INVESTOR PRESENTATION

Zain Group
Q1 2023 Results

15 May 2023

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 or visit www.zain.com/en/investor-relations/

EXECUTIVE MANAGEMENT

Bader Nasser Al-Kharafi
Vice Chairman & Group CEO

Ossama Matta
Chief Financial Officer

Nawaf Al-Gharabally
Chief Technology Officer

Kamil Hilali
Chief Strategy Officer

Nawal Bourisli
Chief Human Resources Officer

Jennifer Suleiman
Chief Sustainability Officer

Maryam Saif
Chief Diversity and Inclusion Officer

Mohammad Abdal
Chief Communications Officer

Malek Hammoud
Chief Investments and Digital Transformation Officer

Dr. Andrew Arowojolu
Chief Regulatory Officer

Firas Oggar
Head of Legal

Venkatesh Jandhyala
Chief Internal Auditor

Abdul Ghaffar Setareh
Chief Risk Officer

OUR GROUP AT A GLANCE Q1 2023

53 MILLION
ACTIVE CUSTOMERS
+4% YoY

$1.5 BILLION
IN REVENUE
KD468 m
+15% YoY

$540 MILLION
+35% EBITDA MARGIN
IN EBITDA
KD165 m
+8% YoY

$177 MILLION
IN NET INCOME
KD54 m
+15% YoY

4 CENTS
IN EPS
13 FILS

OUR OPERATIONS zain

Over 7,500 EMPLOYEES

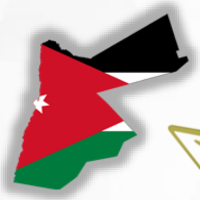
Contribution	KUWAIT	KSA	IRAQ	SUDAN	JORDAN	BAHRAIN	SOUTH SUDAN
REVENUE %	19%	42%	15%	11%	9%	3%	1%
CUSTOMERS %	5%	16%	35%	32%	7%	2%	3%

Zain has a 15.5% ownership in Moroccan mobile operator "INWI"

PRESENCE IN KEY ECONOMIES IN THE GULF REGION AND RESILIENT UPSIDE POTENTIAL IN SUDAN AND SOUTH SUDAN

Q1 2023
KPIs

JORDAN



CUSTOMERS	3.8m
REVENUE	$ 129m
EBITDA	$ 52m
NET INCOME	$ 18m
CAPEX	$ 0.6m

IRAQ

CUSTOMERS	18.2m
REVENUE	$ 223m
EBITDA	$ 76m
NET INCOME	$ 30m
CAPEX	$ 22

KSA

CUSTOMERS	8.7m
REVENUE	$ 644m
EBITDA	$ 189m
NET INCOME	$ 151m
CAPEX	$ 10m

KUWAIT

CUSTOMERS	2.6m
REVENUE	$ 285m
EBITDA	$ 105m
NET INCOME	$ 62m
CAPEX	$ 10

SUDAN

CUSTOMERS	16.8m
REVENUE	$ 167m
EBITDA	$ 86m
NET INCOME	$ 77m
CAPEX	$ 53m

BAHRAIN

REVENUE	$ 48m
EBITDA	$ 15m
NET INCOME	$ 4m
CAPEX	$ 0.9m

ACCOMPLISHMENTS

'Best Telecom Brand' In The Middle East

Best Corporate Governance Award

Zain Tech awarded Best Digital Transformation Company

Best Telco Operator Award

Zain KSA gets

- Best Csr Initiative
- Best Standalone 5g Network
- Best Cloud Provider
- CTO Global Merit Award

Zain Tech : 'Best Ict Investment' For Bios

'Shlonik' wins 'best government project' award in Kuwait

Brand Finance, has ranked Zain as the strongest brand in Kuwait with a rating of AA+ and brand value of $2.74 billion, reflecting an annual increase of 300m+ **(+14%)**

Forbes

TOP 10 REGIONAL BEST EMPLOYER

KEY EVENTS

Zain Group AGM held successfully with a quorum of 80.1%

- Ossamah Al Furaih has been elected as the chairman of the Board and Bader Al Kharafi VC & Group CEO
- AGM approved the 25 fils dividends for the second half of 2022 (Total 35 fils/share for the FY'22 surpassing 33 fils/share for FY'22)
- AGM approved adoption of a minimum cash dividend policy of 35 fils per share for three years, commencing 2023

TowerCo Update

- **Zain KSA:** Sale of tower assets to Saudi's PIF for **$807m** in Jan 2023
- **Zain Iraq:** Completion of the transaction in Jan 2023 with a value of **$180m**

Fintech... achieved 50% of FY'22 by Q1'23

- Revenue jumped by 5-folds and customer base jumped by 60%
- **Kuwait**: Results of digital Banking application pending with Central Bank of Kuwait
- **Bahrain**: Awarded a Fintech license by CBB and expect to launch services by June 2023
- **Sudan**: In the final stages of the launch
- **Iraq**: Zain cash ranked under top Fintech Companies of 2023

Regulatory Update

- **Kuwait**: Number Range Fees court case remained in favor of Zain, during the court of appeal on 20th Feb 2023, court of cassation is scheduled for 11th July 2023
- **Kuwait:** CITRA requested to shutdown 3G technology setting an initial deadline in June 2023
- **Bahrain:** The regulator plans to increase the annual license fee cap from 1% to 2%

Digital services including Dizlee (API) witnessed excellent growth

Digital revenue grew 48% YoY, Dizlee continues its trajectory growth, offering 67 digital innovations

B2B : Mobility, Business Solutions & Fixed Services

B2B continues to deliver growth, revenue up 37% YoY

GROWTH VERTICALS

INFORMATION AND COMMUNICATION TECHNOLOGY

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

DIGITAL INFRASTRUCTURE

Building a leading independent digital infrastructure player in the region.

FINTECH

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

DIGITAL SERVICES

Building innovative digital services to create opportunities that bridge the digital divide, ensure business continuity, and advance socioeconomic development.

STRATEGIC PILLARS

EVOLUTION OF TELCO

DIGITAL TRANSFORMATION

Transforming the telecom core to provide customers with the best experience, while simultaneously streamlining the backend and reaping the best of analytics for Zain to thrive and even lead in the digital era.

ENTERPRISE & 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.

FIXED AND CONVERGENCE

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

PORTFOLIO OPTIMIZATION

Continue realize synergies and unlock potential value through M&A activities.

zain TECH

THE REGIONAL DIGITAL & ICT SOLUTIONS POWERHOUSE UNIFYING ZAIN GROUP'S ICT ASSETS TO OFFER A UNIQUE VALUE PROPOSITION OF COMPREHENSIVE DIGITAL SOLUTIONS AND SERVICES ACROSS MULTIPLE ICT VERTICALS, ALL UNDER ONE ROOF

REGIONAL BIGGEST FOOTPRINT

Bahrain . Iraq . Jordan . Kuwait . Oman

.Saudi Arabia . Sudan . South Sudan . UAE

STRATEGIC PARTNERSHIPS

Atos · LigaData · Microsoft · ORACLE

vmware · aws · Tunstall · BT · CLOUDERA

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

ACQUISITIONS

BIOS
Be secured. Be assured

ZAIN TECH ACQUIRED MANAGED CLOUD PROVIDER "BIOS MIDDLE EAST"

ZAIN VENTURES

INVESTED	EXISTING VALUATION
$18.3m	1.8x

- 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

wamda capital | BECO CAPITAL | COLLE CAPITAL | ME VP | VALOR EQUITY PARTNERS

DIRECT INVESTMENTS

swvl | ZOODMALL | pipe

zain VENTURES

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

ZAIN FINTECH

Country	Brand	Description	CUSTOMERS	REVENUE
KSA	tamam	- Licensed by Saudi Central Bank (SAMA), Tamam is the first micro-financing license in region . - Launched Murabaha Financing in Q2 2022	50k	$18m
IQ	zain CASH	- Zain Cash Iraq is a mobile wallet licensed by Central Bank of Iraq to offer innovative financial services - Secured License to offer Credit Cards Services in 2023	536k	$6.2m
JO	zain CASH	- Zain Cash is the largest mobile financial services provider - Launch of credit card services as well as remittance services in collaboration with Western Union	546k	$2.3m
BH		- Awarded a Fintech license by CBB in October 2022 and expect to launch services in 2023		
SD		- Fintech License was awarded in May 2022, Go to market strategy currently being implemented		
KW		- Results of the Digital Banking application submitted to the Central Bank of Kuwait and expect the result to be announced soon		

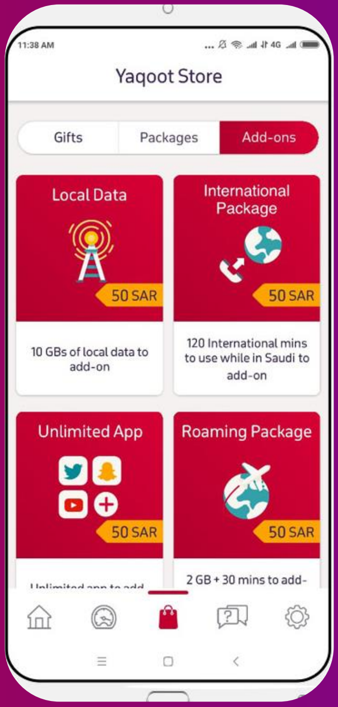
TOTAL

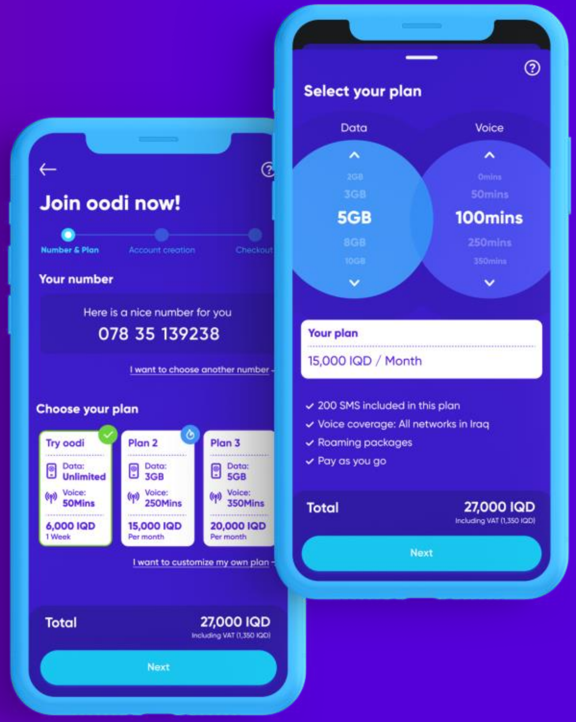
CUSTOMERS: 1.1m — +60% YoY

REVENUE: $26.5m — 4-Folds increase YoY

DIGITAL OPERATORS

KSA





IRAQ

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 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.

TOWER DEALS

17K Towers sold for a value of $1.2 billion

UPCOMING DEALS

- ZAIN BAHRAIN
- ZAIN SUDAN
- ZAIN S. SUDAN

COMPLETED

ZAIN IRAQ	Completion of first phase of the sale of towers in Q1 2023 . The second phase will be concluded during Q2 2023	4,604 TOWERS	$180 MILLION
ZAIN KSA	Sale of tower assets to Saudi's PIF for $807m in Jan 2023; 3600 sites disposed during Q1	8,069 TOWERS	$807 MILLION
ZAIN JORDAN	Zain Jordan's agreement to sell and leaseback tower portfolio to TASC Towers	2,607 TOWERS	$89 MILLION
ZAIN KUWAIT	Zain Kuwait completed the sale and leaseback of mobile tower portfolio to IHS Holding Limited	1,620 TOWERS	$130 MILLION

ZAIN KUWAIT NUMBER RANGES CASE

KD 24.7m

FIRST DEGREE

- Zain Accepted Experts' Report in April 2022
- First-Degree Verdict favorable verdict issued in June 2022

APPEAL

WE ARE HERE

On 20th Feb 2023, the appellate court rejected the appeal by MOC & CITRA and affirmed the verdict by the court of first instance. The verdict is in favor of Zain

CASSATION

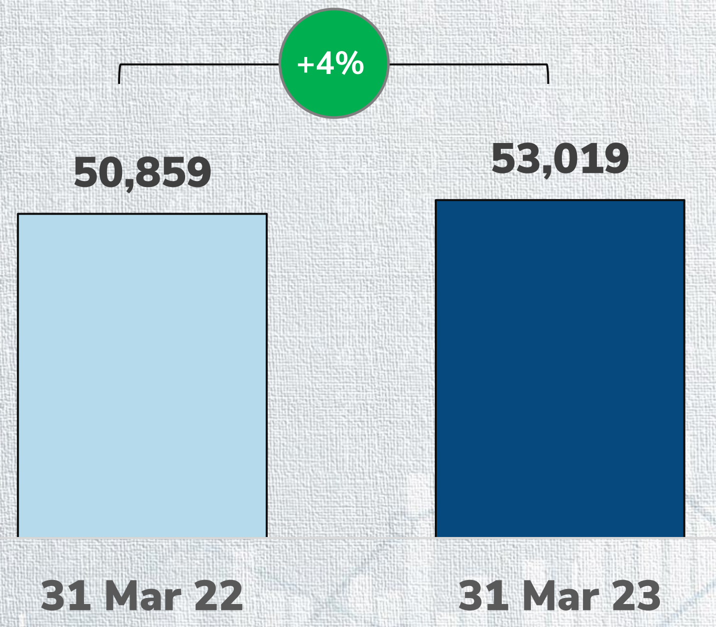
11 July 2023

Case booking : Session is scheduled at the court of cassation on 11th July 2023… Awaiting final verdict

GROUP FINANCIAL REVIEW

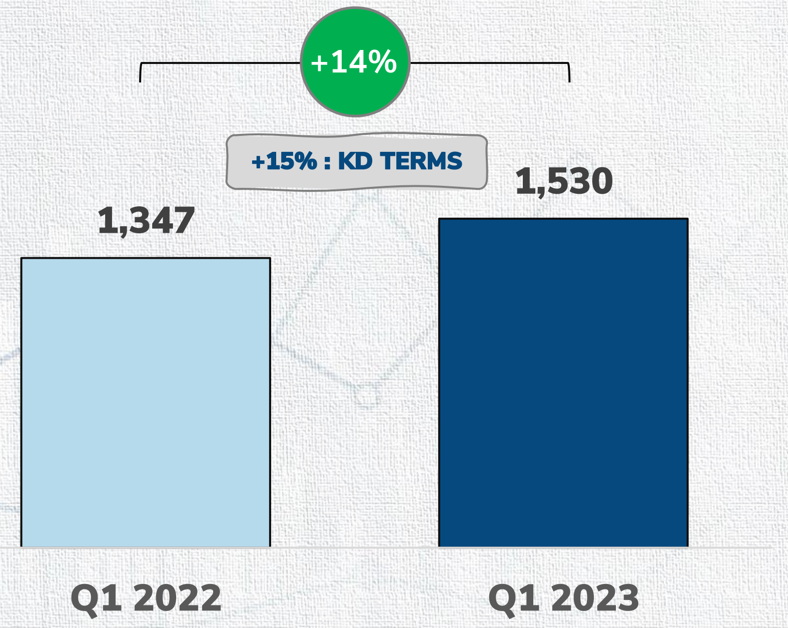
GROUP KPIs

CUSTOMERS ('000)



Customer base up by **4%** mainly supported by the healthy customer growth in **Zain Iraq by 4%**, **Zain S.Sudan by 41%** and **Zain KSA by 4%**, adding around **2.2m** additional customers to the base

REVENUE ($ m)

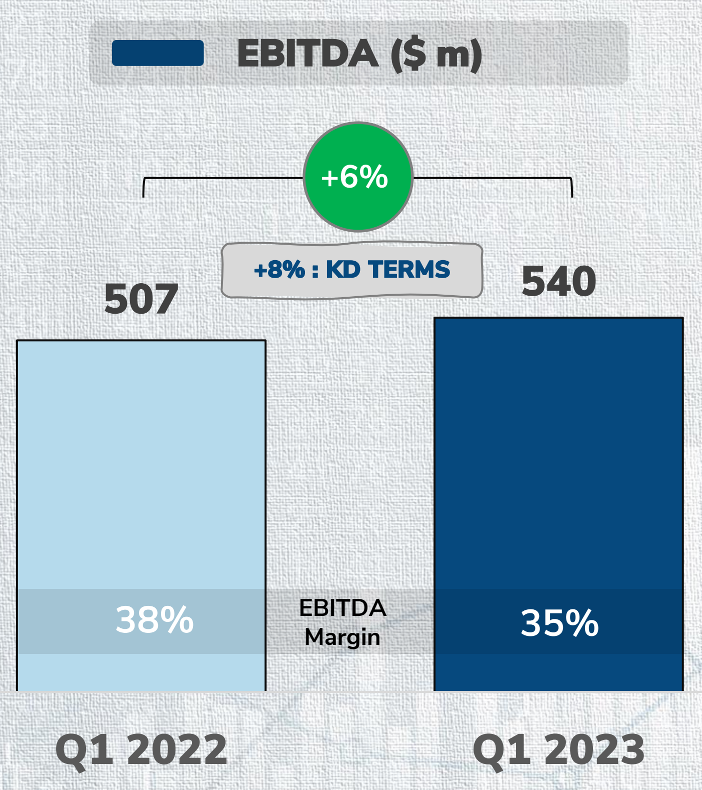


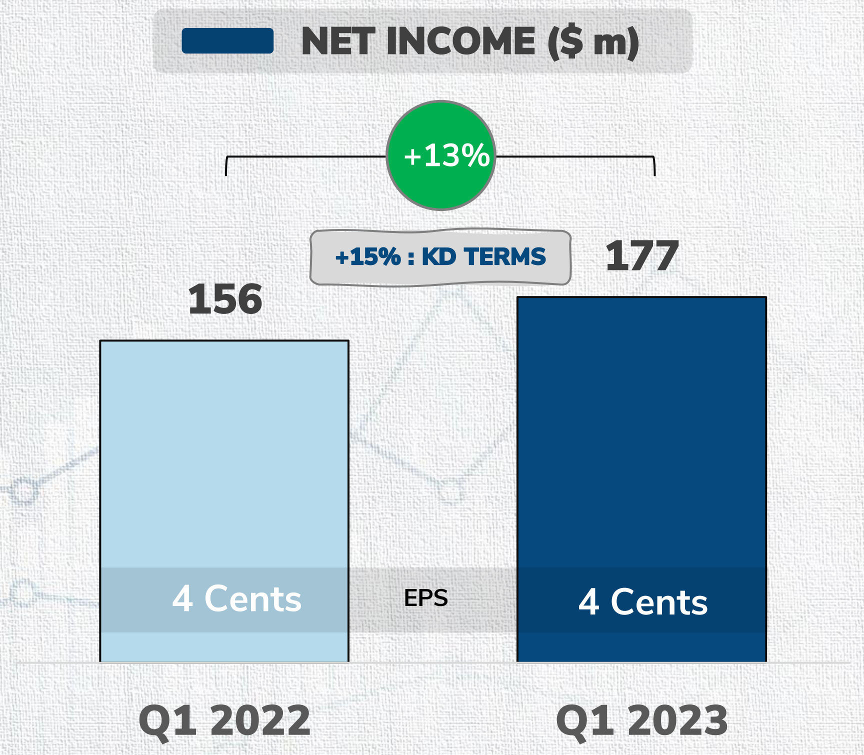
All operations reported healthy top line performance for Q1 2023

Revenue up by 70% for Zain Sudan, 11% Zain KSA, and 15% Zain Iraq

OPCO CONTRIBUTION	KW	KSA	IQ	SD	JO	OTHERS
CUSTOMERS	5%	16%	35%	32%	7%	5%
REVENUE	19%	42%	15%	11%	9%	4%

GROUP EBITDA & NET INCOME

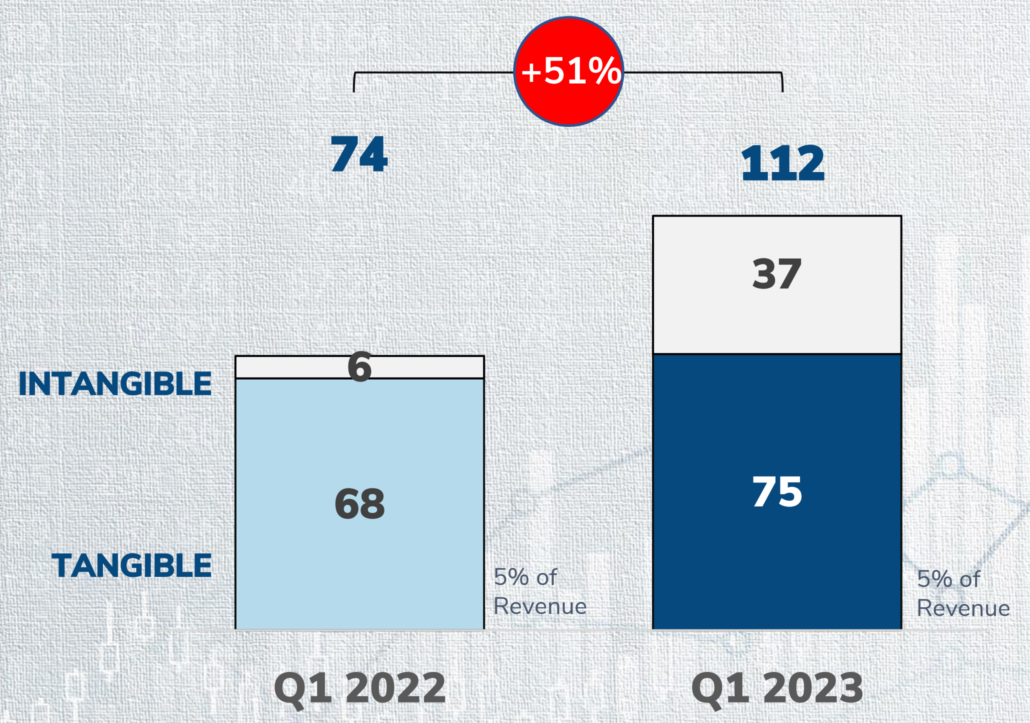




- Savings in Depreciation & Amortization **$13m**, mainly from tower sale in KSA and Iraq and license extension in Jordan.
- Gain on sale of towers from KSA

GROUP TOTAL CAPEX

(USD m)



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

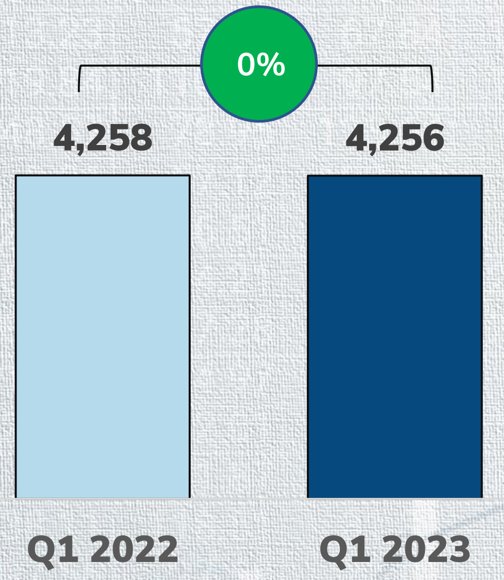
OPCO CONTRIBUTION

KW	KSA	IQ	JO	SD	BH	OTHERS
9%	9%	19%	1%	47%	1%	14%

DEBT PROFILE

(USD m)

DUE TO BANKS($ m)



2.02x

Total Net Debt / EBITDA

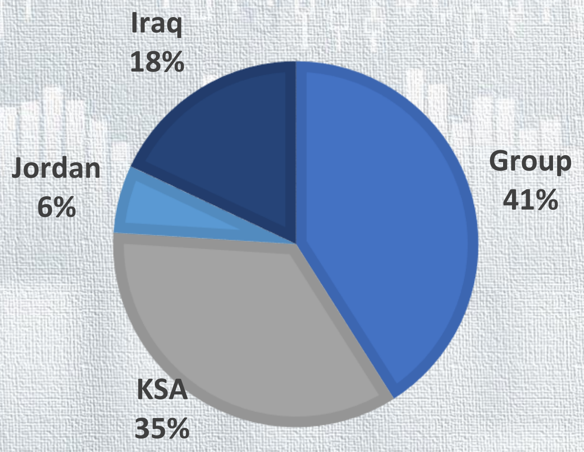
Among the lowest in the region

Effective Interest Rate

5.94%

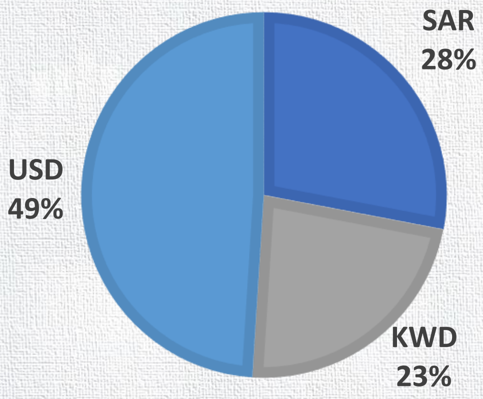
As at 31 Mar'23

DEBT BY OPCO



DEBT BY MATURITY

DEBT BY CURRENCY



GROUP FINANCIAL KPIs

(KWD m)

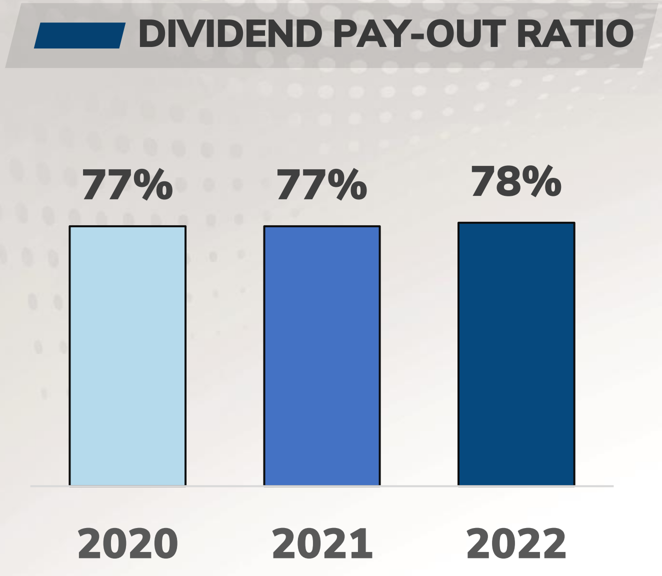
Income Statement (KWD m)	Q1 2023	Q1 2022
Revenue	468	408
EBITDA	165	154
Net Income	54	47
EPS (Fils)	13	11

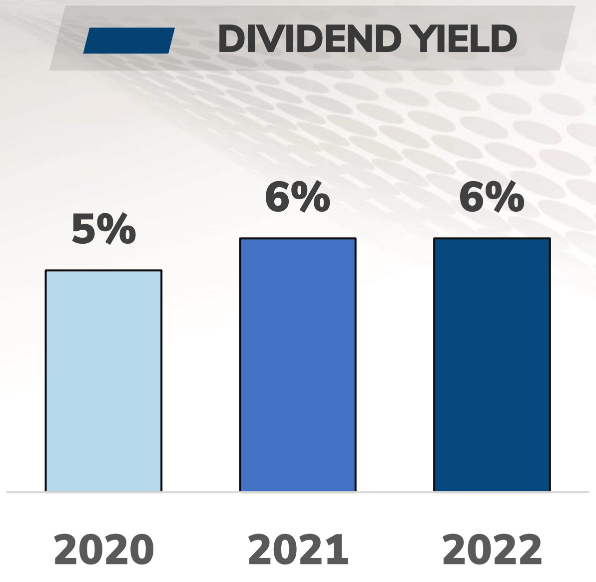
Balance Sheet (KWD m)	March 2023	March 2022
Cash and Cash Equivalents	360	228
Total Assets	5,111	4,759
Total Debt	1,306	1,292
Total Equity	1,984	1,767

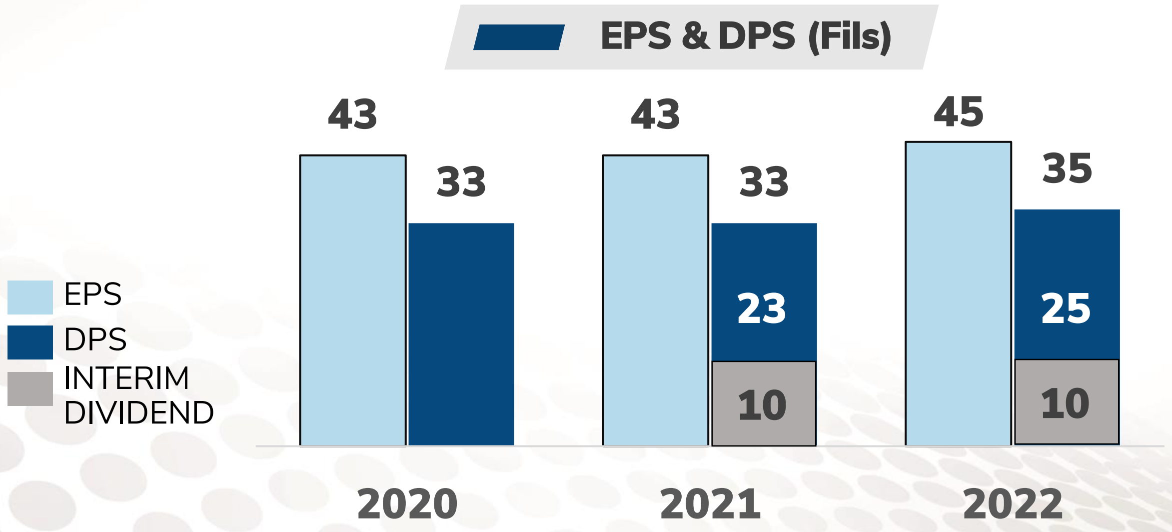
Cash Flow (KWD m)	March 2023	March 2022
Operating	106	106
Investing	28	(63)
FCF	134	43
Financing	(102)	(41)
Effect of FX impact	(0.5)	(5)
Ending Cash Balance	266	226

Group Q1 2023 Net Profit soared 15%, due to exceptional top-line performance across all major operations, on account of significant price revamps and data monetization initiatives carried out across operations. This is coupled with successful completion of sale and lease back of 8,069 tower assets to Saudi's PIF for USD 807 million. The Gain recognized in this quarter is in relation to the transfer of 3,600 Tower assets out of the 8,069. The remaining towers will be transferred in batches in the coming quarters.

DIVIDENDS







- Average dividend payout ratio in the high **70%** range
- Dividend of **35 fils/share** for 2022 vs. 33 fils/share for 2021
- AGM approved the **25 fils dividends** for the **second half of 2022** (Total 35 fils/share for the FY'22 surpassing 33 fils/share for FY'22)
- 2nd consecutive interim dividend of $140m (10 fils/share) for the first 6M'22 distributed on **14th September 2022**
- **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 TIMES

MARKET CAP

USD 8 BILLION

DIVIDEND YIELD

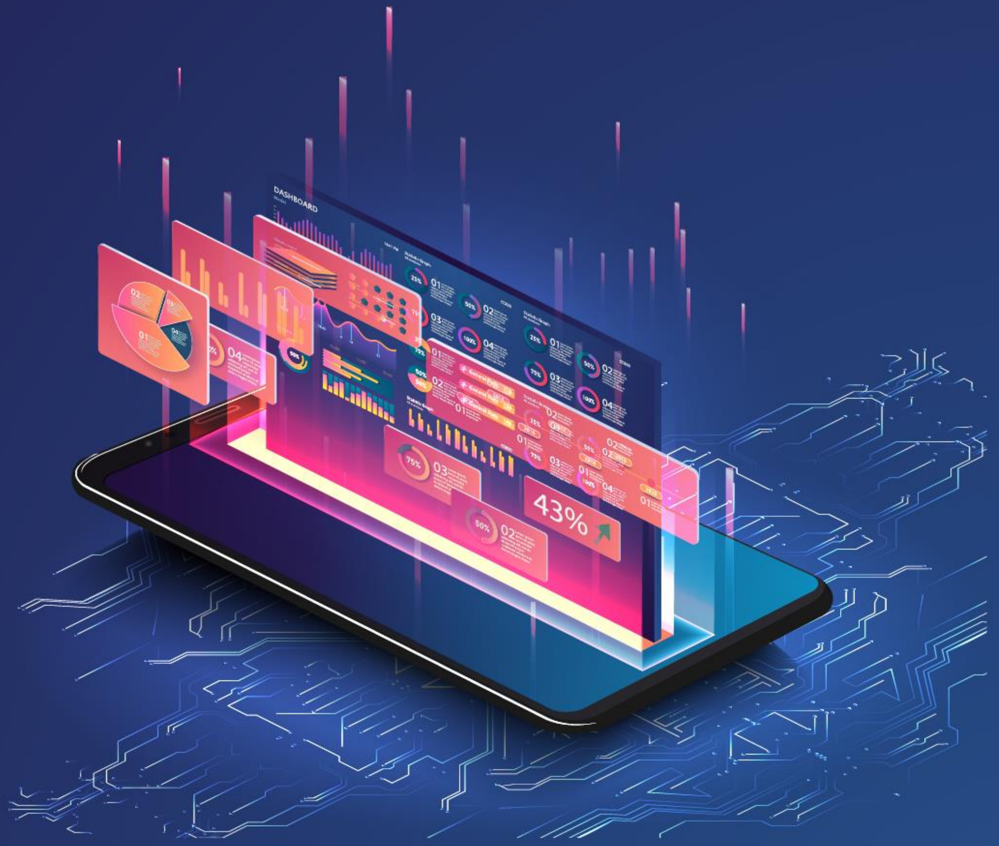
6%

85% LOCAL INVESTORS

15% INTERNATIONAL INVESTORS

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



ZAIN KUWAIT

EAMAN AL ROUDHAN
CEO

MNO: zain | Ooredoo | stc

100% OWNERSHIP

1983 OPERATIONS

- Zain Kuwait maintains **its market lead** in terms value and revenue share
- **Data revenue** grew **1%** and formed **38%** of total revenue
- launched next generation **FTTR** technology becoming the **1st telecom** operator to offer such
- The first operator in the world to launch **Vo5G** with nationwide coverage
- Zain completes **5G Open** and **cRAN** trial in Kuwait
- CITRA requests to **shutdown the 3G technology** setting an initial deadline in June 2023
- **Number Range case**: Zain won the court appeal on February 20th, after which CITRA and MOC had appealed. Next session is scheduled for July 11th

(USD m)	Q1-22	Q1-23
REVENUE +3% YoY	280	285
EBITDA +2% YoY	104	105
NET INCOME -7% YoY	68	62

2.6M	34%	37%	$25	57%	5G	$10M	100%	175%
CUSTOMER BASE	MARKET SHARE	VALUE SHARE	BLENDED ARPU	PREPAID BASE	NETWORK TECHNOLOGY	TOTAL CAPEX	POPULATION COVERAGE %	MARKET PENETRATION

ZAIN KSA

SULTAN ALDEGHAITHER

CEO

MNO	زين zain	stc	موبايلي mobily

37% OWNERSHIP

2008 OPERATIONS

- Sale of tower assets to Saudi's **PIF** for **$807m** in Jan 2023; 3600 sites disposed during Q1
- Healthy **4% YoY customer growth**, mainly from the prepaid segment
- **USD151 million gain from** sale and leaseback of towers in Q1 2023
- Strong growth in **B2B,** revenue up by **43%** YoY
- Strong growth in **5G** revenue
- Strong performance from **Tamam**, customers reached **50K** and revenue jumped **7-Folds**
- Digital operator **Yaqoot** revenue has grown **112%** and customers increased **35%** vs. 2022
- Positive upside from **MNP** – started Feb 2023
- **Data revenue** formed **40%** of total revenue

Q1-22	(USD m)	Q1-23
582	REVENUE +11% YoY	644
193	EBITDA -2% YoY	189
21	NET INCOME +604% YoY	151

8.7M	$17	63%	5G	99%	118%	$10M
CUSTOMER BASE	BLENDED ARPU	PREPAID BASE	LARGEST NETWORK IN THE REGION	POPULATION COVERAGE %	MARKET PENETRATION	TOTAL CAPEX

ZAIN IRAQ

ALI AL-ZAHID
CEO

MNO: zain | KOREK Telecom | Asiacell

76% OWNERSHIP

2003 OPERATIONS

- Completion of first phase of the **sale of towers** in Q1 2023 . The second phase will be concluded during Q2 2023
- Savings in **Depreciation & Amortization** on account of assets held for sale
- **Favorable court verdict**, won the case against the launch of 4G routers in the market
- **Customer base** grew by **4%**, adding **648K** customers to the base driven by **4G expansion**
- **Zain Cash** delivered solid performance, customers up **35%**, revenue up **251%** YoY
- **Digital operator "oodi"** performing exceptionally, Q1'23 already reached **55%** of 22's total Revenue
- **Zain Cash** secured the license to offer **credit cards** in 2023
- Removal of **sales tax of 20%** on prepaid recharges starting December 2022

(USD m)	Q1-22	Q1-23
REVENUE +15% YoY	194	223
EBITDA -5% YoY	81	76
NET INCOME +840% YoY	3	30

18.2M	52%	46%	$4	92%	4G	$22M	99%	108%
CUSTOMER BASE	MARKET SHARE	VALUE SHARE	BLENDED ARPU	PREPAID BASE	NETWORK TECHNOLOGY	TOTAL CAPEX	POPULATION COVERAGE %	MARKET PENETRATION

ZAIN JORDAN

FAHAD ALJASEM
CEO

MNO: zain | umniah | orange™

96.5% OWNERSHIP

2003 OPERATIONS

- **Data revenue** grew by **2%** YoY, and formed **50%** of total revenue
- Expansion of **FTTH** network boosts revenue and customer base
- Healthy growth of **15%** in **B2B**
- **Zain Cash** delivered solid performance, customers up **31%**, revenue up **72%** YoY
- 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**
- Successfully signed a **Power Purchase Agreement (PPA)** with the Government resulting in a 52% **reduction in CO2 emissions during Q1 2023**.

(USD m)	Q1-22	Q1-23
REVENUE (+4% YoY)	124	129
EBITDA (-8% YoY)	56	52
NET INCOME (-11% YoY)	20	18

3.8M	CUSTOMER BASE
35%	MARKET SHARE
48%	VALUE SHARE
$10	BLENDED ARPU
59%	PREPAID BASE
4G	NETWORK TECHNOLOGY
$0.6M	TOTAL CAPEX
99%	POPULATION COVERAGE %
83%	MARKET PENETRATION

ZAIN SUDAN

HISHAM ALLAM
CEO

MNO: zain | MTN | سوداني sudani

100% OWNERSHIP

2006 OPERATIONS

- **Exceptional performance for Q1 2023**, customers grew by **2%**
- Strong growth of **110% YoY** in **B2B**
- **Fintech** License was awarded in **May 2022**, Go to market strategy is currently being implemented
- Effective from November 2022 , **MTR** is SDG 3 up from SDG 0.075
- First to launch **E-Sim services** in Sudan
- **Data revenue** increased by 90%, representing 34% of total revenue

(USD m)	Q1-22	Q1-23
REVENUE +70% YoY	98	167
EBITDA +66% YoY	51	86
NET INCOME 68% YoY	46	77

16.8M	48%	57%	$3	98%	4G	$53M	90%	70%
CUSTOMER BASE	MARKET SHARE	VALUE SHARE	BLENDED ARPU	PREPAID BASE	NETWORK TECHNOLOGY	TOTAL CAPEX	POPULATION COVERAGE %	MARKET PENETRATION

ZAIN BAHRAIN

DUNCAN HOWARD
CEO

MNO: zain | Batelco | stc

65%	OWNERSHIP
2003	OPERATIONS

- **Data revenue** formed 45% of total revenue and grew 5% YoY
- Zain Bahrain became the **1st** operator in the Middle East to **shutdown 3G services**
- Focused on the continued expansion of **4G** and **5G** infrastructure
- Strong growth in **B2B** fiber
- **1st** nationwide commercial deployment of **NB-IoT** in the country
- Awarded a **Fintech license** by CBB in October, expected to launch services by 2023
- The regulator plans to increase the **annual license fee** cap from **1%** to **2%**
- First operator in the Middle East and Africa to deploy the latest **5G Massive MIMO radio** to reduce Zain's 5G site-level power consumption by 15%.

(USD m)	Q1-22	Q1-23
REVENUE +6% YoY	46	48
EBITDA -2% YoY	14.9	14.6
NET INCOME -9% YoY	4.2	3.8

$17	5G	100%	117%	$0.9M
BLENDED ARPU	NETWORK TECHNOLOGY	POPULATION COVERAGE %	MARKET PENETRATION	TOTAL CAPEX

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 **50 Mn** customers across Zain Operators and Omantel*

VERSATILITY IN APPLICATION

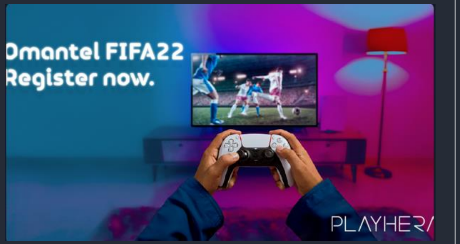
*We support a variety of **67** services across business verticals including but not limited to Entertainment, Gaming, Education, Health and many more...*

ONE CONTRACT-ONE INTEGRATION

*Use the scale of Zain Group to minimize time-to-market with more than **25** merchants live on platform*

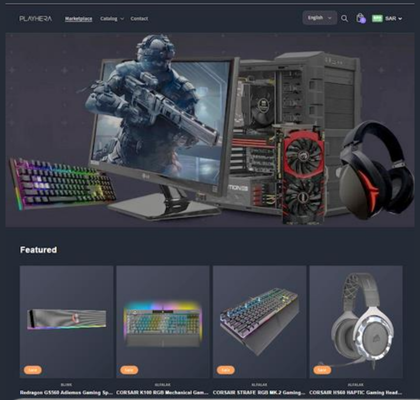
ZAIN ESPORTS UPDATES

PLAYHERA



- Total 85 tournaments conducted by Playhera in 2022
- Playhera MENA introduced to Zain Opcos and Omantel in Q2 2022
- Sub-licensing agreement covering tournaments, cloud gaming and ecommerce signed with Omantel

- E-commerce (beta) launched in KSA with 160 SKUs
- Implementation discussions ongoing in Kuwait
- Cloud gaming with Playhera MAX initialized with Zain KSA – to be launched in Q1 2023



STATISTICS:

32,000+ participating gamers

70 Mn+ Social Media Impressions

100 Mn+ Social Media Engagements

54k

26k

104K

32K

28K

Corporate Sustainability Key Highlights

SUSTAINABLE DEVELOPMENT GOALS

CLIMATE CHANGE

Received **official approval from Science Based Target initiative** on Zain's commitment towards Net zero by 2050 and is working on setting and validating its Net zero targets.

Further developed and revised Zain's Environmental and Social Management Plan to ensure all engagement with stakeholders aligns to Net-zero including biodiversity requirements for Zain's supply chain and align to latest standards and disclosure requirements for funding requirements.

Communicated and shared across **greenwashing awareness deck** across all operations to avoid the risk of greenwashing across the organization.

Water management – conducted gap analysis for each market and identified areas for further development and conducted market comparison to develop the standardization approach for water management.

GENERATION YOUTH

Launched project Arachnid (API blocking mechanism for child sexual abuse material – (CSAM)

Completed in: Kuwait, Sudan (Internet Watch Foundation), Iraq and South Sudan (in progress)

Youth Unemployment target set by Group to each OpCo based on market's context (to be achieved by 2025)

- Bahrain: 100%
- Iraq: 5.6%
- Jordan: 100%
- Kuwait: 100%
- Saudi Arabia: 0.2%
- Sudan: 2%
- South Sudan: 0%

Digital Literacy target set by Group to each OpCo based on each market's context (to be achieved by 2025)

- Bahrain: 17%
- Iraq: 76%
- Jordan: 100%
- Kuwait: 10%
- Saudi Arabia: 1%
- Sudan: 11%
- South Sudan: 0%

INCLUSION

Developed and disseminated accessibility guidelines for social media to align to best practices shared across all opcos and their corresponding communication teams.

OPERATING RESPONSIBLY

Revised **Supply Chain Management process** to add additional layer of audit for all physical audits to ensure formal process is set to address supply chain risks

Developed **ESG criteria for any direct or indirect investment** as part of the investment criteria for funds/VCs

REPORTING & DISCLOSURE ON ESG

Finalized 12th external assured Sustainability Report in alignment to:

1. Global Reporting Initiative **(GRI),**
2. Sustainability Accounting Standards Board **(SASB),**
3. Task Force on Climate-related Financial Disclosures **(TCFD)** – First to apply TCFD in the region,
4. United Nations Guiding Principles **(UNGP)** on Business and Human Rights Reporting Framework,
5. ESG Reporting Guide published by **Boursa Kuwait** in line with the Kuwait Vision 2035,
6. United Nations Global Compact **(UNGC)** principles.

CDP	S&P Global Ratings	MSCI	FTSE4Good
A- Leadership Position	**49/100** Above Industry Average	**B** Within Industry Average	**4 / 5** Above Industry Average

DIVERSITY AND INCLUSION

Zain is committed in uplifting its entire workforce and benefitting society

AWARENESS DAYS

- ✓ 54 Wellbeing Awareness Sessions
- ✓ Over 400 counselling sessions with Kuwait Counseling Center
- ✓ 663 Zainers registered on Tuhoon
- ✓ Oct 10th marked as a Day off

ACTIVATIONS

- ✓ Zainiac Innovation Academy launched a Strategic three- month leadership program
- ✓ Zain celebrated Global Entrepreneurship Week
- ✓ Launched Vanguard, a multi-faceted strategy to push Zain's culture into becoming a truly innovative one.

PROGRAMS

- ✓ Over 90 candidates completed the WE SUCCEED Succession Management Program
- ✓ Launched WE SUPPORT Program
- ✓ Launched WE WONDERFUL,

SPEAKERS

- ✓ Hosted global speakers aligned to each our pillars to further reinforce its importance and impact.

ZTWENTYTWO

- ✓ Z22 ran Generation Z in Zain Group, Zain Bahrain and Zain Iraq
- ✓ ZY Leadership Program for 19 high potential employees
- ✓ Certified ZY in INSEAD Emerging Leadership Qualifications
- ✓ Certified Z22 in Agile Project Management, Advanced Excel, Data Analytics, Creativity and Innovation

- Zain has been recognized as having the "Best Diversity & Inclusion (D&I) Strategy" and "Best Women Development & Leadership Program" in the Middle East at the Future Workplace Awards 2022, held in Dubai on November 15th, organized by the UK based Informa Connect, a member of the FTSE 100
- Zain celebrated its Diversity & Inclusion achievements by welcoming all the operations in a full day event on the 8th Dec, 2022
- Introduced three new inclusion competencies, groupwide into Zain: Courage to Engage, Addressing Bias, Advocacy

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

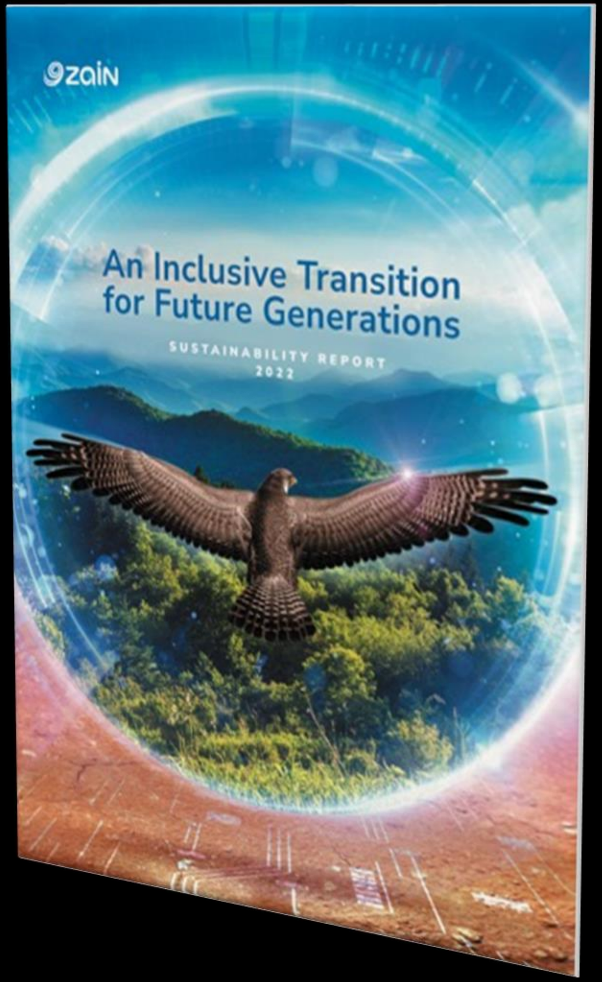
PROFITABILITY ACROSS OPERATIONS
Highly profitable operations across our footprint with a strong focus on unlocking potential for further growth and increase our shareholders value

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

ZAIN REPORTS



THANK YOU

ZAIN GROUP INVESTOR RELATIONS

: IR@zain.com

www.zain.com/en/investor-relations/