



INCLUSION

ACCESSIBLE COMMUNICATION & HEALTH SUPPORT

- **27 health centers across Bahrain** offer video call services under the Natawasel initiative, that aims to bridge the communication gap that people with disabilities face in the health care sector.
- **739+** successfully logged video calls to date.

WOMEN EMPOWERMENT

- Since its inception, **1,309 women have enrolled in Zain's Group-wide Women in Tech program**, pairing them with mentors, providing them guidance and access to STEM career pathways.

DIGITAL INCLUSION FOR THE ELDERLY

- In collaboration with the Kebar Association, Zain Saudi Arabia organized a digital skills training program for senior citizens, benefiting 550 participants through 372 volunteer hours.
 - The initiative offered tailored courses on essential digital tools-such as email use, time management apps, and data safety-to help enhance daily life and promote digital inclusion.

INCLUSIVE DATA BUNDLES

- **Approximately 300** people in Zain Jordan use Basma Line+, a mobile bundle tailored for deaf and mute customers.
- **Zain Kuwait launched a dedicated data bundle** for Persons with Disabilities (PwD) in compliance with Telecommunication Regulatory Authority guidelines, and commemorated PwD Day with a community engagement visit to the PwD center to raise awareness and show support.

4 out of 7 Opcos have implemented data bundles catered to people with disabilities

ZAIN OPERATION	STATUS	TARGET SEGMENT
 Bahrain	Yes	All disabilities
 Iraq *	No	
 Jordan	Yes	Deaf and mute
 Kuwait	Yes	All disabilities
 Saudi Arabia	Yes	All disabilities and elderly
 South Sudan **	In Progress	
 Sudan	N/A	

* Due to lack of data and country-wide statistics, Zain Iraq did not launch any bundles specified for PwDs however they launched other services that catered to their needs.

* * In 2024, the commercial team for South Sudan were active in the development of an inclusive bundle tailored for PwDs.