

OPERATING RESPONSIBLY



2024 RESPONSIBLE SUPPLY CHAIN TARGETS

- TARGET 1**
- 50% of active suppliers to answer the supplier self-assessment questionnaire.
 - Fulfill the capacity-building requirement by completing the supplier training video.
 - Existing suppliers to align to Zain's policies.
- TARGET 2**
- Completion of 10 physical audits, with all observations reviewed and identified for remediation, where necessary, to ensure supplier compliance and continuous improvement.

PROGRESS & ACHIEVEMENTS

604
SUPPLIERS

Completed Zain's Supplier Self-Assessment Questionnaire thereby aligning with the company's values, standards, and responsible business practices.

59
OF ZAIN'S
SUPPLIERS

Across the Group were physically audited to verify quality standards, ethical and responsible business practices to address sustainability risks and opportunities.

113,967
JOBS

Provided across Zain's value chain that includes distributors, outlets and franchises.

DATA PRIVACY PROGRAMS

15
ELDERLY
PARTICIPANTS

From **Zain Bahrain** attended a cybersecurity awareness session based in Al Hekma Retired Society with the objective to:

- Protect online banking
- Avoid fraud and online scams
- Understand digital threats

161
FEMALE
STUDENTS

In **Zain Iraq** participated in 3 cybersecurity sessions (University of ICT) promoting:

- Data privacy and online security
- Personal information protection
- Anti-blackmail awareness

70+
MEMBERS

In **Zain Kuwait** were trained on data privacy, and digital security through dedicated awareness session for humble expat workers.