance and data monetization initiatives carried out across all operations.

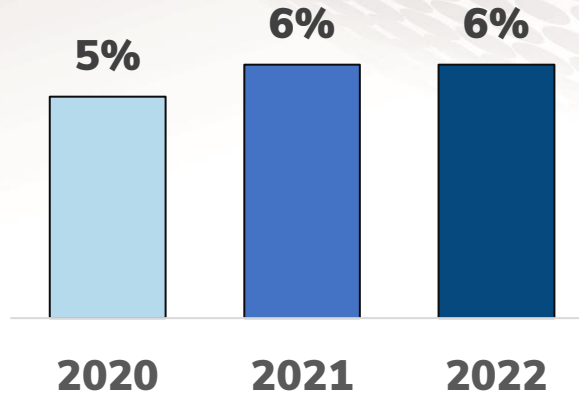
Furthermore, during FY'23, Zain KSA recognized gain of KD 93m (Zain Share - KD 34.5m) on sale of towers (including 20% stake in the Tower company, GLI) in the Statement of Income.

# DIVIDENDS

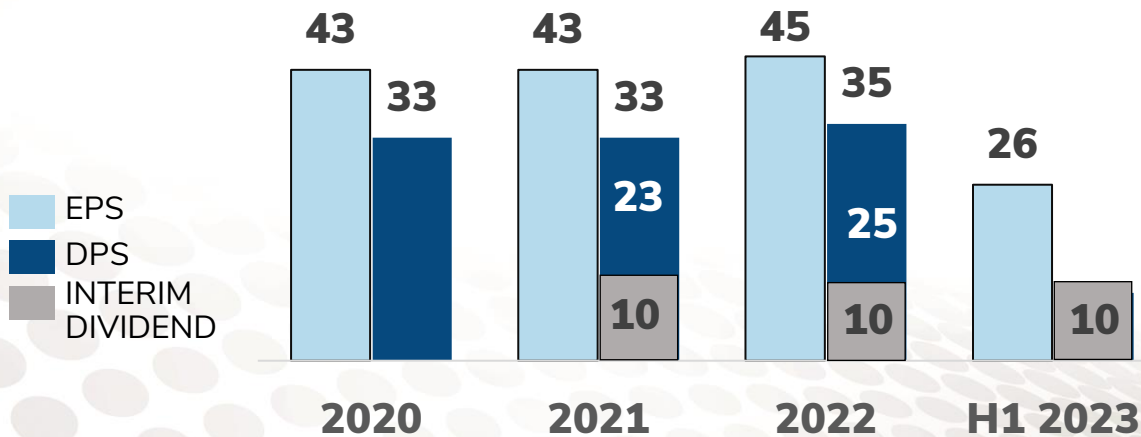
**DIVIDEND PAY-OUT RATIO**



**DIVIDEND YIELD**



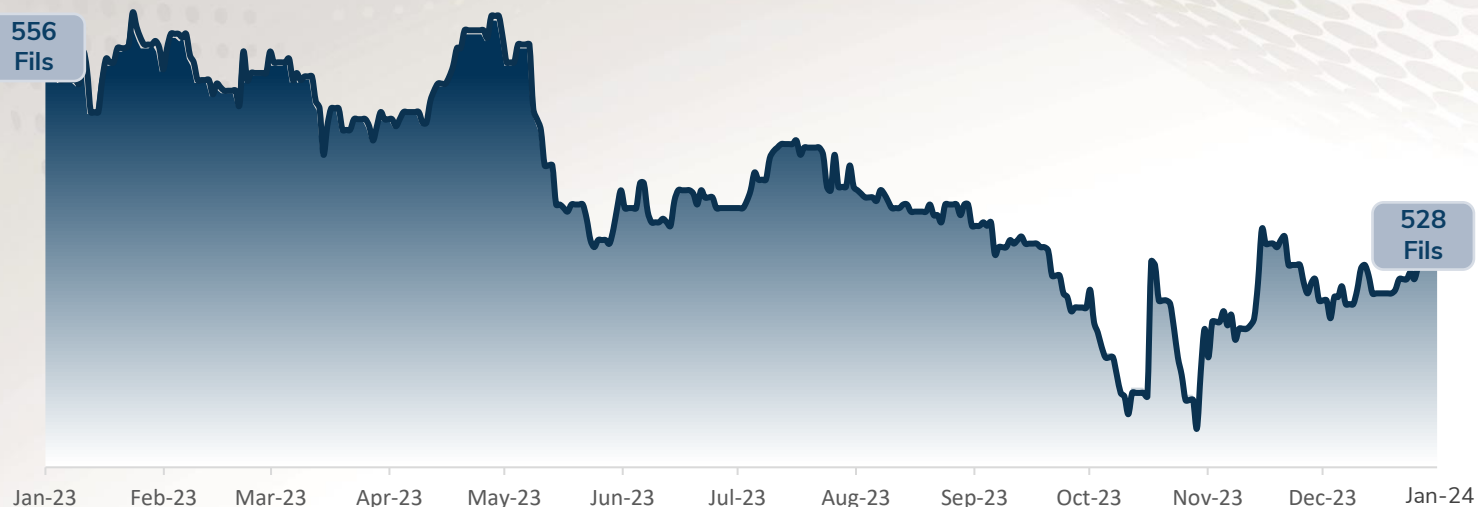
**EPS & DPS (Fils)**



- Board recommended 25 Fils for H2 2023 subject to AGM approval.
- Distributed 3<sup>rd</sup> consecutive interim dividend of 10 fils per share for the first six months of 2023
- High 70% range - Average dividend payout ratio
- Dividend of 35 fils/share for FY 2022 vs. 33 fils/share for 2021
- 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**

~11 TIMES

**MARKET CAP**

USD 7.4 BILLION



**SHARES**

4,327,058,909

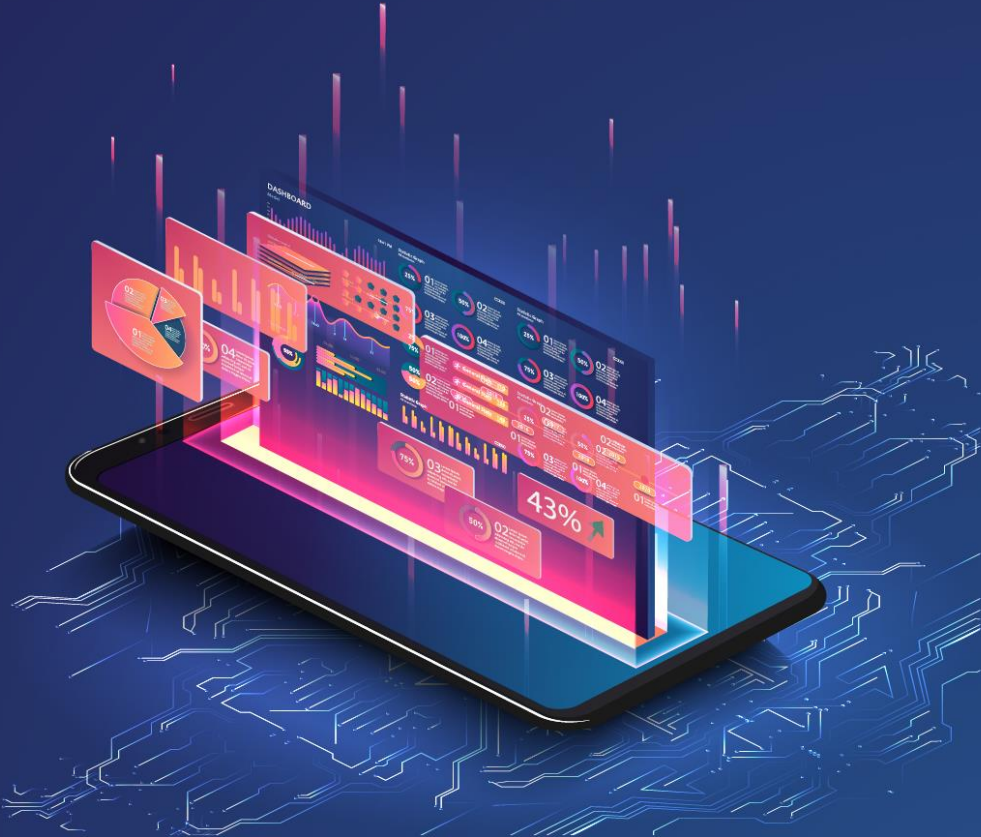


**NET  
PROFIT**

215m  
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

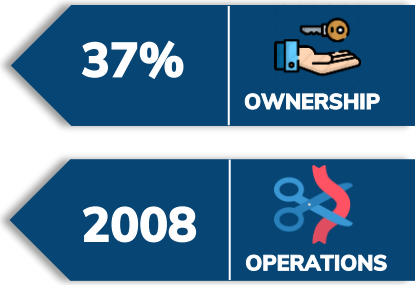
- 🌀 Zain Kuwait maintains **its market lead** in terms value share, **customer base** grew by **4%** to **2.7m**
- 🌀 **Red Bull Mobile** launched on September 5<sup>th</sup>, offering prepaid plans and targeting the youth
- 🌀 Zain successfully completes trial for **5.5G IoT** RedCap Technologies in Kuwait
- 🌀 Zain launches **Max, the 1<sup>st</sup> converged value proposition** in the market for broadband
- 🌀 **Number Range case:** Kuwait Number Range claim **received (\$80m)**
- 🌀 **Data revenue** formed **37%** of total revenue
- 🌀 **Digital banking application result** is expected soon
- 🌀 Zain Kuwait deploys **9 Solar Powered Sites**
- 🌀 Sunset **3G technology** in Kuwait
- 🌀 International Finance magazine names Zain the '**Best Telecom Company**' in Kuwait for 2023



								
2.7M	34%	39%	\$24	56%	5G	\$151M	100%	182%
CUSTOMER BASE	MARKET SHARE	VALUE SHARE	BLENDED ARPU	PREPAID BASE	NETWORK TECHNOLOGY	TOTAL CAPEX	POPULATION COVERAGE %	MARKET PENETRATION



**SULTAN ALDEGHAITHER**  
CEO



- Strong growth in **B2B**, revenue up by **19%** YoY
- 5G** revenue continues to grow **+40%** YoY
- Tamam** awarded Best Personal Finance Solution
- Tamam** records **112%** net income growth building strong record of profitable evolution
- Digital operator **Yaqoot** revenue has grown **82%** and customers increased **44%**.
- Data revenue** grew by **2%** and formed **40%** of total revenue
- Sunset **3G technology** in KSA
- Pioneering the global stage, Zain KSA proudly unveil the **world's 1<sup>st</sup> Carbon-Neutral 5G Network**





**ALI AL-ZAHID**  
CEO



- ☉ Zain Iraq has **achieved tremendous results over 2023** across multiple financial metrics, breaking several records over the **past four years**
- ☉ Transferred TTI to TASC for a **gain of \$9m**
- ☉ **Oodi** exceeded majority of set targets & achieved profitability for the first time
- ☉ Record **Ziyara season** with optimal monetization – Best season post-covid
- ☉ CMC and MOC to move forward with the **4<sup>th</sup> license operator** in Iraq
- ☉ Removal of **sales tax of 20%** on prepaid recharges starting December 2022
- ☉ Iraqi Dinar **appreciation** against the USD, contributes positively



**17.9M**

CUSTOMER BASE



**50%**

MARKET SHARE



**43%**

VALUE SHARE



**\$4**

BLENDED ARPU



**92%**

PREPAID BASE



**4G**

NETWORK TECHNOLOGY



**\$195M**

TOTAL CAPEX



**99%**

POPULATION COVERAGE %



**101%**

MARKET PENETRATION












**FAHAD ALJASEM**  
CEO



- Launch of **5G** services in December 2023
- Data revenue** grew by **1%** YoY, and formed **50%** 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**



								
<b>3.9M</b>	<b>35%</b>	<b>47%</b>	<b>\$11</b>	<b>55%</b>	<b>5G</b>	<b>\$163M</b>	<b>99%</b>	<b>81%</b>
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

- Despite the ongoing socio-political challenges, Zain Sudan managed to **outperform** the numbers compared to last year
- Strong growth of **34% YoY** in **B2B**
- Fintech** License was awarded in **May 2022**, launch pending the resolution of the situation in Sudan
- Data revenue** increased by 22%, representing 35% of total revenue



								
<b>14.2M</b>	<b>55%</b>	<b>60%</b>	<b>\$3</b>	<b>98%</b>	<b>4G</b>	<b>\$109M</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



**DUNCAN HOWARD**  
CEO



<b>65%</b>	OWNERSHIP
<b>2003</b>	OPERATIONS

- 🌀 **Data revenue** formed **47%** of total revenue and grew **6%** YoY
- 🌀 Zain Bahrain became the **1<sup>st</sup>** operator in the Middle East to **shutdown 3G services**
- 🌀 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**



**\$17**

BLENDING  
ARPU



**5G**

NETWORK  
TECHNOLOGY



**\$34M**

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 **75** 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 **30** merchants live on platform



**In Q4, 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

- Playhera Max (cloud gaming platform) soft launched in KSA in Q4 2023
- Playhera Dream Series (Regional Yearly tournaments) concluded with 18k participants
- Zain esports lab launched in Bahrain under partnerships with Tamkeen



## STATISTICS:



# Corporate Sustainability Achievements Leading to Value Creation



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 (5th in Telecom Sector and 21st 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**



- Launched the 12<sup>th</sup> externally assured Sustainability Report
- Launched Zain's Thought Leadership - Human Rights Report

## 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



**A-**  
Leadership Position



**50/100**  
Above Industry Average



**BB**  
Within Industry Average



**4 / 5**  
Above Industry Average

# 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

✉ : [IR@zain.com](mailto:IR@zain.com)

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