



**INVESTOR
PRESENTATION**
Q1 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 Q1 2022



**50.9
MILLION**

ACTIVE CUSTOMERS

+5% vs. Q1 21



**\$1.3
BILLION**

IN REVENUE

+7% vs. Q1 21



**\$507
MILLION**

IN EBITDA

-3% vs. Q1 21

**+38%
EBITDA
MARGIN**



**\$156
MILLION**

IN NET INCOME

+6% vs. Q1 21



**4
CENTS**

IN EPS

+33% vs. Q1 21

OUR OPERATIONS



Over
7,100
EMPLOYEES



KUWAIT



KSA



IRAQ



SUDAN



JORDAN



BAHRAIN



SOUTH SUDAN

Contribution

REVENUE %
CUSTOMERS %

21%

5%

43%

17%

14%

35%

7%

33%

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

Q1 2022 KPIs

JORDAN

CUSTOMERS	3.7m
REVENUE	\$ 124m
EBITDA	\$ 56m
NET INCOME	\$ 20m
CAPEX	\$ 4m



IRAQ

CUSTOMERS	17.6m
REVENUE	\$ 194m
EBITDA	\$ 81m
NET INCOME	\$ 3m
CAPEX	\$ 15m



KSA

CUSTOMERS	8.4m
REVENUE	\$ 582m
EBITDA	\$ 193m
NET INCOME	\$ 21m
CAPEX	\$ 33m



KUWAIT

CUSTOMERS	2.5m
REVENUE	\$ 280m
EBITDA	\$ 104m
NET INCOME	\$ 68m
CAPEX	\$ 9m



SUDAN

CUSTOMERS	16.6m
REVENUE	\$ 98m
EBITDA	\$ 51m
NET INCOME	\$ 46m
CAPEX	\$ 5m



BAHRAIN

REVENUE	\$ 46m
EBITDA	\$ 15m
NET INCOME	\$ 4m
CAPEX	\$ 1m



ACCOMPLISHMENTS

Best Telecom Brand for 2021 by
Telecom Review



'Best Corporate Governance
Award 2021' for Kuwait



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



MEA Business
Awards

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



Brand Finance values Zain brand
at USD 2.4 billion, a USD 211
million (9.6%) annual increase



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

Dividends 33 fils for FY 2021

Holding of a virtual AGM with a quorum of 75.14% through Zain livestream.
Dividends of 23 fils for H2, 2021 approved (total 33 fils for FY'21 represents 77% payout ratio)

B2B : Mobility, Business Solutions & Fixed Services

B2B continues to deliver growth, revenue up 19% vs Q1 2021

Zain Group API platform rebrands to Dizlee

Continues to grow with 20 digital partnerships offering 41 compelling services

Fintech... Excellent revenue & customer growth

- Zain KSA fintech subsidiary, 'Tamam'; ZainCash in Iraq & Jordan; M-Gurush in South Sudan attract 2 million customers
- Revenue grew by more than 110% and customer base jumped by 182%

Mobile World Congress – MWC

Zain showcases new platform after an absence of 3 years
Various agreements made by Zain Group, Zain Kuwait and Zain KSA (page 31)

Zain Global Connect (ZGC)

First subsea investment in PEACE cable through the J2M (Jeddah, KSA to Marseille, France) submarine cable system

TowerCo deal

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

Regulatory Update

- **Sudan:** VAT increased back to 40% from 35% effective 1st April 2022
- **Bahrain:** VAT increased from 5% to 10% effective 1st Jan 2022



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

 **ZAIN
TECH**

NXN  **ZAIN
DATA PARK**

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

\$20m

EXISTING
VALUATION

1.8x



 zain
VENTURES

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

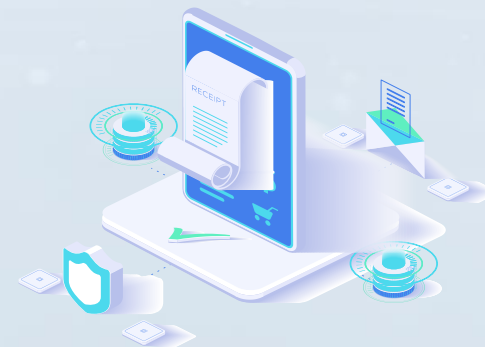
In addition to maintaining its position in the market as the largest mobile financial services provider in Jordan, **Zain Cash Jordan** has been rapidly expanding its portfolio to cover more services and verticals and managed to lead the processing of disbursements for the government's financial aid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



2m ACTIVE CUSTOMERS



15k NUMBER OF AGENTS



8m TRANSACTION VOLUME



\$736m TRANSACTION VALUE

DIGITAL OPERATORS

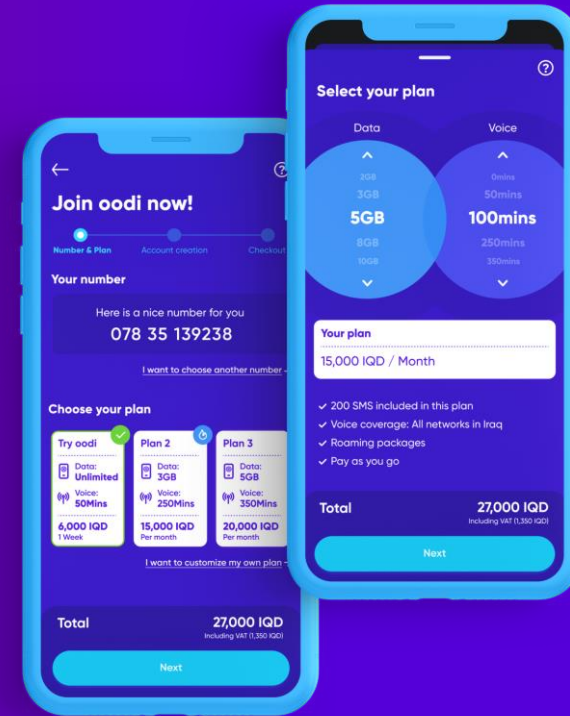
ياقوت
Yaqoot
بواسطة زين

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



CLOUD COMPUTING

Infinite and instant access



- **‘Zain Business’ holds two-day event in Kuwait, launches managed cloud & cybersecurity solutions**
- **Attended by 200 local business and banking executives**
- **Solutions in partnership with ZainTech, Zain Group’s regional digital and ICT solutions arm**
- **Event featured panel discussions with Zain’s global partners, shedding light on digital transformation challenges in banking and retail sectors**
- **Event generated large amount of B2B opportunities**
- **Comprehensive media coverage**



HAMAD AL-MARZOUQ
Chief Enterprise Business Officer



NAWAF AL-GHARABALLY
Chief Technology Officer



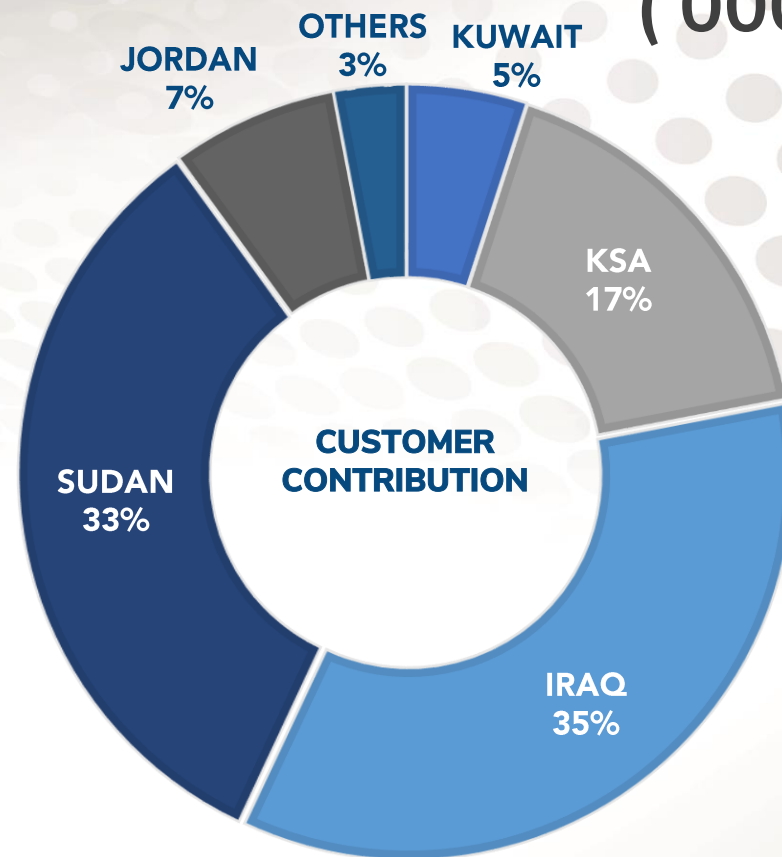
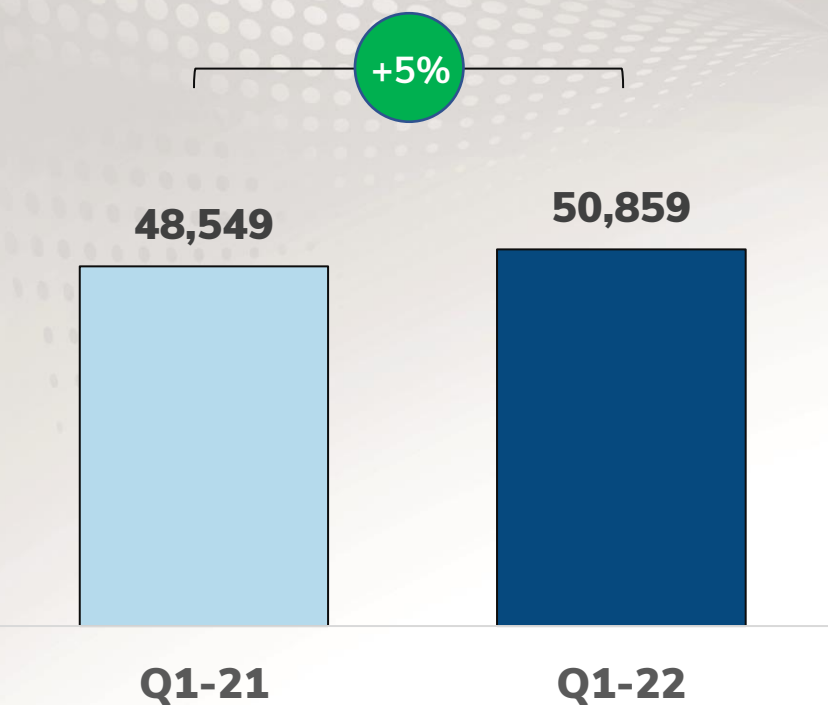
ANDREW HANNA
CEO ZainTech

GROUP FINANCIAL REVIEW



GROUP CUSTOMER BASE

(‘000)

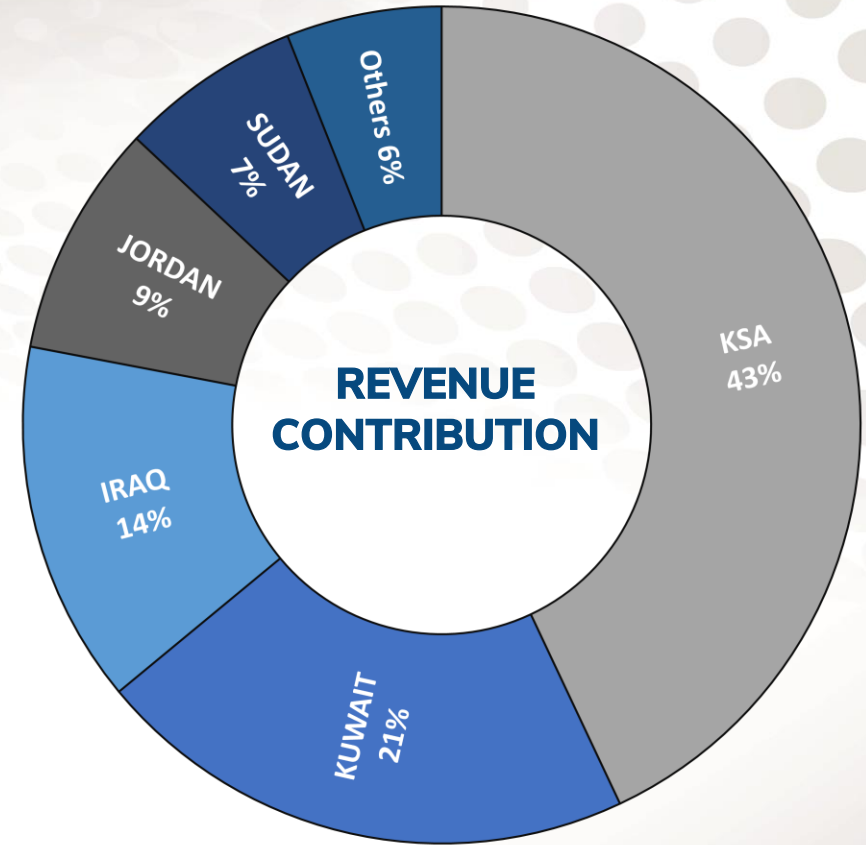
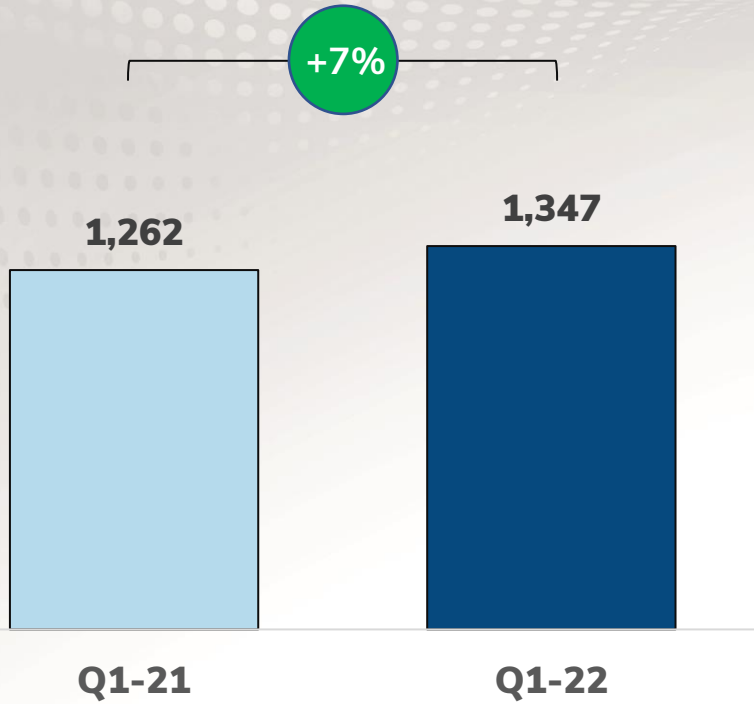


Customer base **up by 5%** due to:

- Customer base growth mainly in **Zain KSA by 17%**, **Zain Iraq by 9%**, adding around 2.3m additional customers to the base)
- Launch of 4G services in **Iraq** and **South Sudan**

GROUP REVENUE

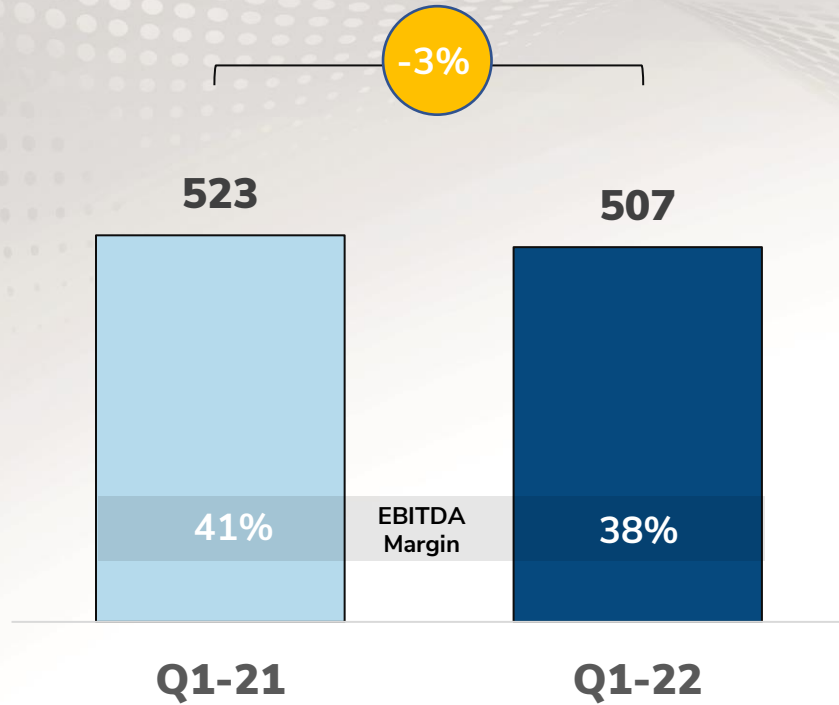
(USD m)



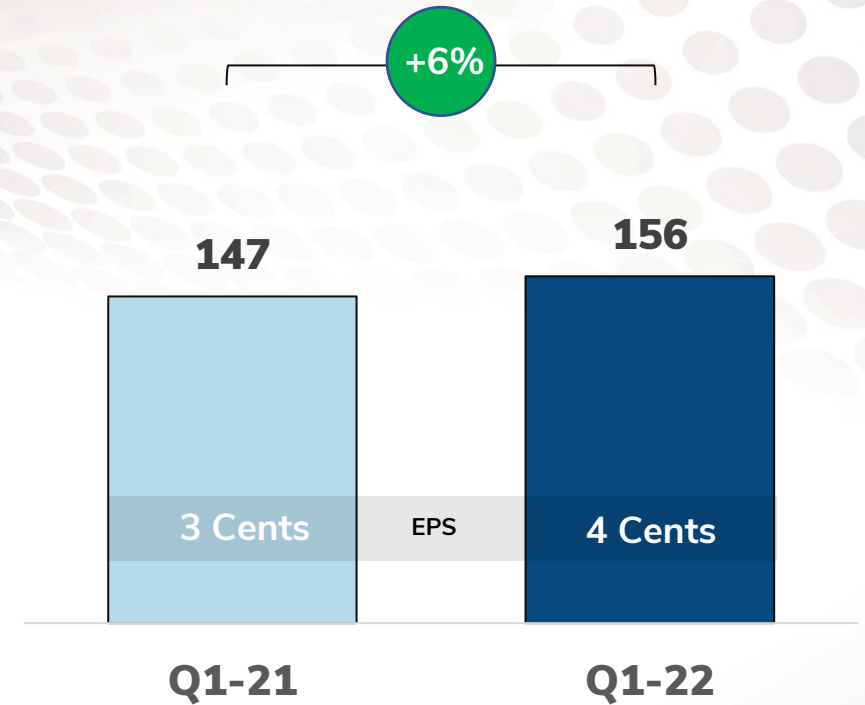
- All key operations reported healthy top line performance for the first 3 months
- Currency devaluation in **Sudan 44%** and **South Sudan 59%**
- Excluding the **FX impact of USD 120 million** for Q1'22, the Group consolidated revenue growth would have been **up 16%**

GROUP EBITDA & NET INCOME

EBITDA (\$ m)



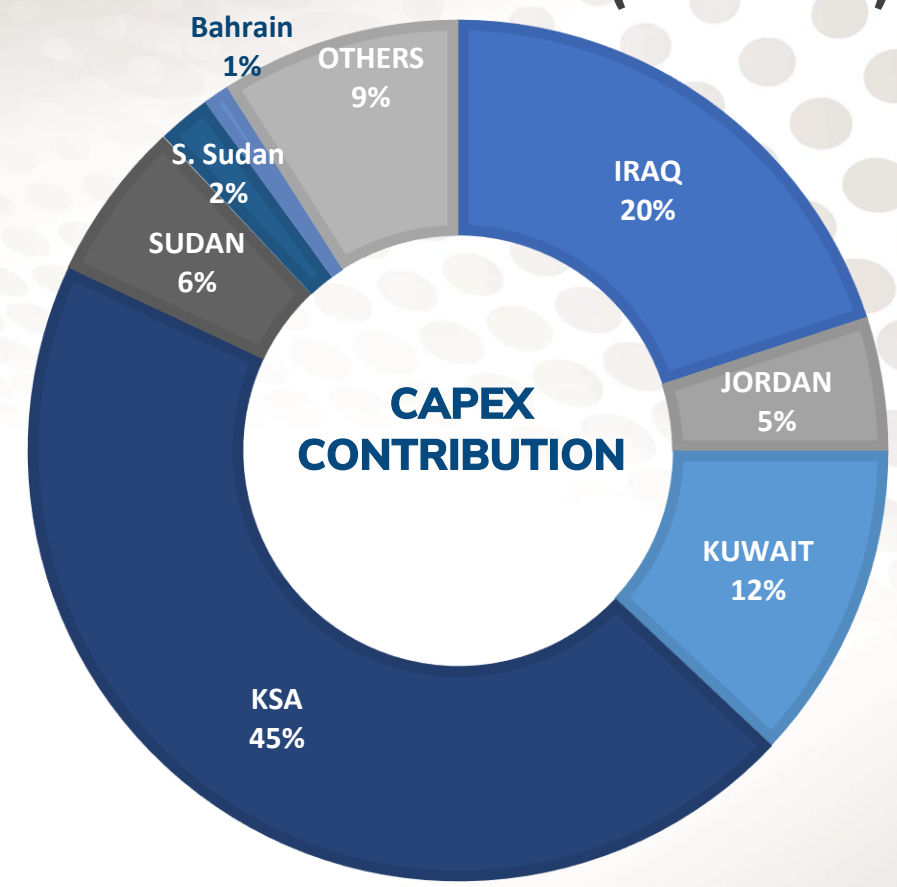
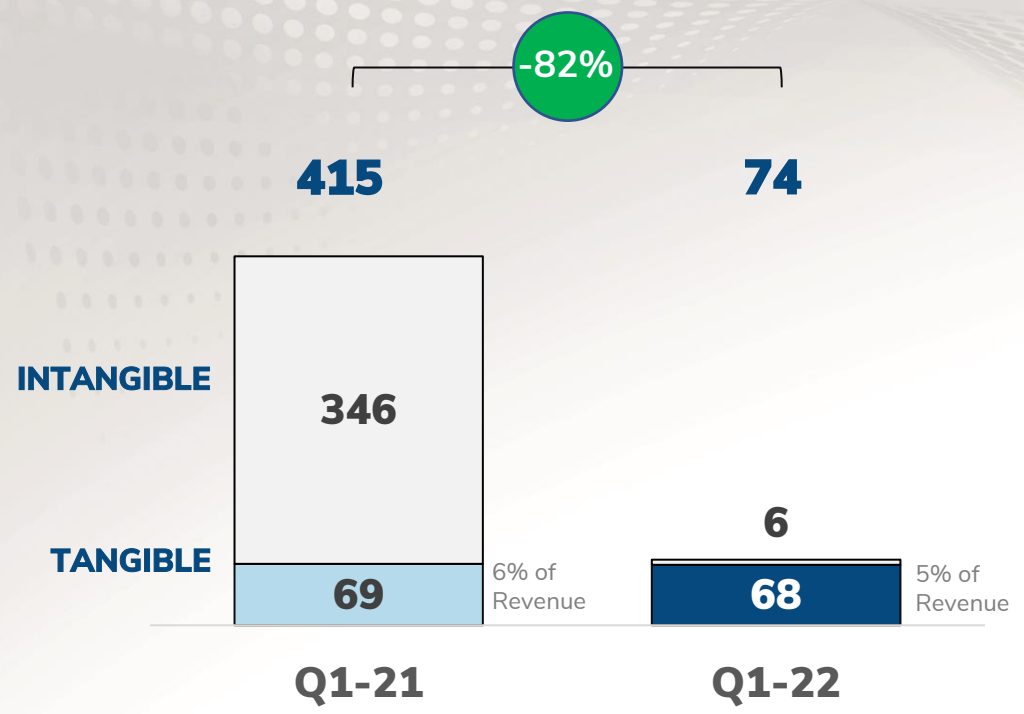
NET INCOME (\$ m)



- Rate Change and FX Translation impact in **Sudan and South Sudan**
- Excluding the FX translation impact, EBITDA would have been **+12% YoY**
- Decrease in **amortization** mainly from KSA (Held for sale)
- Increase in **Currency Variance Gain**

GROUP TOTAL CAPEX

(USD m)

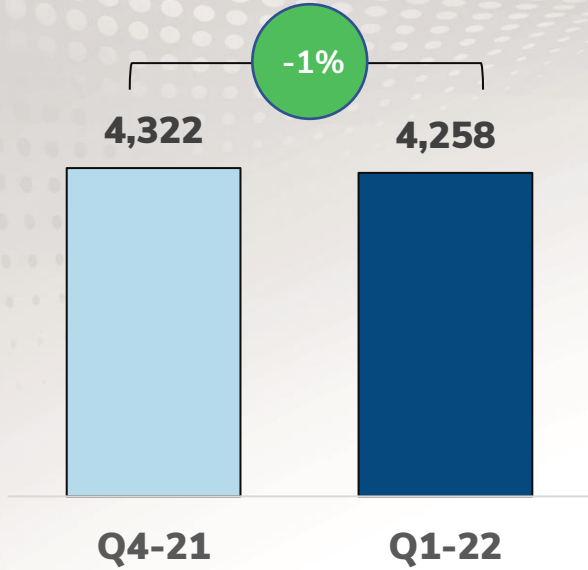


- 2022 continuation of expansion of **5G & 4G** networks across the Opcos
- Grant of 4G license in **Iraq** amounting to \$148 million in 2021
- Renewal of the 900 MHz License in **Jordan** amounting to \$183 million in 2021

DEBT PROFILE

(USD m)

TOTAL DEBT (\$ m)



2.35x

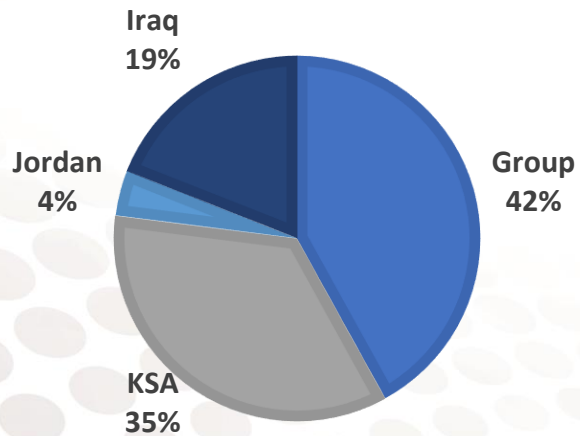
Total Net Debt / EBITDA
Among the lowest in the region

Effective Interest Rate

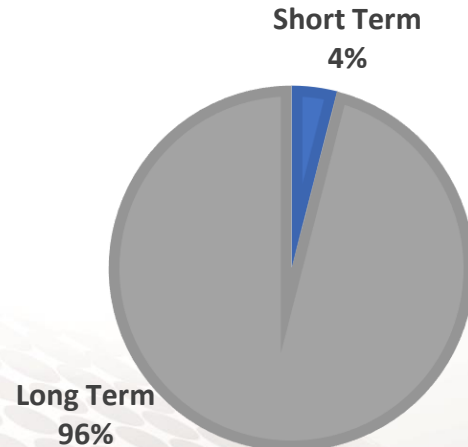
0.76% - 3.5%

As at 31 Mar'22

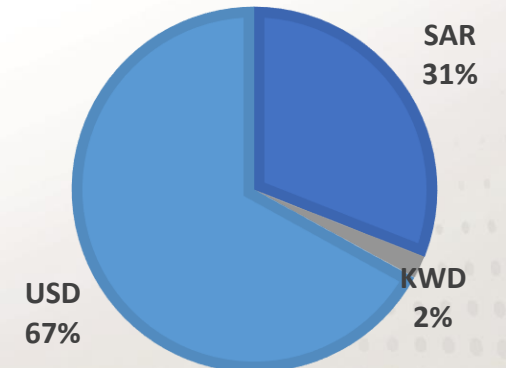
DEBT BY OPCO



DEBT BY MATURITY



DEBT BY CURRENCY



GROUP FINANCIAL KPIs

(KWD m)

Income Statement (KWD m)	Q1 2022	Q1 2021
Revenue	408	382
EBITDA	154	158
Net Income	47	45

Balance Sheet (KWD m)	Mar 2022	Mar 2021
Cash and Cash Equivalents	228	335
Total Assets	4,759	4,809
Total Debt	1,292	1,254
Total Equity	1,767	1,733

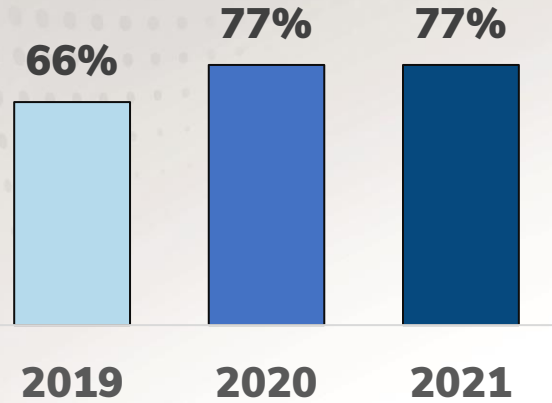
Cash Flow (KWD m)	Mar 2022	Mar 2021
Operating	106	100
Investing	(63)	(160)
FCF	43	(60)
Financing	(41)	41
Effect of FX impact	(5)	(23)
Ending Cash Balance	226	322

The Group reported an increase in net profit due to exceptional top-line performance across all major operations, successfully mitigating major currency devaluation in Sudan (~44%) and South Sudan (~59%).

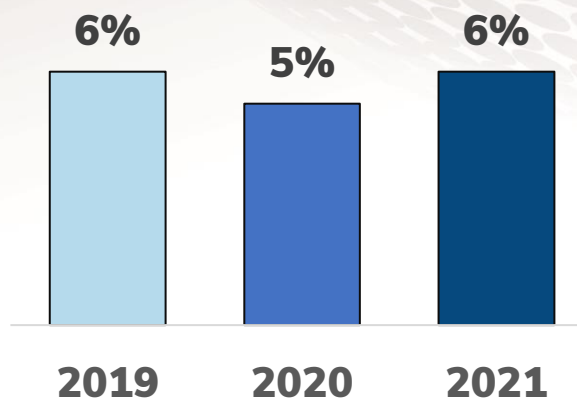
Even with the currency devaluation impact of ~KD 36m, Group revenue increased 7% on account of significant price revamps and data monetization initiatives carried out across the operations.

DIVIDENDS

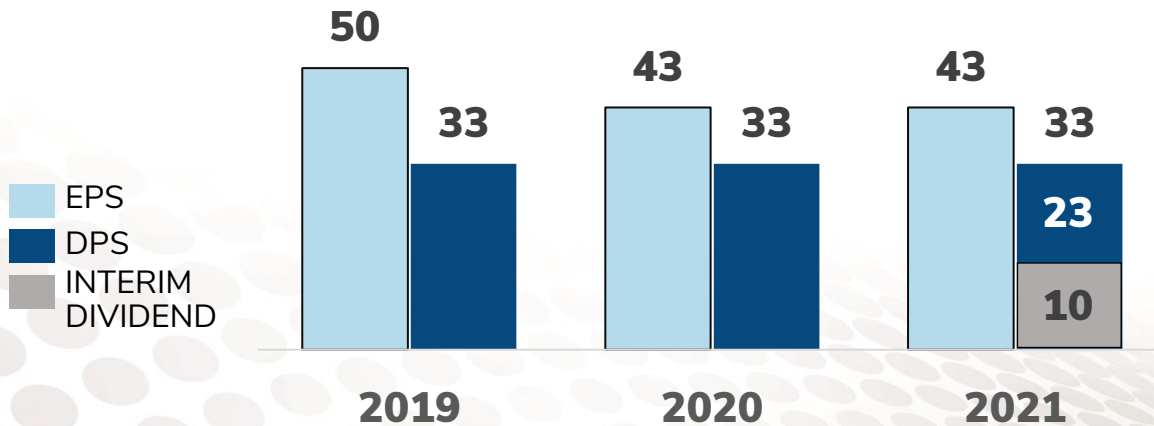
DIVIDEND PAY-OUT RATIO



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

~16.5 TIMES

MARKET CAP

USD 8.5 BILLION

DIVIDEND YIELD

6%

87%

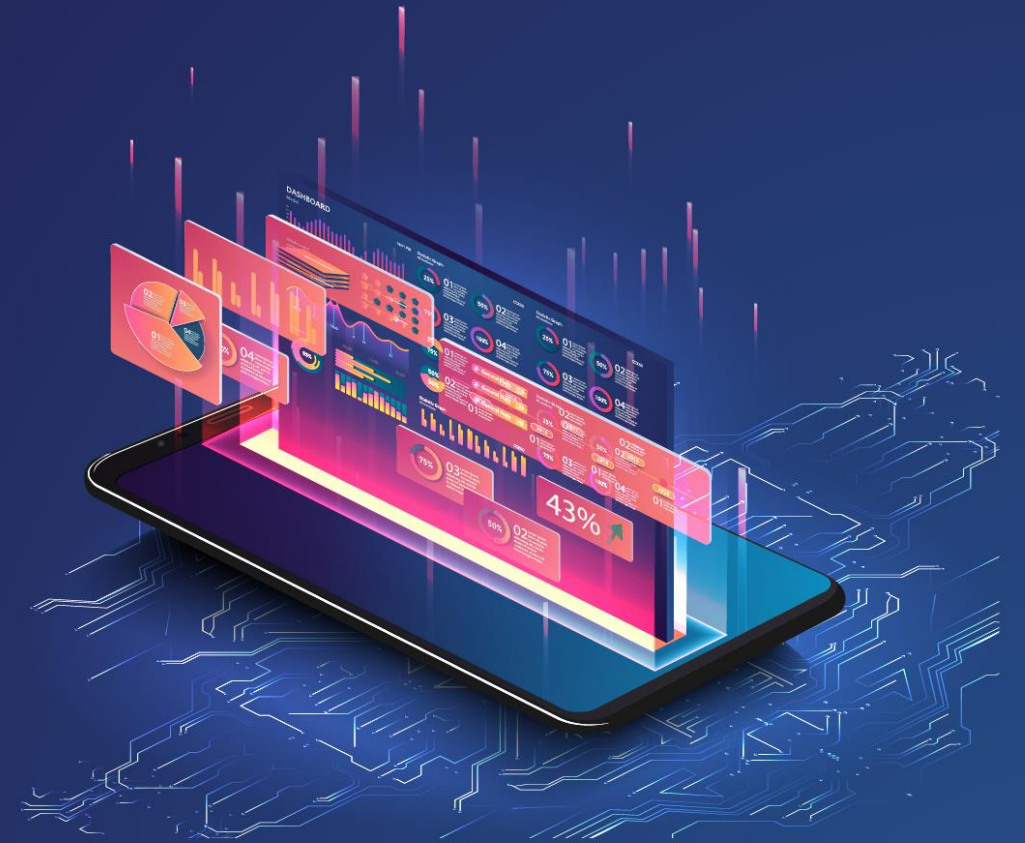
LOCAL INVESTORS

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 of both value share and customer base
- ☉ Healthy results : **Revenue, EBITDA & Net income** grew by **7%, 12% & 22%** respectively
- ☉ **Data revenue** grew **5%** and formed **39%** of total revenue
- ☉ **Cost optimization** efforts continue to improve profitability
- ☉ **ZainTech** launched a comprehensive range of managed cloud services and cybersecurity solutions to corporate customers



2.5M

CUSTOMER BASE



35%

MARKET SHARE



38%

VALUE SHARE



\$26

BLENDED ARPU



58%

PREPAID BASE



5G

NETWORK TECHNOLOGY



8.6M

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 **17% YoY customer growth**, adding 1.2m to the base, mainly from the prepaid segment
- ☉ Announced investment in **J2M PEACE cable** with Zain Global Connect (Jeddah to Marseille)
- ☉ Strong performance from **Tamam** Fintech – microfinance platform
- ☉ Positive performance for the digital operator **Yaqoot**
- ☉ **Data revenue** formed 44% of total revenue



8.4M

CUSTOMER
BASE



\$17

BLENDED
ARPU



66%

PREPAID
BASE



5G

LARGEST NETWORK IN
THE REGION



99%

POPULATION
COVERAGE %



115%

MARKET
PENETRATION



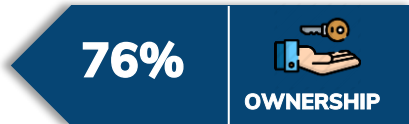
33M

TOTAL
CAPEX

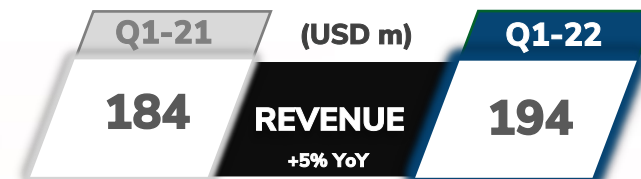


ALI AL-ZAHID
CEO

MARKET PLAYERS



- Customer base grew by 9% to reach 17.6m customers driven by **4G expansion**
- Zain Cash** delivered positive performance increasing in both customers and revenue
- Tower deal** with TASC is expected to complete by 2022
- Digital operator “oodi”** performing exceptionally, highest rated telco app in the market



17.6M

CUSTOMER
BASE



51%

MARKET
SHARE



44%

VALUE
SHARE



\$4

BLENDED
ARPU



93%

PREPAID
BASE



4G

NETWORK
TECHNOLOGY



15M

TOTAL
CAPEX



99%

POPULATION
COVERAGE %



102%

MARKET
PENETRATION



FAHAD ALJASEM
CEO

MARKET
PLAYERS



96.5% 
OWNERSHIP

2003 
OPERATIONS

- Stable performance, focused on postpaid and B2B revenue
- Data revenue grew by +5% 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



66%

PREPAID
BASE



4G

NETWORK
TECHNOLOGY



3.5M

TOTAL
CAPEX



99%

POPULATION
COVERAGE %



79%

MARKET
PENETRATION



HISHAM ALLAM
CEO

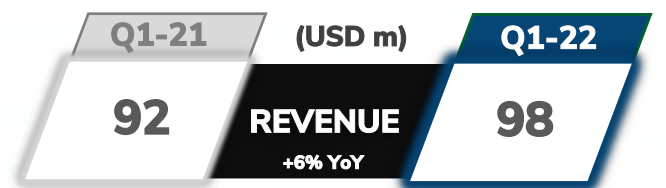
MARKET
PLAYERS












100% 
OWNERSHIP

2006 
OPERATIONS

- Healthy bottom-line performance, mainly due to lower depreciation & amortization and decrease in currency variance loss
- Further **24% Currency devaluation** to SDG 576 vs. USD
- To mitigate the currency devaluation impact, **major price revamps** implemented
- Potential increase of **Income Tax** from **7% to 10%**
- VAT** increased back to **40%** from **35%** effective 1st of April 2022
- Data revenue** increased by 13%, representing 31% of total revenue




								
16.6M	48%	60%	\$2	98%	4G	5M	90%	77%
CUSTOMER BASE	MARKET SHARE	VALUE SHARE	BLENDED ARPU	PREPAID BASE	NETWORK TECHNOLOGY	TOTAL CAPEX	POPULATION COVERAGE %	MARKET PENETRATION



DUNCAN HOWARD
CEO

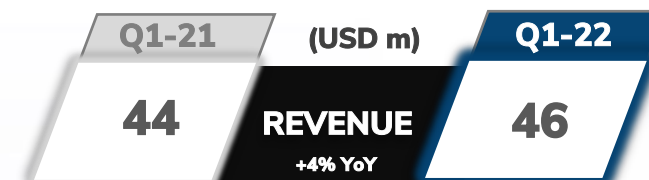
MARKET PLAYERS



65%  **OWNERSHIP**

2003  **OPERATIONS**

- YoY revenue growth mainly due to **increase in data, airtime and roaming revenue**
- Data revenue** formed 45% of total revenue and grew 6% YoY
- Focused on the continued expansion of **4G** and **5G** infrastructure
- VAT** increased from **5%** to **10%** effective 1st Jan 2022
- Plan to launch **Financial Services** in the Kingdom soon



\$18

BLENDED ARPU



5G

NETWORK TECHNOLOGY



100%

POPULATION COVERAGE %



106%

MARKET PENETRATION



1M

TOTAL CAPEX

Zain's presence at Mobile World Congress Barcelona focused on its '4SIGHT' strategy in creating a sustainable digital future

- Showcased 10 demonstration areas welcoming many industry figures and authorities
- Senior management attend reinforcing presence after 3 years absence
- Multiple strategic deals centered on Zain Fintech, Zain Ventures, API platform, ZainTech, Wholesale and Tower monetization, and 5G LAN launch in KSA
- Zain executive teams met with and entered strategic and continuous agreements with multiple key industry partners and held meetings with regulatory figures from their respective countries.



Zain Saudi Arabia announced the launch of a 5G local area network (5G LAN), becoming the first operator in the Middle East and North Africa to adopt such advanced technology.

Zain announced the establishment of Dizlee, the company's recently rebranded API engagement and monetization program

Zain Group and other regional operators announced the opening of the first regional community lab in collaboration with Telecom Infra Project (TIP) and Intel, following the recent signing of the Open RAN MoU to enhance network experiences for end-users

The operators also signed an MoU with other operators to accelerate collaboration to protect the environment, tackle climate change challenges, and reduce the carbon footprint through their operations.

ZAIN ESPORTS UPDATES



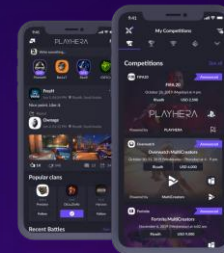
Zain brings **HTC Vive** and **LG U+** to Middle East



Platinum sponsorship of COMFEST 2022, Kuwait's biggest gathering of gaming, pop culture, and comics enthusiasts.




Zain Esports teams up with PLAYHERA to rollout the region's next generation gaming tournament platform – "PLAYHERA MENA"



STATISTICS:

 **18,000+**
participating gamers

 **43 Mn+**
Social Media Impressions

 **5.7 Mn+**
Social Media Engagements

 **24**
Influencer Appearances

FOLLOWERS:

 **35,063**

 **17,249**

 **21,173**

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 2021 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 4th 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

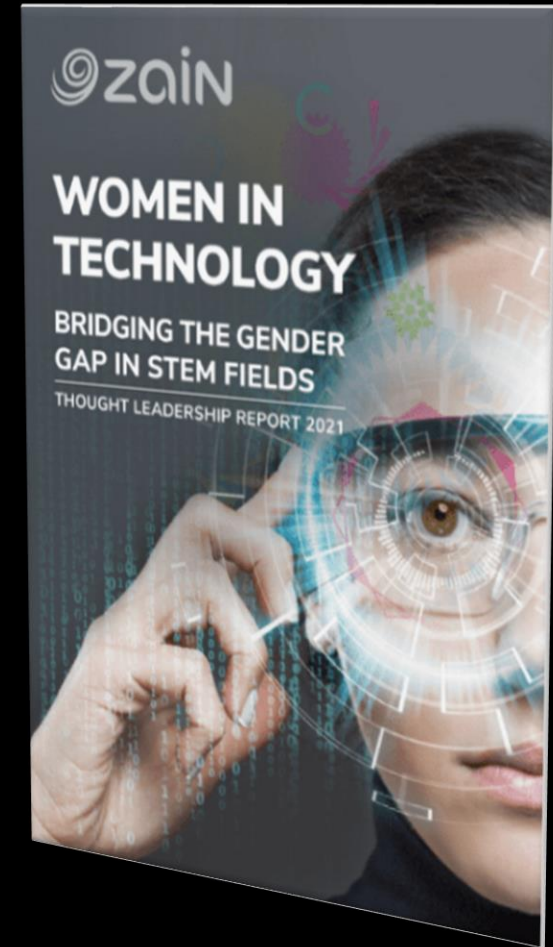
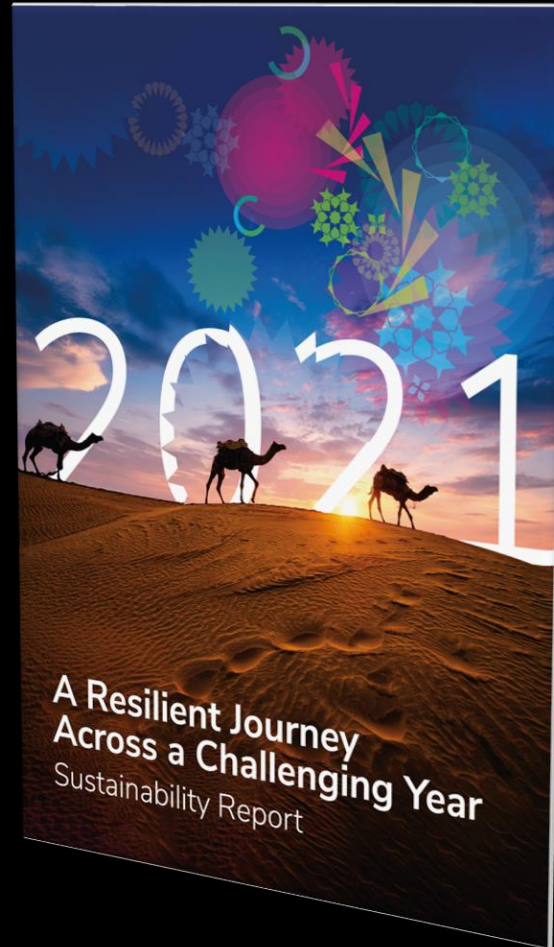
Unlocking capital from passive infrastructure to drive efficiencies and focus on core business

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

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