



**INVESTOR  
PRESENTATION**  
**Q2 2022**



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# 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 **H1 2022**



**51.7  
MILLION**

ACTIVE CUSTOMERS

**+7% YoY**



**\$2.7  
BILLION**

IN REVENUE

**+10% YoY**



**\$1.1  
BILLION**

IN EBITDA

**+3% YoY**

**+39%  
EBITDA  
MARGIN**



**\$321  
MILLION**

IN NET INCOME

**+14% YoY**



**7  
CENTS**

IN EPS

**+14% YoY**

## OUR OPERATIONS



Over  
**7,100**  
EMPLOYEES



**KUWAIT**



**KSA**



**IRAQ**



**SUDAN**



**JORDAN**



**BAHRAIN**



**SOUTH SUDAN**

*Contribution*

**REVENUE %**  
CUSTOMERS %

**21%**

5%

**43%**

17%

**14%**

35%

**8%**

32%

**9%**

7%

**3%**

2%

**1%**

2%

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**

# H1 2022 KPIs

JORDAN

CUSTOMERS	3.7m
REVENUE	\$ 250m
EBITDA	\$ 111m
NET INCOME	\$ 41m
CAPEX	\$ 6m



IRAQ

CUSTOMERS	18m
REVENUE	\$ 390m
EBITDA	\$ 168m
NET INCOME	\$ 5m
CAPEX	\$ 21m



KSA

CUSTOMERS	8.9m
REVENUE	\$ 1.2b
EBITDA	\$ 401m
NET INCOME	\$ 60m
CAPEX	\$ 78m



KUWAIT

CUSTOMERS	2.6m
REVENUE	\$ 567m
EBITDA	\$ 214m
NET INCOME	\$ 135m
CAPEX	\$ 12m



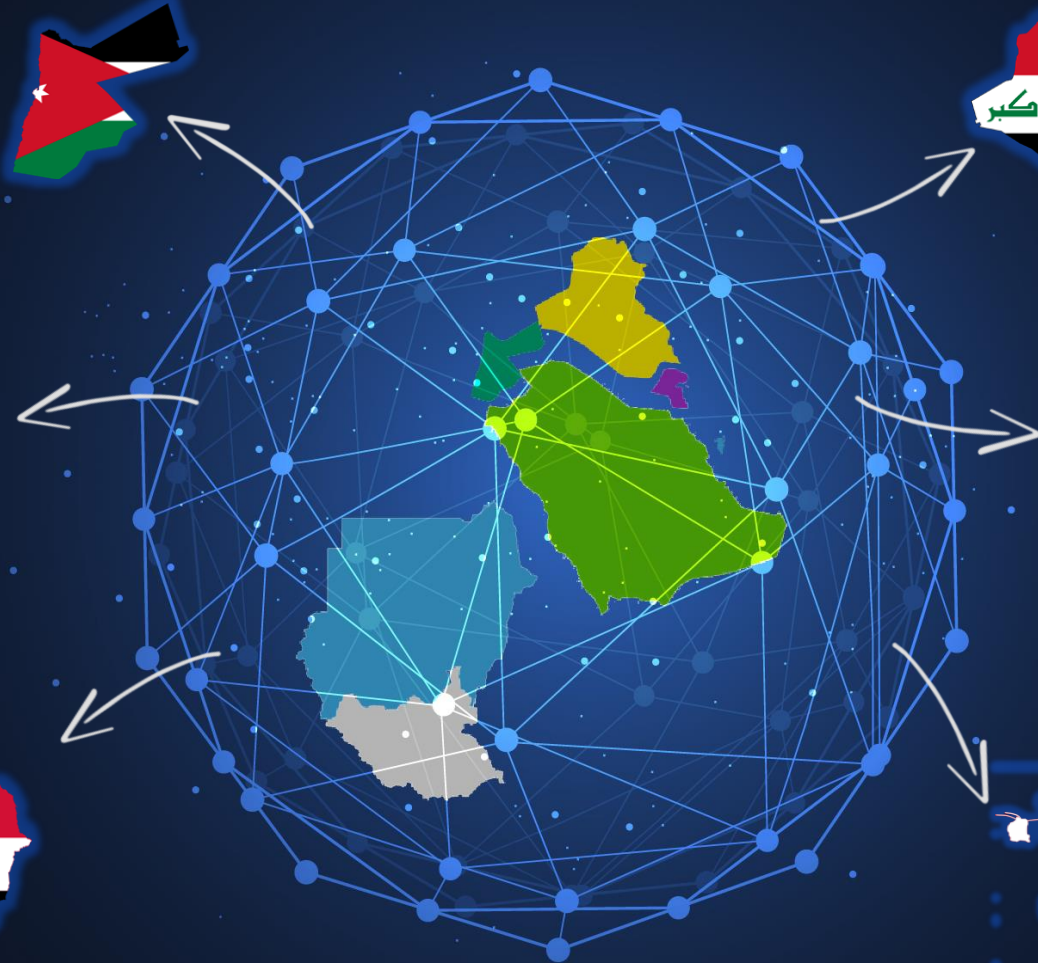
SUDAN

CUSTOMERS	16.3m
REVENUE	\$ 208m
EBITDA	\$ 106m
NET INCOME	\$ 111m
CAPEX	\$ 16m



BAHRAIN

REVENUE	\$ 89m
EBITDA	\$ 29m
NET INCOME	\$ 8m
CAPEX	\$ 1.3m



# ACCOMPLISHMENTS

Best Telecom Brand for 2021 by  
Telecom Review



'Best Corporate Governance  
Award 2021 & 2022' for Kuwait



'Best Telecom Company' and  
'Best Digital Transformation  
Telecom Company' in Kuwait for  
the year 2021



Three awards from SAMENA Council-MEA Business Technology  
Achievement Awards for:

1. New Technology Leadership for 5G launches in KW & KSA
2. Innovative Collaborations for Zain Esports
3. Ground-breaking services for fintech solution Tamam in KSA



Zain wins Gulf Breakthrough Award  
from Dell Technologies



Zain upgraded to A- in the latest 'CDP  
Score Report–Climate Change 2021',  
ranking it first in the region



Zain awarded 'Best Telco Operator',  
ZainTech wins 'Best Digital Service' at  
2022 Telecom World Middle East  
Awards



Recognized in three major categories at the  
Global Good Governance Awards 2021

1. Best in Diversity Award
2. Leadership & Sustainability Award
3. Women Empowerment Award

# KEY EVENTS

## Interim Dividends 10 fils for H1 2022

The Board declares a second consecutive interim dividend of 10 fils per share for the first six months of 2022, subject to regulatory approval

## B2B : Mobility, Business Solutions & Fixed Services

B2B continues to deliver growth, revenue up 21% vs H1 2021

## Zain Group API platform

Continues to grow with 26 digital partnerships offering 51 compelling services, 34% increase in net revenue

## Fintech... Excellent revenue & customer growth

- Zain KSA fintech subsidiary, 'Tamam'; ZainCash in Iraq & Jordan; M-Gurush in South Sudan attract 1.6 million customers
- Revenue grew by more than 270% and customer base jumped by 103%

## TowerCo deal

- Zain KSA: Board approved PIF offer for SAR 3.03bn (8,069 towers)
- Zain Iraq: Transaction in process with TASC, expected H2 2022
- Zain Bahrain: ongoing transaction process

## Regulatory Update

- **Kuwait:** First-Degree Court decision was issued on Number Range Case in favor of Zain on 19<sup>th</sup> of June'22, leading to a potential benefit of KD24m.
- **Sudan:** \$23m benefit in Q2'22; 50% reduction of income tax (Double Taxation Avoidance Agreement "DTAA") and 100% increase in withholding tax on Mgmt fees (w.e.f. Jan 2021).



## 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.

# ZAINTECH

**offers comprehensive digital solutions & transformation services under one roof**

Zain Tech provides a center of excellence and managed solutions for Cloud, Cybersecurity, Big Data, IoT, Ai, Smart Cities and Emerging Technologies incorporating NXN and Zain Data Park

**50+**

revenue generating  
clients across

**5+** industries

**4+** landmark

projects in cloud, cyber  
and digital



**11** strategic  
partnerships with  
leading global players  
covering

**6** focus areas in

**6** countries of  
presence including UAE



**CLOUD  
COMPUTING**



**CYBER  
SECURITY**



**DIGITAL  
SOLUTIONS**



**BIG DATA  
SERVICES**



**ROBOTICS &  
DRONES**

# ZAIN VENTURES

- Zain Ventures was established in 2021 as the Corporate Venture Capital arm of Zain looking for opportunities in the world of venture capital.
- Zain Ventures has invested in regional and international venture capital funds as well as direct strategic investments leveraging on the wide geographical reach and rich customer base.

## INVESTMENT IN FUNDS



## DIRECT INVESTMENTS



INVESTED

**\$16.3m**

EXISTING  
VALUATION

**1.92x**



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

# ZAIN FINTECH



Licensed by Saudi Central Bank (SAMA), **Tamam** is the first micro-financing license in region. The platform is Shari'a compliant and offers consumer micro-finance in less than five minutes via a seamless digital customer experience through a mobile app.

**Zain Cash Iraq** is a mobile wallet licensed by Central Bank of Iraq to offer innovative financial services such as money transfer, electronic bill payment, funds disbursement service, mobile recharge, ecommerce

**Zain Cash Iraq's** customer base and volumes grew along with a variety of initiatives to assist the government funding support to reach out to beneficiaries

**M-Gurush** is Zain South Sudan Digital Financial Service based on partnership model with Trinity Technologies, licensed by Central Bank of South Sudan to run Mobile Money and Electronic Payment Services in South Sudan

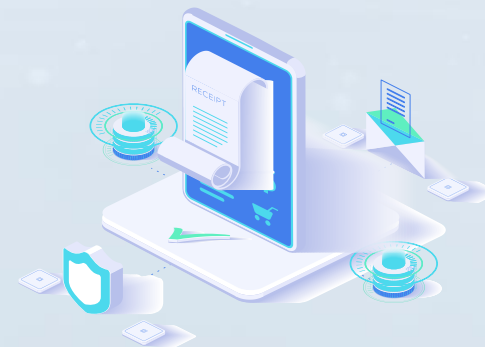
In addition to maintaining its position in the market as the largest mobile financial services provider in Jordan, **Zain Cash Jordan** has been rapidly expanding its portfolio to cover more services and verticals and managed to lead the processing of disbursements for the government's financial aid programs. Secured Central Bank of Jordan final approval to process credit card solutions



**1.6m** ACTIVE CUSTOMERS



**15k** NUMBER OF AGENTS



**16.4m** TRANSACTION VOLUME



**\$1.6b** TRANSACTION VALUE

# DIGITAL OPERATORS

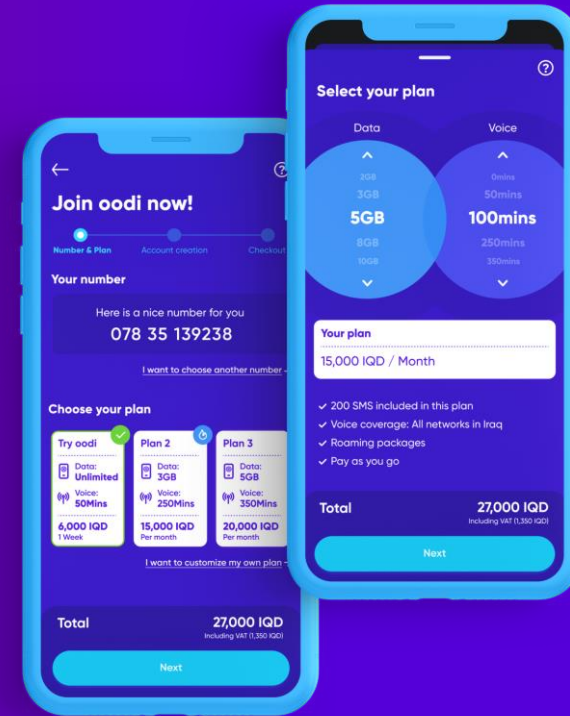
ياقوت  
Yaqoot  
بواسطة زين

KSA



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

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

## UNDER PROGRESS



ZAIN  
KSA

Zain KSA has approved a Public Investment Fund-led consortium offer to acquire an 80% majority stake in its tower infrastructure



**8,069**  
TOWERS

**\$807**  
MILLION

## COMPLETED



ZAIN  
KUWAIT

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



**1,620**  
TOWERS

**\$130**  
MILLION



ZAIN  
JORDAN

Zain Jordan agreement to sell and leaseback tower portfolio to TASC Towers



**2,607**  
TOWERS

**\$88**  
MILLION

## UPCOMING DEALS



ZAIN  
BAHRAIN



ZAIN  
IRAQ



ZAIN  
SUDAN

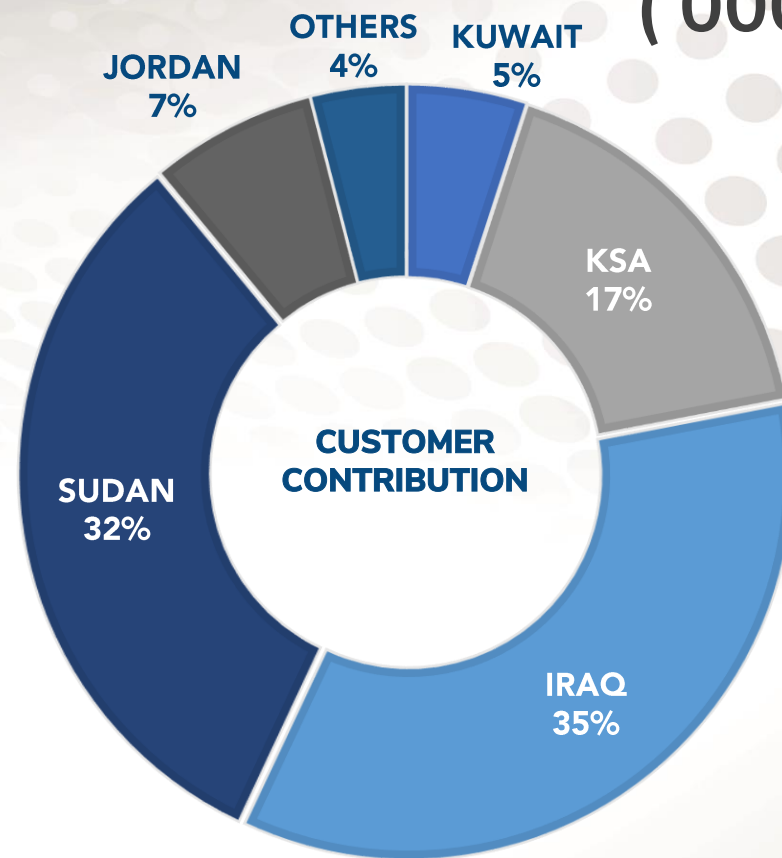
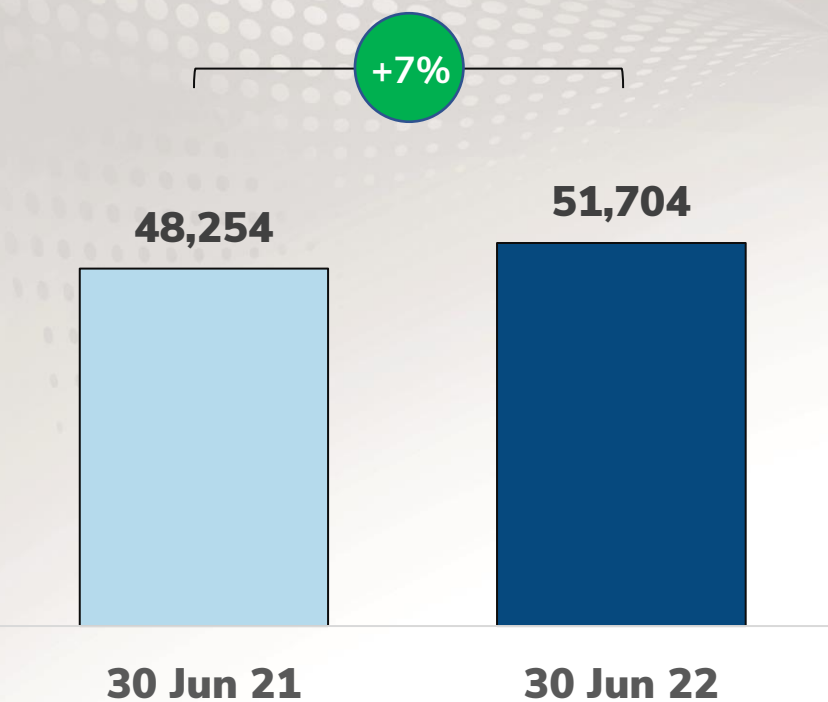


# GROUP FINANCIAL REVIEW



# GROUP CUSTOMER BASE

(‘000)

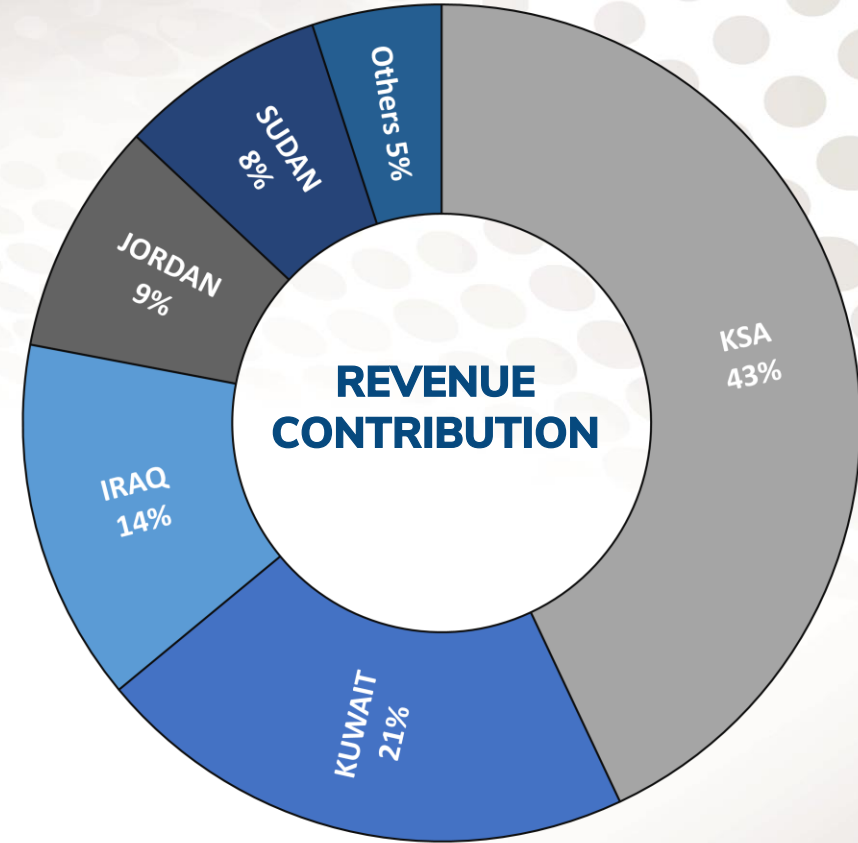
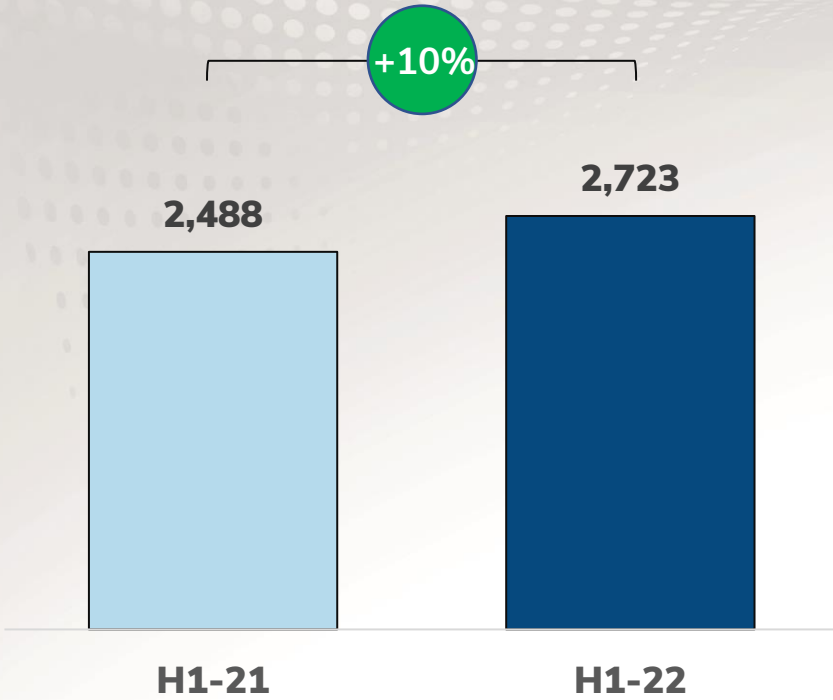


Customer base **up by 7%** due to:

- Customer base growth mainly in **Zain KSA by 21%**, **Zain Iraq by 12%**, adding around 3.5m additional customers to the base)

# GROUP REVENUE

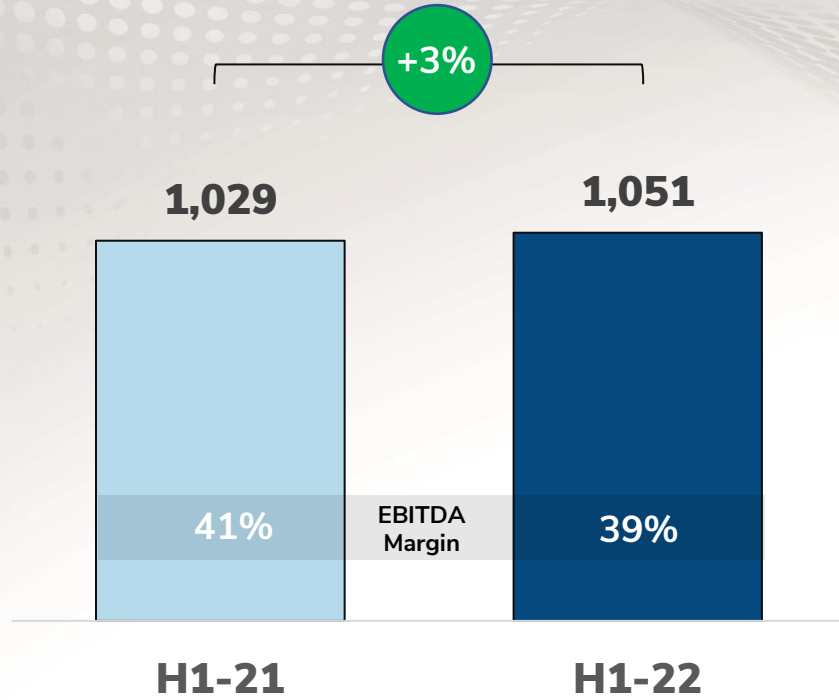
(USD m)



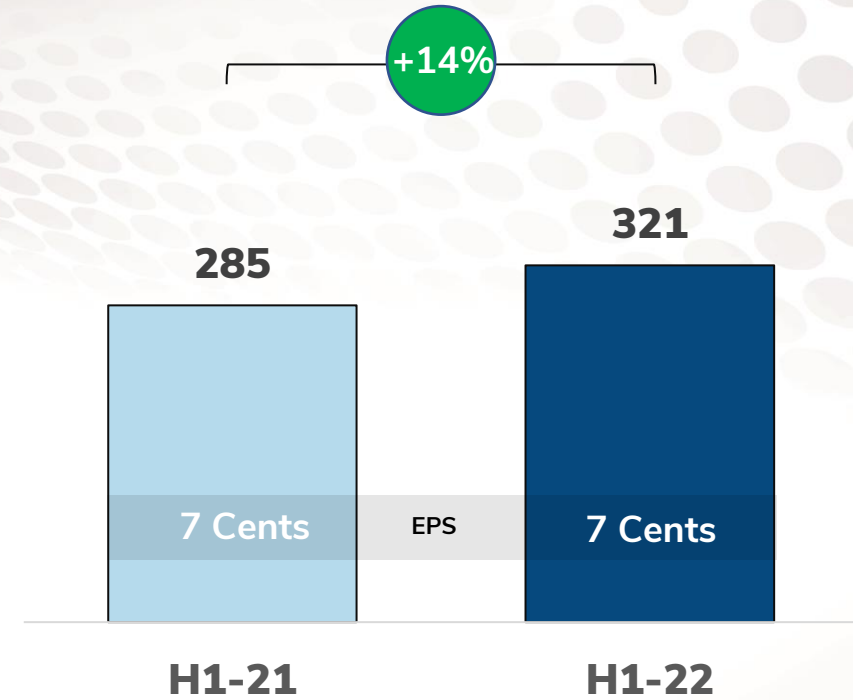
- All major key operations reported healthy top line performance for the 6 months 2022
  - Revenue up by 11% for Zain Kuwait, 14% for Zain KSA and 30% for Zain Sudan

# GROUP EBITDA & NET INCOME

EBITDA (\$ m)



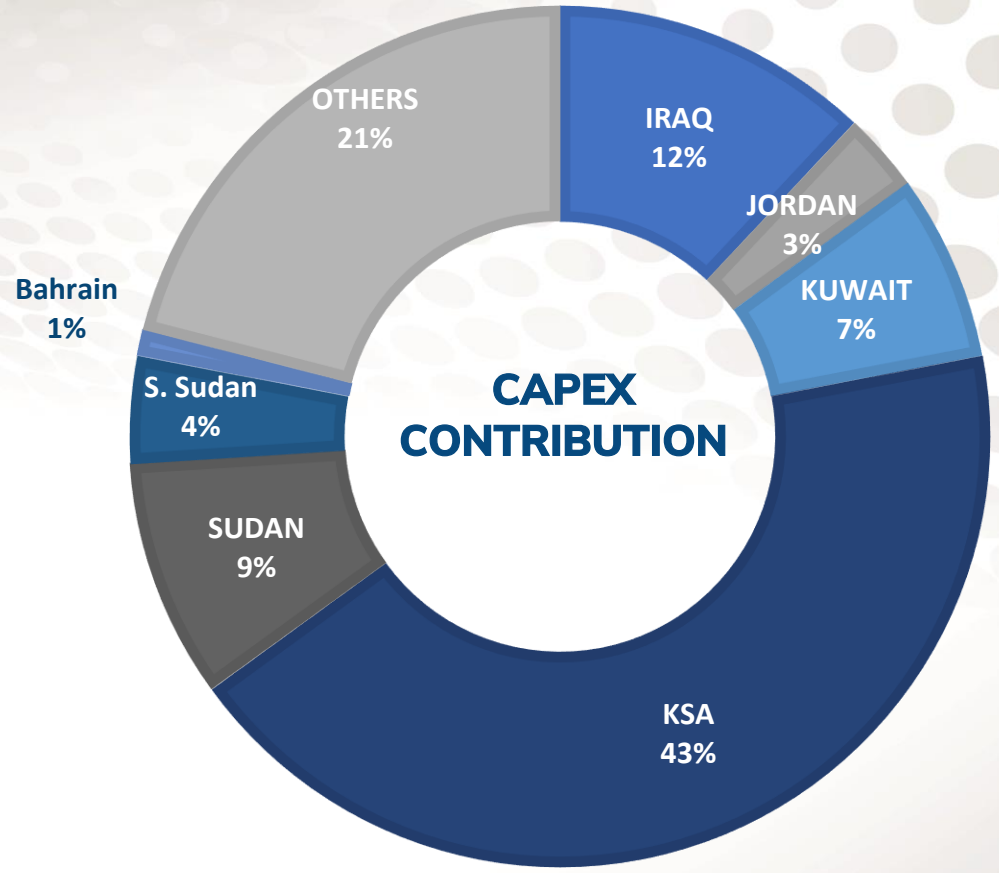
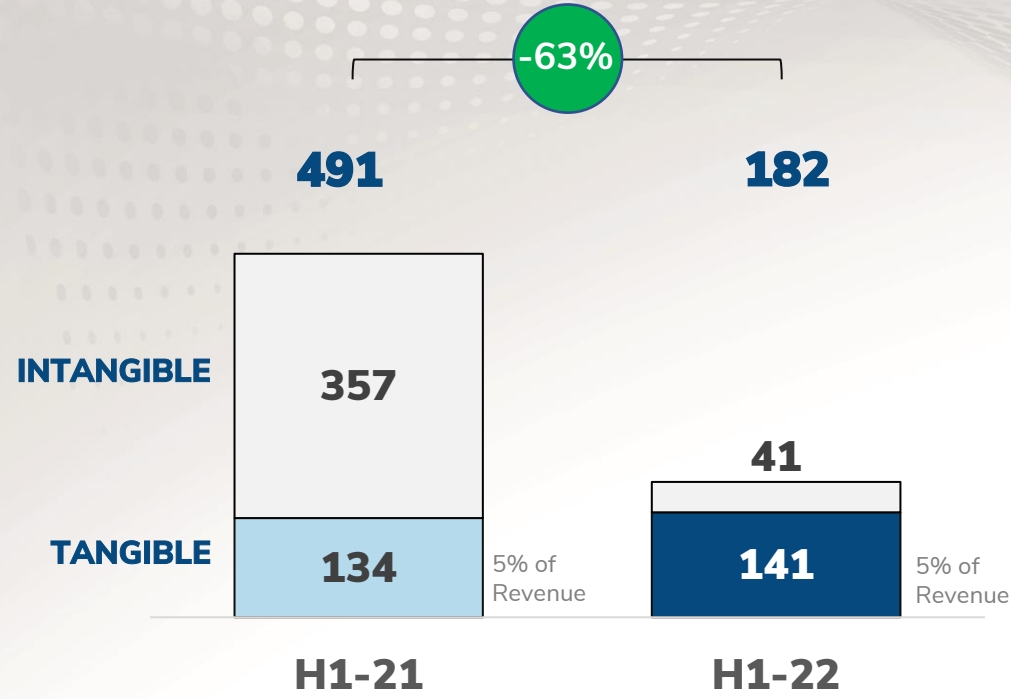
NET INCOME (\$ m)



- Savings in Depreciation & Amortization \$30m, mainly from KSA (stopping depreciation & amortization on tower assets held for sale).
- **Tax related savings (\$23m) from Sudan on account of:**
  - a) 50% reduction in Corporate Income Tax Rate, resulted in \$12.9m benefit
  - b) Reversal of 3% tax provision relating to FY'21 and Q1'22, resulting in total benefit of \$11m

# GROUP TOTAL CAPEX

(USD m)

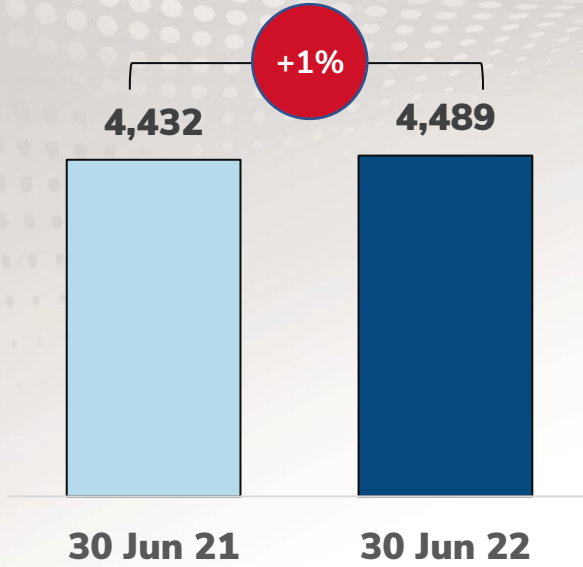


- 2022 continuation of expansion of **5G & 4G** networks across the Opcos
- Grant of 4G license in **Iraq** amounting to \$148 million in 2021
- Renewal of the 900 MHz License in **Jordan** amounting to \$183 million in 2021

# DEBT PROFILE

(USD m)

## DUE TO BANKS (\$ m)



# 2.4x

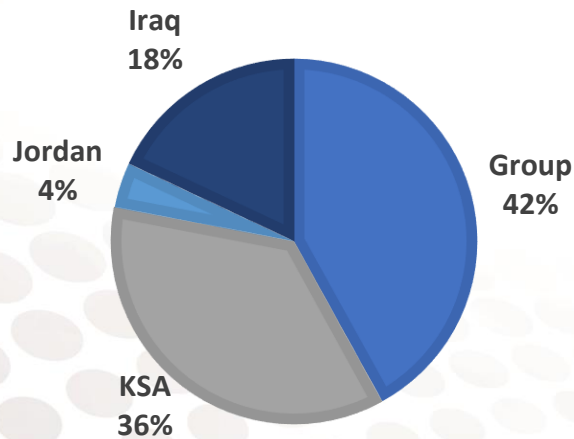
Total Net Debt / EBITDA  
Among the lowest in the region

Effective Interest Rate

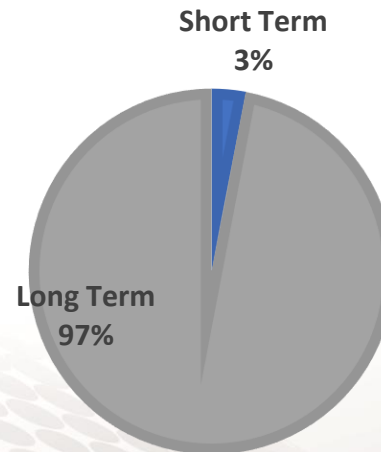
# 1.93% - 3.9%

As at 30 Jun'22

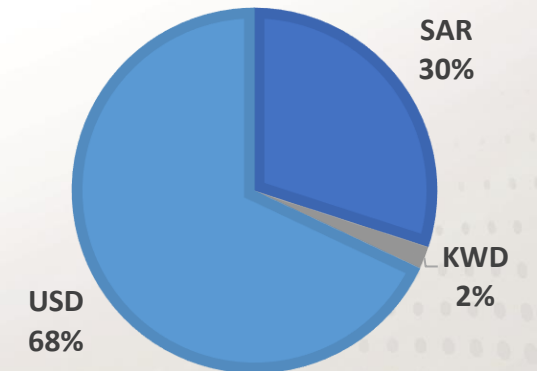
## DEBT BY OPCO



## DEBT BY MATURITY



## DEBT BY CURRENCY



# GROUP FINANCIAL KPIs

(KWD m)

Income Statement (KWD m)	H1 2022	H1 2021
Revenue	829	750
EBITDA	320	310
Net Income	98	86

Balance Sheet (KWD m)	Jun 2022	Jun 2021
Cash and Cash Equivalents	205	281
Total Assets	4,806	4,732
Total Debt	1,376	1,334
Total Equity	1,836	1,770

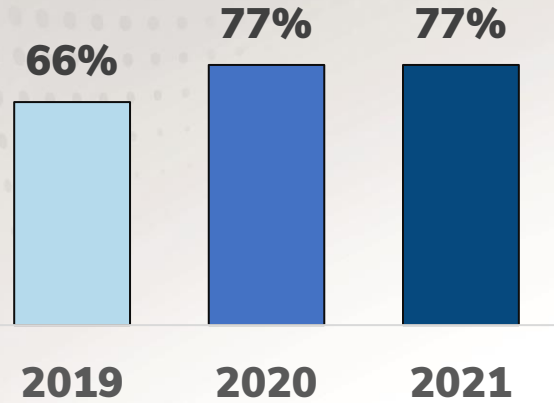
Cash Flow (KWD m)	H1 2022	H1 2021
Operating	182	171
Investing	(107)	(184)
FCF	75	(13)
Financing	(102)	(45)
Effect of FX impact	(4)	(25)
Ending Cash Balance	199	281

The Group reported an impressive 22% increase in Q2 2022 Net profit due to exceptional top-line performance across all major operations, successfully mitigating major currency devaluation in Sudan (~30%) and South Sudan (~60%).

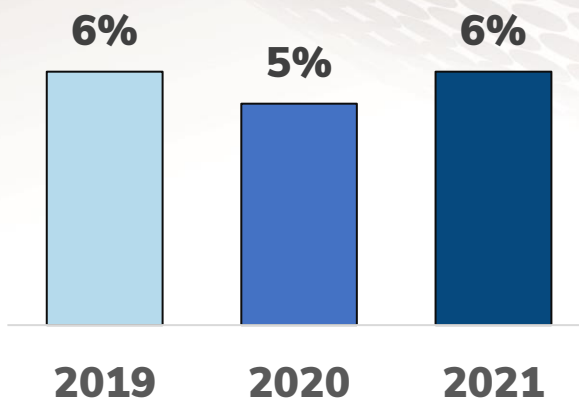
Group revenue increased 14% for Q2 2022 and 10% YoY on account of significant price revamps and data monetization initiatives carried out across operations.

# DIVIDENDS

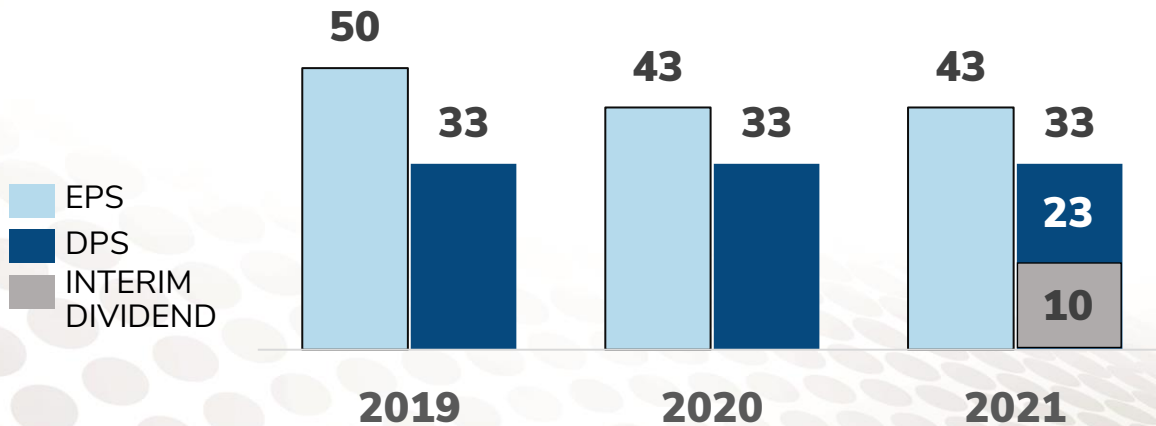
DIVIDEND PAY-OUT RATIO



DIVIDEND YIELD

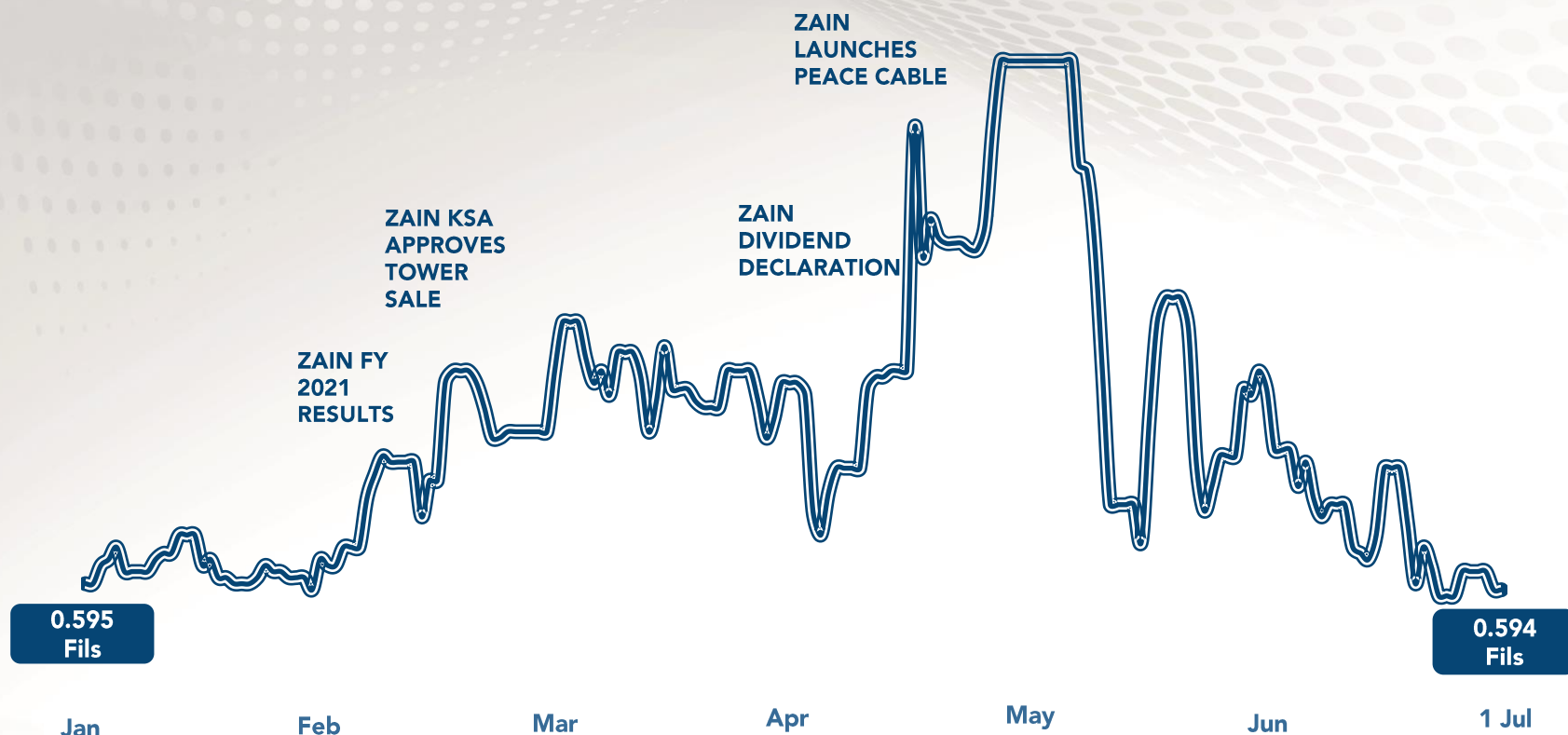


EPS & DPS (Fils)



- Average dividend payout ratio in the high **70% range**
- Dividend of \$471m (**33 fils**) for 2021 compared to \$470m (**33 fils**) for 2020
- First company in Kuwait to implement a minimum cash dividend policy (**33 fils/year for 3 years starting 2019**)
- The AGM approved a cash dividend of **23 fils** per share, for the **second half of the year 2021**. This is in addition to the **interim dividend of 10 fils** distributed earlier in 2021 totaling **33 fils** per share for the year 2021.

# ZAIN SHARE PRICE



**TOTAL SHARES**

4,327,058,909

**P/E**

~13 TIMES

**MARKET CAP**

USD 8.3 BILLION

**DIVIDEND YIELD**

6%

**87%**

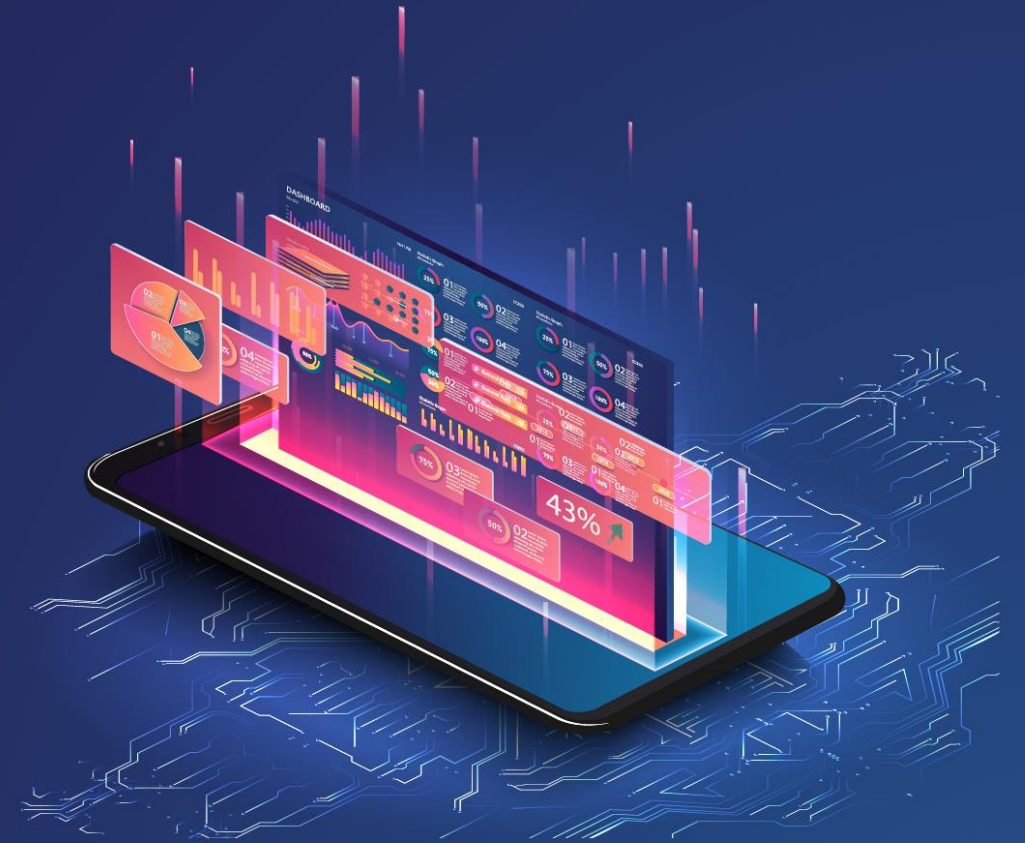
**LOCAL INVESTORS**

**13%**

**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





**EAMAN AL ROUDHAN**  
CEO

MARKET  
PLAYERS



**100%**



OWNERSHIP

**1983**



OPERATIONS

- ☉ Zain Kuwait remains the **most profitable company** within the Group and maintains its market lead in terms value and revenue share
- ☉ Healthy results : **Revenue, EBITDA & Net income** grew by **11%** respectively
- ☉ **Data revenue** grew **5%** and formed **38%** of total revenue
- ☉ The first operator in the world to launch **Vo5G**
- ☉ Successfully completed the first live trial in the region of **Open RAN**
- ☉ Obtained the first-degree court ruling in its favor for the **Number Ranges case**
- ☉ Awarded the **Cloud license** in April 2022
- ☉ Commercial launch of **Virgin Mobile** on the 25<sup>th</sup> May



**2.6M**

CUSTOMER  
BASE



**35%**

MARKET  
SHARE



**39%**

VALUE  
SHARE



**\$25**

BLENDED  
ARPU



**58%**

PREPAID  
BASE



**5G**

NETWORK  
TECHNOLOGY



**12M**

TOTAL  
CAPEX



**100%**

POPULATION  
COVERAGE %



**149%**

MARKET  
PENETRATION



**SULTAN ALDEGHAITHER**  
CEO

MARKET  
PLAYERS



**37%**   
OWNERSHIP

**2008**   
OPERATIONS

- ☉ The Board approved the sale of 8,069 passive tower infrastructure for **\$807m to PIF**
- ☉ Healthy **21% YoY customer growth**, adding 1.5m to the base, mainly from the prepaid segment
- ☉ **B2B** revenue grew by **29%** YoY
- ☉ Strong performance from **Tamam** Fintech – microfinance platform
- ☉ Positive performance for the digital operator **Yaqoot**, customer base jumped by **20%**
- ☉ **Data revenue** formed 44% of total revenue
- ☉ **Termsheet** signed between **Playhera** and Zain Group and Zain KSA



**8.9M**

CUSTOMER  
BASE



**\$17**

BLENDED  
ARPU



**66%**

PREPAID  
BASE



**5G**

LARGEST NETWORK IN  
THE REGION



**99%**

POPULATION  
COVERAGE %



**115%**

MARKET  
PENETRATION



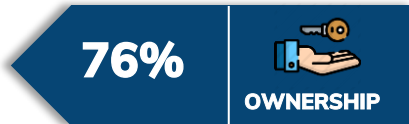
**78M**

TOTAL  
CAPEX

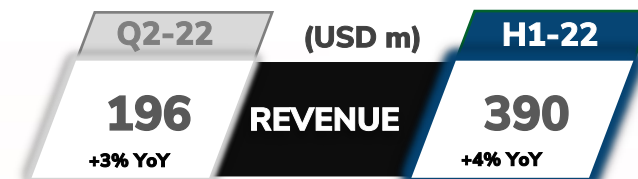


**ALI AL-ZAHID**  
CEO

## MARKET PLAYERS



- Customer base grew by 12% to reach 18m customers driven by **4G expansion**
- Zain Cash delivered positive performance increasing in customers, revenue and EBITDA
- Tower deal with TASC is expected to complete by H2 2022
- Digital operator “oodi” performing exceptionally, highest rated telco app in the market, won multiple awards at **Transform MEA awards**



**18M**

CUSTOMER  
BASE



**51%**

MARKET  
SHARE



**44%**

VALUE  
SHARE



**\$4**

BLENDED  
ARPU



**93%**

PREPAID  
BASE



**4G**

NETWORK  
TECHNOLOGY



**21M**

TOTAL  
CAPEX



**99%**

POPULATION  
COVERAGE %



**102%**

MARKET  
PENETRATION

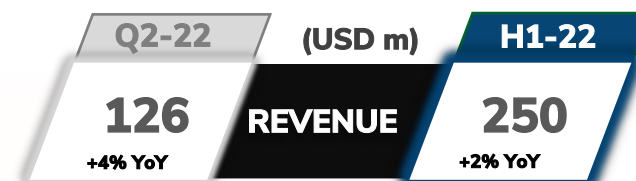


**FAHAD ALJASEM**  
CEO

## MARKET PLAYERS



- Stable performance, focused on postpaid and B2B revenue
- Data revenue grew by 4% YoY, and formed 50% of total revenue
- Expansion of FTTH network boosts revenue and customer base
- Zain Cash delivered positive performance increasing in both customers and revenue
- Government extended the temporary spectrum bands allocated for free, till June 2022



**3.7M**

CUSTOMER BASE



**35%**

MARKET SHARE



**48%**

VALUE SHARE



**\$10**

BLENDED ARPU



**64%**

PREPAID BASE



**4G**

NETWORK TECHNOLOGY



**6M**

TOTAL CAPEX



**99%**

POPULATION COVERAGE %



**79%**

MARKET PENETRATION



**HISHAM ALLAM**  
CEO

MARKET  
PLAYERS












**100%**   
OWNERSHIP

**2006**   
OPERATIONS

- Healthy bottom-line performance, mainly due to the top line performance
- To mitigate the currency devaluation impact, **major price revamps** implemented
- Work in progress for the **Sale of Zain Sudan**
- Dividends of **USD 5.1m** upstreamed to the Group
- \$23m benefit** for Q2 2022 ; 50% reduction of income tax (**Double Taxation Avoidance Agreement "DTAA"**) and 100% increase in withholding tax on Mgmt fees w.e.f. Jan 2021
- Data revenue** increased by 44%, representing 31% of total revenue



								
<b>16.3M</b>	<b>48%</b>	<b>60%</b>	<b>\$2</b>	<b>98%</b>	<b>4G</b>	<b>16M</b>	<b>90%</b>	<b>77%</b>
CUSTOMER BASE	MARKET SHARE	VALUE SHARE	BLENDED ARPU	PREPAID BASE	NETWORK TECHNOLOGY	TOTAL CAPEX	POPULATION COVERAGE %	MARKET PENETRATION

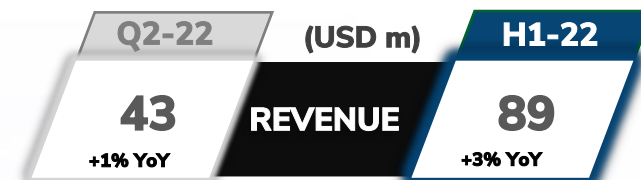


**DUNCAN HOWARD**  
CEO

MARKET  
PLAYERS



- YoY revenue growth mainly due to **increase in data and roaming revenue**
- Data revenue** formed 46% of total revenue and grew 5% YoY
- Focused on the continued expansion of **4G** and **5G** infrastructure
- Plan to launch **Financial Services** in the Kingdom soon
- First Operator in the Kingdom to deploy **5G** latest technologies in **Bahrain Bay**



**\$17**

BLENDDED  
ARPU



**5G**

NETWORK  
TECHNOLOGY



**100%**

POPULATION  
COVERAGE %



**106%**

MARKET  
PENETRATION



**1.3M**

TOTAL  
CAPEX

# ZAIN ESPORTS UPDATES



Zain esports showcases Zain advertisements on GTA respect servers – first Zain ads in the metaverse



3-year agreement signed with the Bahrain Schools and Collegiate Athletic Association to develop esports in Bahrain

PLAYHERA

Shareholders Agreement with Playhera Signed by all parties – Playhera MENA introduced to Zain Opcos and Omantel



## STATISTICS:



**20,000+**  
participating  
gamers



**60 Mn+**  
Social Media  
Impressions



**87 Mn+**  
Social Media  
Engagements



**32**  
Influencer  
Appearances

## FOLLOWERS:



**75,500**



**20,400**



**23,300**

# 2022 PRIORITIES



## DIGITAL TRANSFORMATION

Transform 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.



## PORTFOLIO OPTIMIZATION

Continuously seek opportunities to realize synergies and unlock potential value through M&A activities and expand its relationship with regional and international venture capital funds.



## FINTECH

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



## ESPORTS

Engage with gamers and youth across the region in creating an ecosystem that opens up opportunities to fast-growing and lucrative digital services and online gaming



## ENTERPRISE & GOVERNMENT

Work 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.



## WHOLESALE

Consolidate and manage the capacity, voice and roaming businesses across Zain Opcos and ultimately evolve to become the single interface for all Zain Opco requirements



## FIXED AND CONVERGENCE

Continue providing reliable fixed connectivity to residential and business customers whether through own deployment of fiber networks or by strategically partnering with third-party providers.



## DIGITAL MONETIZATION

Continue growing the digital services portfolio and offering customers Direct Carrier Billing access to top-tier content to make Dizlee a full fledge Digital Monetization Ecosystem Provider

## 2022 GUIDANCE



REVENUE GROWTH

**+10% to +13%**



EXPECTED EPS

**+3%**



EBITDA GROWTH

**+5% to +7%**



TOTAL CAPEX/REV

**13%**



# 2022 TARGETS THAT FALL UNDER ZAIN'S SUSTAINABILITY STRATEGY PILLARS:



- Reduce environmental footprint by 50%
- Disclose to CDP (Carbon Disclosure Project)
- Set new CO2 emissions and water reduction targets as per SBTi (w/Group Tech)
- Launch carbon pricing across operations
- Implementation of the climate change policy framework across all operations
- Plastic waste reduction to finalize baseline and ensure implementation
- E-waste Warehouse management (categorization of materials)



- Implementation of the Principle for Driving Digital Inclusion of Persons with Disabilities
- Launch commercial services for People with Disabilities
- Women in Tech Phase 2



## GENERATION YOUTH

- Child Online Safety ecosystem
- Implementation of Child sexual abuse material blocking mechanisms
- Partnership with UNICEF to achieve Generation Youth targets
- Enhance and develop child rights management in the organization.



## REPORTING & INDICES

- Launch 2021 Sustainability Report and 2022 Thought Leadership Report
- Implement GRI new reporting framework
- Align to SASB and ISSB and TCFD reporting frameworks
- Develop flow chart of Quality Assurance and Control for data collection (HR, Networks)
- Follow developments of IFRS, Climate Disclosure Standards Board, Value Reporting Foundation



# CORPORATE GOVERNANCE

## CMA INSPECTION

- Managed meetings with the CMA and coordinated with departments to provide all required documents. The CMA provided their feedback on how to improve internal processes to meet their requirements.
- No violations or penalties were reported

## ANNUAL CG REPORT

- Prepared and issued the CG report (included in the annual report) as required by the CMA and international standards

## POLICY MANAGEMENT

- Accordingly, the executive management approved delegating the policy management responsibility to the CG function to ensure meeting all requirements, improve efficiency and ensure consistency.

## INTERNAL CONTROL REVIEW

- Led the project with the independent auditor to assess the internal control mechanisms at Zain according to local laws and regulations and international standards.

## ESG INDICES

- Evaluate companies' performance as per common ESG criteria and to help companies understand their ESG objectives, values and impact.
- With Kuwait's upgrade to the "Emerging Market Category" foreign investors are paying closer attention to local companies
- Zain's scores in the three major indices for the year 2021



**45 / 100**

Above Industry Average

**S&P Global**  
Ratings

**BB**

Within industry average

**MSCI** 

**3.1 / 5**

Above industry average

**FTSE**

# DIVERSITY AND INCLUSION

Zain is committed in uplifting its entire workforce and benefitting society



## AWARENESS DAYS

Planned internal events in line with global awareness days such as International Women's Day, Person with Disabilities, Mental Health, Women in Science, Innovation.



## ACTIVATIONS

Worked with partners to launch certain campaigns, for example, Hackathons, Journey Videos, Magazine Outreach, Start Up Competitions .



## PROGRAMS

Launched Several programs Aimed at Women, Youth, Leaders, Employees with Disabilities and targeted more longer-term development programs for more sustained impact



## SPEAKERS

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



## ZTWENTYTWO

Graduate Development program by Generation Z



# WHY ZAIN?

## GROWTH PROFILE

Investing to be future-ready for sustainable digital growth to capitalize on the 4<sup>th</sup> Industrial revolution

## 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

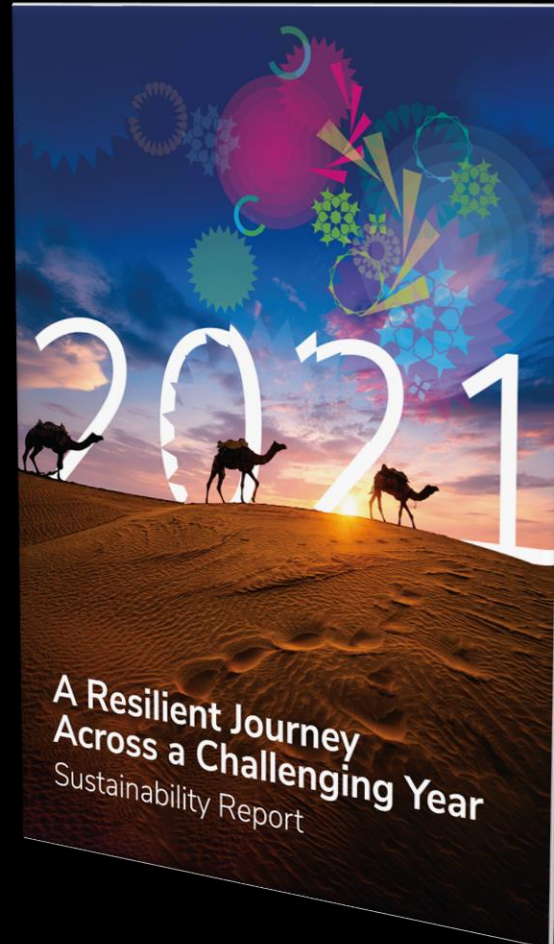
Unlocking capital from passive infrastructure to drive efficiencies and focus on core business

## 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](mailto:IR@zain.com)

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