



 zain

Investor Presentation

Q1 2021

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EXECUTIVE MANAGEMENT



Bader Nasser Al-Kharafi
Vice Chairman & Group CEO



Ossama Matta
Chief Financial Officer



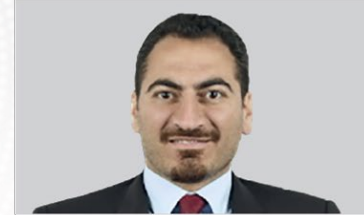
Nawaf Al-Gharabally
Chief Technology Officer



Kamil Hilali
Chief Strategy Officer



Mohammad Abdal
Chief Communications Officer



Malek Hammoud
Chief Investments and
Digital Transformation Officer



Jennifer Suleiman
Chief Sustainability Officer



Venkatesh Jandhyala
Chief Internal Auditor



Nawal Bourisli
Chief Human Resources Officer



Maryam Saif
Chief Diversity and Inclusion Officer



Dr. Andrew Arowojolu
Chief Regulatory Officer



Firas Oggar
Head of Legal



Abdul Ghaffar Setareh
Chief Risk Officer

OUR GROUP AT A GLANCE



**48.5
MILLION**

ACTIVE CUSTOMERS



**\$1.3
BILLION**

IN REVENUE



**\$523
MILLION**

IN EBITDA
EBITDA MARGIN 41%



**\$147
MILLION**

IN NET INCOME



**3
CENTS**

IN EPS

OUR OPERATIONS



Over
7,400
EMPLOYEES



KUWAIT



KSA



IRAQ



SUDAN



JORDAN



BAHRAIN



SOUTH SUDAN

Contribution

REVENUE %
CUSTOMERS %

21%

5%

41%

15%

15%

33%

7%

36%

10%

7%

3%

2%

2%

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

KEY EVENTS THIS QUARTER

Iraq and South Sudan Launched 4G

Both Opcos launched high-speed 4G internet services boosting connectivity and supporting socio-economic activity in the two countries

Iraq & Sudan Price Revamp

Post significant devaluation of currency in both countries, both operators revamped prices and implemented cost optimization initiatives to mitigate the impact on Zain's Financial KPIs

Tower Deal of Zain KSA and Mobily

Approval from the regulator to merge their telecoms towers into a new commercial entity and to sell that entity to a consortium of new owners, of which they themselves will be a part.

Zain Cash Jordan receives approval for Credit Solutions

Obtained Central Bank of Jordan's initial approval to issue credit solutions subject to fulfilling all regulatory requirements within 6 months

Settlement of Group Shareholder Loan

Zain KSA completely settled the Group Shareholder Loan with an **upstream** of \$553m during Q1 2021





Zain Group announced its inclusion in the global list of the CDP with an advanced rating in Management Scope 'B' for the Climate Change Index. This rating makes Zain the highest ranked and only telecom operator in the Middle East and Africa to achieve this positive rating with respect to its efforts to address climate change.



Zain ranked the best telecom employer across the region in Forbes' World's Employers list for 2020, with the distinction of been the only company from Kuwait to have made the list



Zain crowned 'Best Brand' at 2020 Telecom World Middle East Awards for 7th consecutive year



Zain 'Shlonik' App received HH Sheikh Salem Al Ali Al Sabah Informatics Award 2020. The app was developed by Zain in early 2020 in collaboration with the Ministry of Health and the Central Agency for Information Technology to monitor the compliance of citizens who returned to Kuwait with regards to self-quarantine directives to fight the spread of COVID-19 in Kuwait.



Zain received six creativity awards at the Arab Media Forum's 8th Creativity Award -that recognizes creativity by Kuwaiti organizations - in three categories: TVC Creativity, PR Creativity and Best Government App

4SIGHT : Creating our sustainable & digital future

01 DIGITAL TRANSFORMATION



Transforming the telecom core 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.

ICT 01



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

02 ENTERPRISE AND 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.

DIGITAL INFRASTRUCTURE 02



Building a leading independent digital infrastructure player in the region.

EVOLUTION OF TELCO

03 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.

GROWTH VERTICALS

FINTECH 03



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

04 PORTFOLIO OPTIMIZATION



Continuously seeking opportunities to realize synergies and unlock potential value through M&A activities.

DIGITAL HEALTH 04

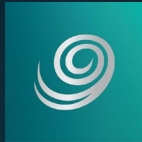


Leading the development of the digital healthcare landscape in the region as well as widening and facilitating access to medical services.

NEW

01

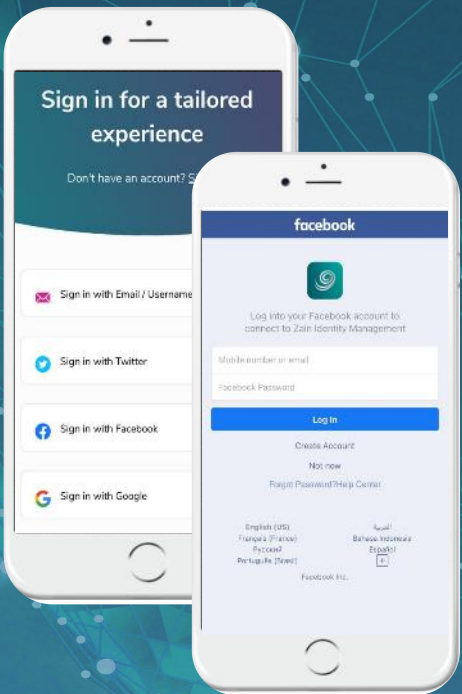
DIGITAL TRANSFORMATION



INHOUSE DEVELOPED ZAIN KUWAIT APP LAUNCHED IN Q1'21

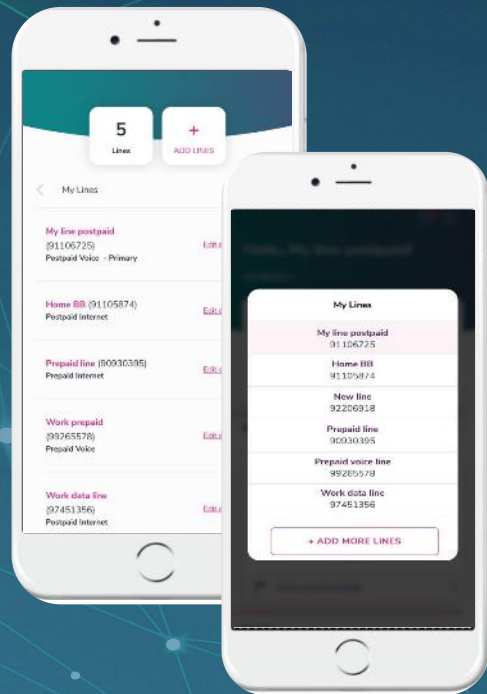
BRAND-NEW LOOK & FEEL FOR CUSTOMERS WITH MULTITUDE OF NEW FEATURES

Enable social media authentication in addition to direct authentication



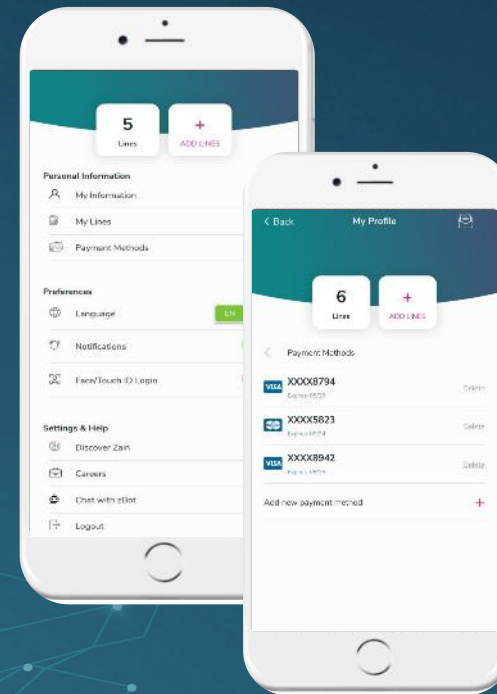
- Social Media: Twitter, Facebook, Google login enabled across digital channels (App, MyZain, Zbot, etc.)

... Authorize the linking of any two lines together (even if not under same contract)...



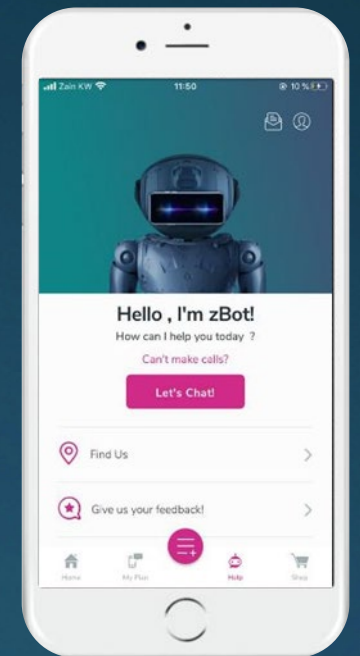
- Authentication is required to link lines: OTP for voice lines and Civil ID for data lines
- Lines under profile stored across Zain Digital channels

... manage your profile preferences across Zain Digital channels



- Contract information, lines under profile, language and notification preferences
- IM allows user to store payment methods and delivery addresses

App feature awareness



- Mass push notification for Zbot awareness deep linked to "Let's Chat!" feature which redirects the user to WhatsApp Zbot

NEW

01

ICT



ESTABLISHMENT OF “ZAIN TECHNOLOGIES” (ZAIN TECH)

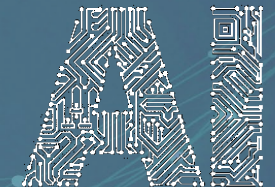
1. A new Zain Group regional entity that signifies a vital step in our determination to transform Zain into a multi-core digital business.
2. Zain Tech will operate across Zain’s footprint as well as other key markets in the Middle East.
3. Our aim is to bring a unique value proposition, centered on a one-stop provision of Enterprise digital solutions and transformation services, premium customer experience, local presence and support to enterprises and government clients across the region
4. Zain Tech consolidates Zain Data Park and NXN under one roof in close cooperation with the Zain Business teams across all markets.
5. The new structure enhances our competitiveness by improving focus and ownership in growing the ICT & digital core, accelerating capability and capacity building, and synergizing investments where it makes sense to, as well as maximizing the value we derive from partnerships with global ICT vendors.



INTERNET OF THINGS



BIG DATA



ARTIFICIAL INTELLIGENCE

NEW

02



ENTERPRISE AND GOVERNMENT



B2B continued its expansion into both the enterprise and government segments throughout the last quarter

GOVERNMENT

Ministry of Information
Kuwait TV

Zain Kuwait has partnered with MoI in Kuwait to release a completely revamped KUWAIT TV mobile application, and equip it with the latest technologies (i.e., video over IP, Video-on-demand...etc.) to stream a total of 20 video and audio local channels

LOCAL AND CO-OP COMMUNITY

Smart City Solutions
Shamiya & Shuwaikh Demo

Zain Kuwait partnered with PASS (a local SME for smart parking management systems) to provide both cities with smart solutions to enhance safety in the area, such as:

- Recognition of speeding cars
- Identification of fugitives via car plates
- Remote tools for analytics

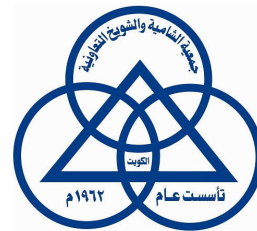
The solutions provided will be connected directly with the Ministry of Interior system

MAJOR DEALS

Enterprise Solutions
KIB & Boubyan Bank

Zain Kuwait signed major deals with different prominent companies in Kuwait, offering different enterprise services.

Most notably, Zain has signed deals with Kuwait International Bank for a comprehensive data infrastructure and security project, as well as Boubyan Bank for data center services



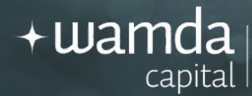
ZAIN VENTURES

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

EXPAND OUR NETWORK :

Investing in multiple venture capital funds focused on technology startups

COMMITMENT



USD 3 Million
April 2015



USD 5 Million
June 2016



USD 2 Million
August 2016



USD 8.5 Million
April 2020

Invested	Received	Outstanding Value	Value Generated
\$16.5m	\$13.2m	\$20.2m	2.03x



ZAIN FINTECH

ACHIEVED KEY MILESTONES IN REALIZING THE FINTECH STRATEGY GROUP-WIDE



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.

 **91K** TOTAL REGISTERED USERS



 **82K** TOTAL ACTIVE USERS

M-Gurush is Zain South Sudan Digital Financial Service based on partnership with a model of 50-50 revenue share.



 **JORDAN**
82K TOTAL ACTIVE USERS

 **IRAQ**
46K TOTAL ACTIVE USERS

In addition to maintaining its position in the market as the largest mobile financial services provider in Jordan, **Zain Cash Jordan** has expanded its service portfolio and broadly extended its footprint and partnerships by becoming the main provider for the government's financial aid disbursement programs covering more than 500K beneficiaries.

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. During the pandemic, Zain Cash ran a series of awareness campaigns in Jordan and Iraq including updates on the latest COVID-19 developments, promoting the use of digital payments instead of cash, promoting digital grocery shopping with free delivery, and initiatives to have people wash their hands. The teams managed to successfully work from home while maintaining the best customer experience and journey.

ZAIN DIGITAL HEALTH

LAUNCHED SHLONIK AND WASFA APP IN KUWAIT TO SUPPORT MOH



Another milestone for Zain in 2020 was with Kuwait's Ministry of Health, where Zain's team played a key role in supporting the authorities in the control of the spread of COVID-19, ensuring the safety of all citizens. Zain developed a state-of-the-art digital platform, Shlonik, in collaboration with the Ministry of Health and Central Agency for Information Technology, to manage the quarantine process for those arriving from overseas. The platform was developed in record time and was ready for operation during one of the largest repatriation campaigns ever undertaken in Kuwait in April and May 2020 to bring Kuwaiti citizens back to the country from abroad. The platform has become a vital tool for the Ministry of Health to manage the quarantine process.

SHLONIK



Wasfa is an end-to-end e-prescription digital platform. By connecting medical stores, pharmacies, and prescribing doctors, Wasfa allowed the Ministry of Health to control end-to-end prescription and dispensing of drugs in Kuwait.

Wasfa provides insights and analytics on the purchasing habits and behavior of patients, doctors and pharmacists in order to minimize waste and fraud, and generate significant savings for the Ministry of Health. The platform also introduces the concept of preventive care.

Operational in two sites since August 2019, Wasfa generated over 350,000 e-prescriptions.

DIGITAL TRANSFORMATION



LIVESTREAMING POWERED BY ZAIN



1. Gross Revenues \$12.4 M and Net Revenues \$3.93 M generated for Zain Opcos and Omantel
2. 49.6 Million Addressable customers over Group API (1.1 Million active Customer base)
3. 24 services are currently running and generating revenue for Zain Opcos, with over 80 million transactions since launch

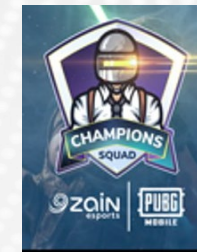
Zain live streaming is a web application that provides digital attendance for events to ensure viewing of the event as well as keeping social distancing regulations set forth by MoH.

Latest Live Stream Events



The Ministry of Commerce in Kuwait approved digital presence of Annual General Meetings "AGM" as part of the official quorum

Live Streaming Service was provided for Zain and Gulf Bank's AGM as well as Nawal's latest concert in JACC



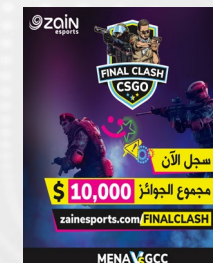
PUBG Mobile Tournament

Over 6,000 registered players across 5 Countries. 4 days of streaming took place on 29th-30th January and 5th-6th February getting over 130K+ overall viewers



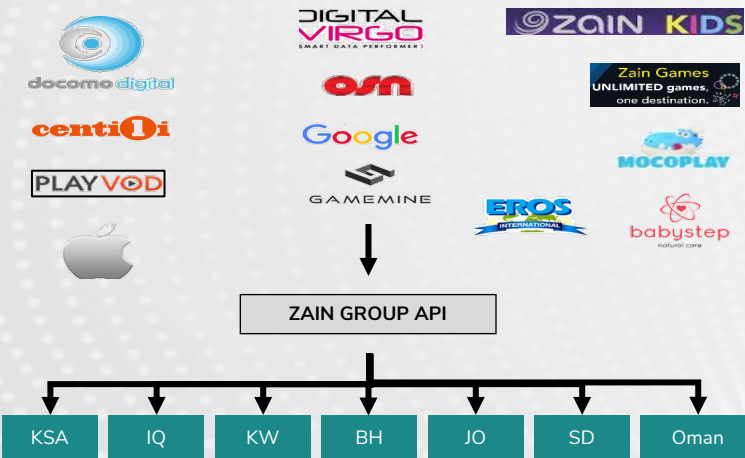
Rainbow Six Siege Tournament

330 registered players with a total of 66 teams. 4 days of streaming took place on 4th – 7th March getting over 48K+ overall viewers

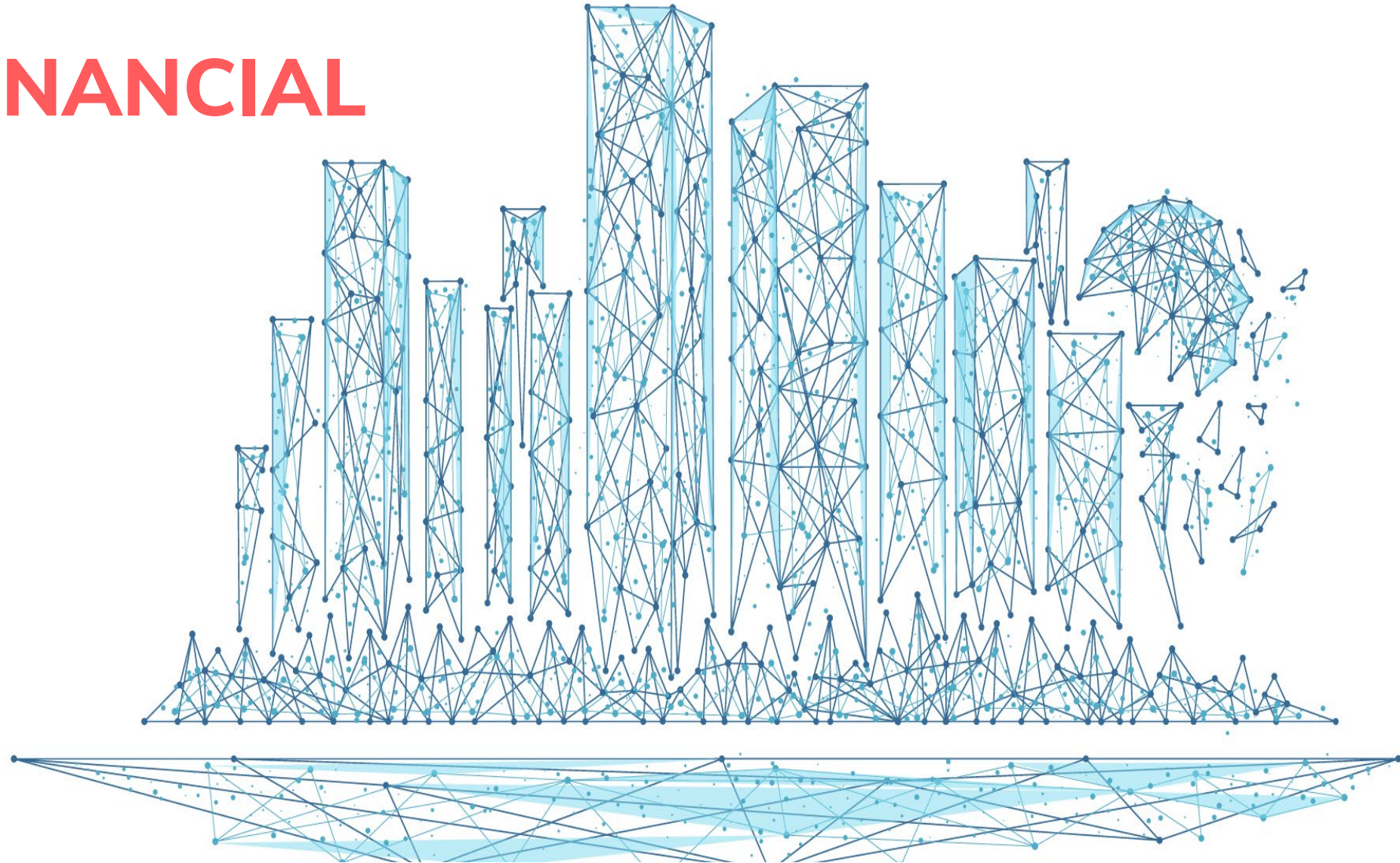


CS:GO Tournament

+100 teams registered and 7,220 registrations to the accompanying giveaway. 5 days of streaming across March and April garnering 56K+ views

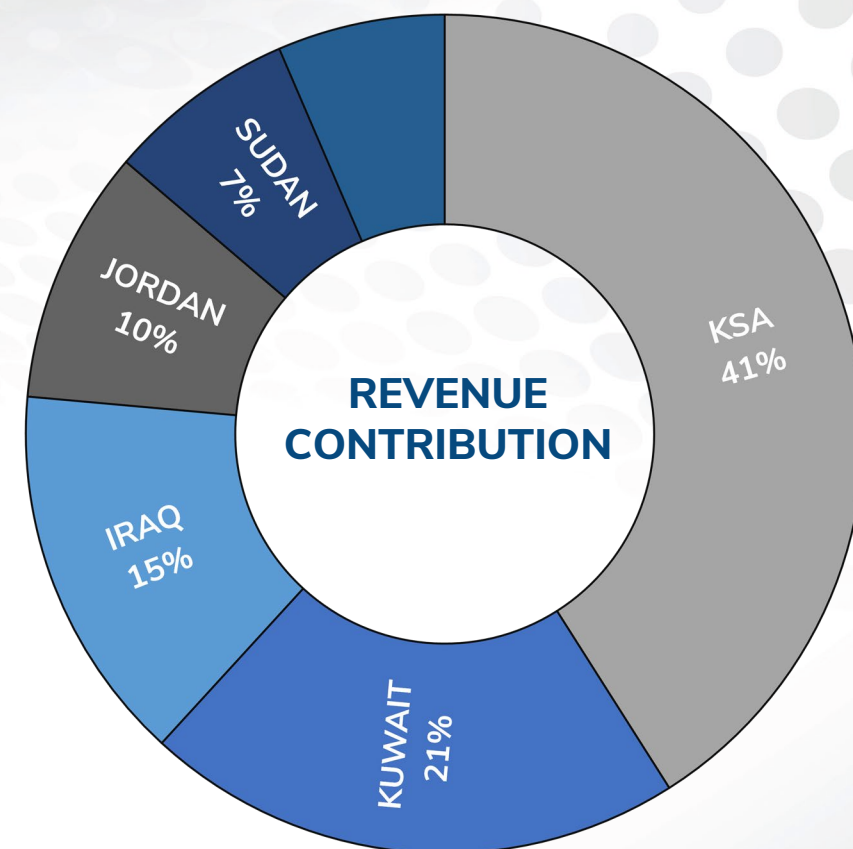
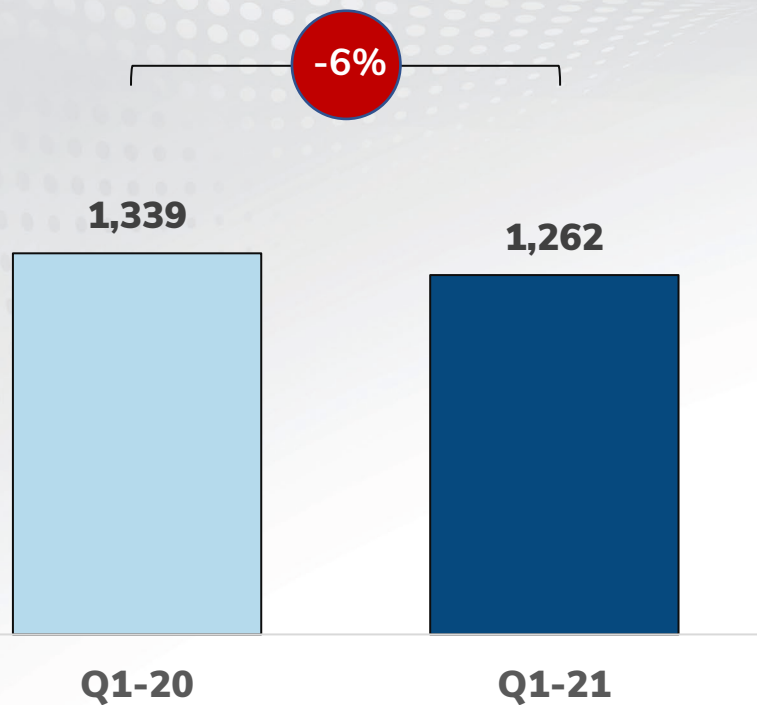


GROUP FINANCIAL REVIEW



GROUP REVENUE

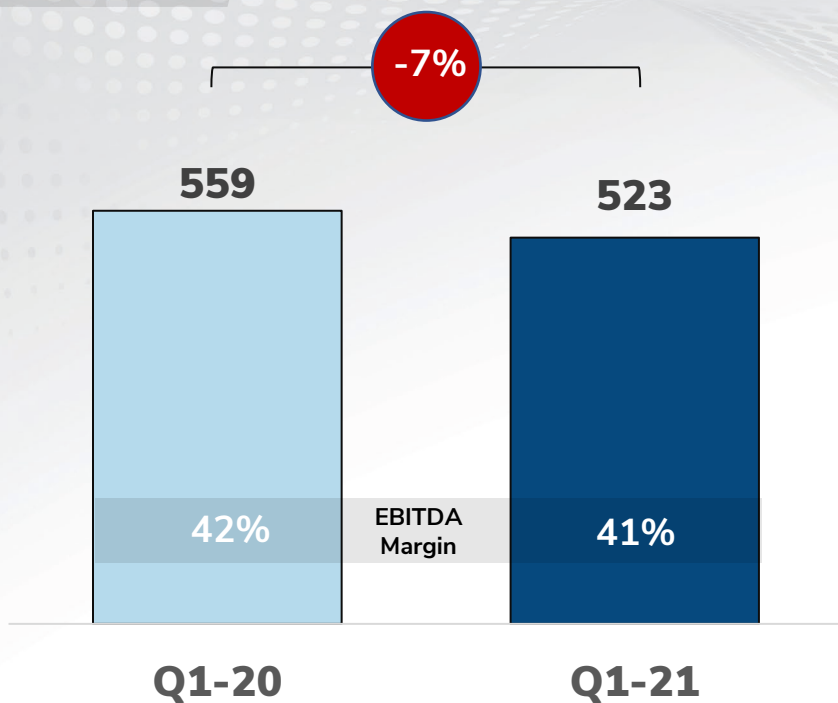
(USD m)



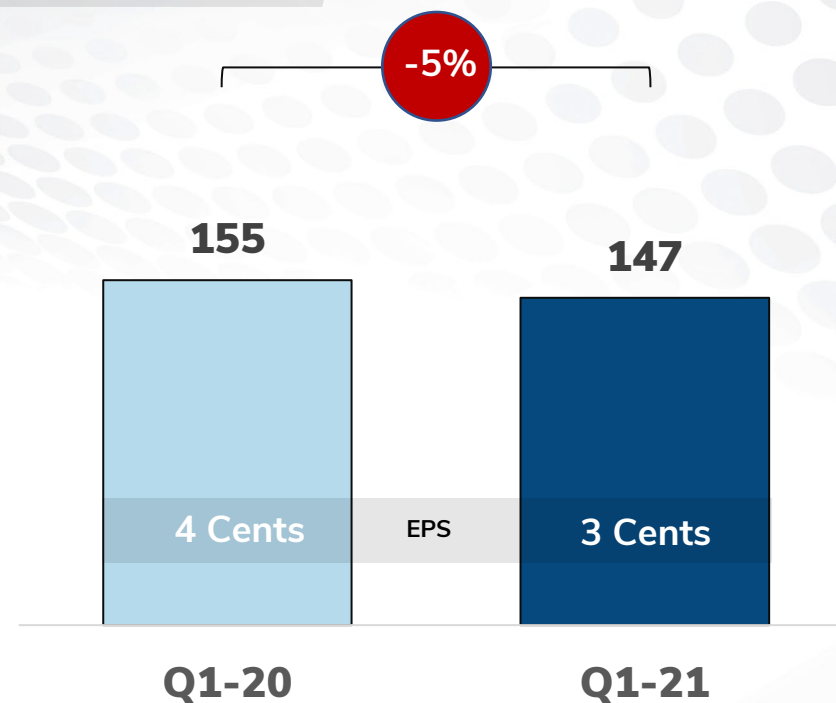
- The impact of **COVID-19** still affects the operations, coupled with the FX rate change impact mainly due to the currency devaluation in **Sudan** and **Iraq**
- **KSA** was impacted by the VAT increase in Q3 '20 (from 5% to 15%) and fall in customer base on account of drop in the number of expats in the country, lack of Visitors and Pilgrims due to Omra closure and flights restrictions, CITC disconnections and new governmental requirement (Tawakalna application required for customers mobility) and drop in termination rates (SR 0.055 to 0.022))

GROUP EBITDA & NET INCOME

EBITDA (\$ m)



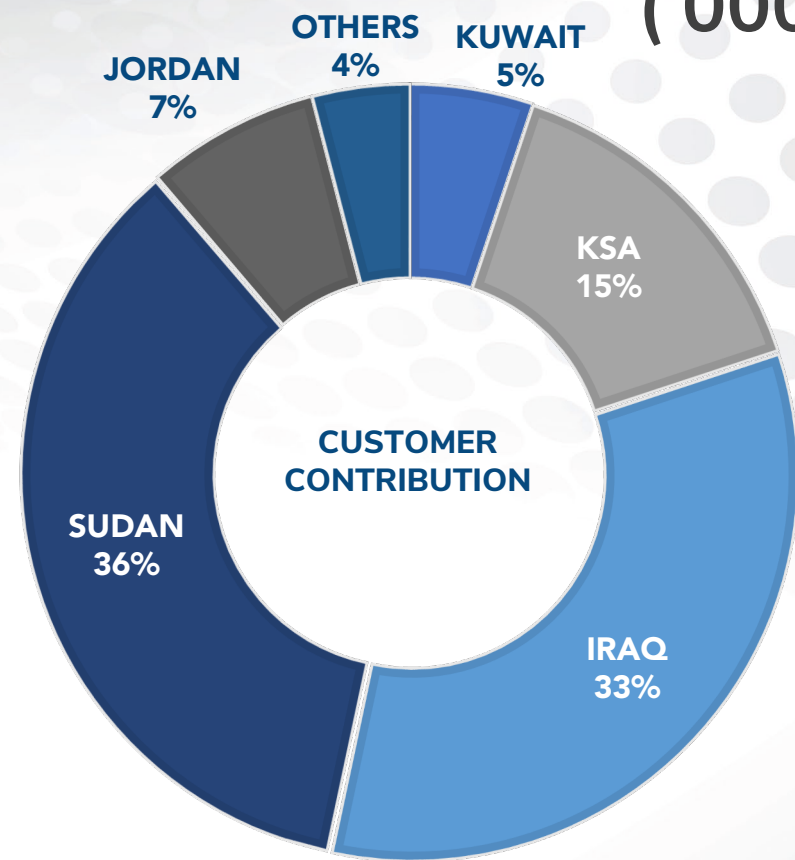
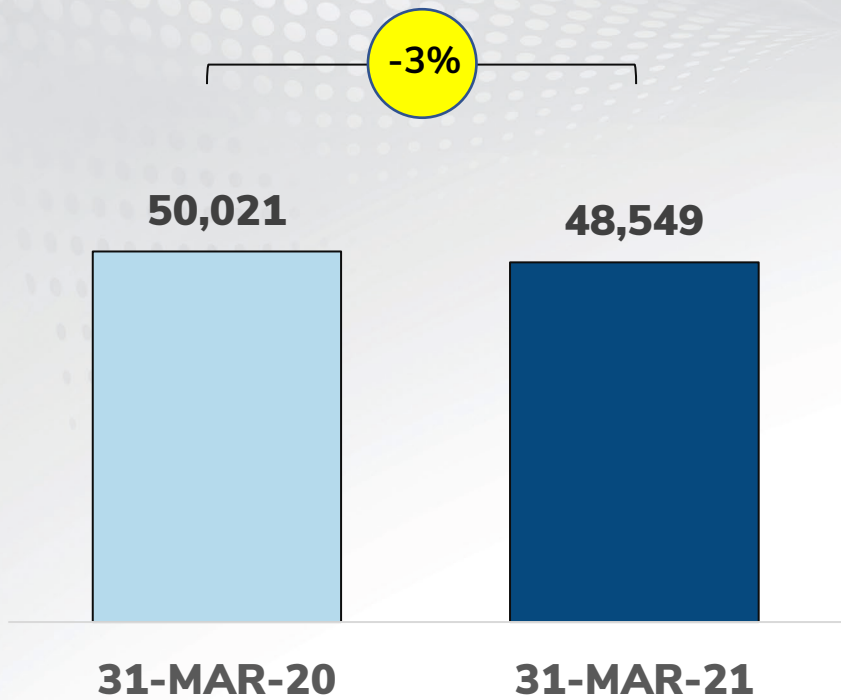
NET INCOME (\$ m)



- Conclusion of the 3-year CITC agreement with KSA
- Rate Change and FX Translation impact in Iraq and Sudan affected EBITDA
- Excluding the one-time gain from the sale and lease back of towers in Kuwait of \$15m in Q1'20 , Net Income for Q1 '21 grew by 4% y-o-y
- Decrease in Finance costs is mainly from loan settlements, drop in LIBOR and negotiations held with lenders

GROUP CUSTOMER BASE

(‘000)



- Conclusion of the Management Contract with **Touch** in October 2020
- CITC disconnections and new governmental requirement in **KSA** (“Tawakalna” application required for customers mobility)
- Launch of 4G services in **Iraq and South Sudan**

CURRENCY DEVALUATION IN OUR KEY MARKETS



IRAQ

ON 19 DEC 2020, IRAQI DINAR DEVALUED AGAINST THE US DOLLAR BY 19% DUE TO FOLLOWING FACTORS :

1. Public Protest Movement
2. Covid-19 Impact
3. Oil Revenue Decline
4. Fx Appreciation

CURRENCY DEVALUATION FROM IQD 1,190 TO 1,470 (vs. USD)



SUDAN

ON 21 FEB 2021, SUDANESE POUND DEVALUED AGAINST THE US DOLLAR

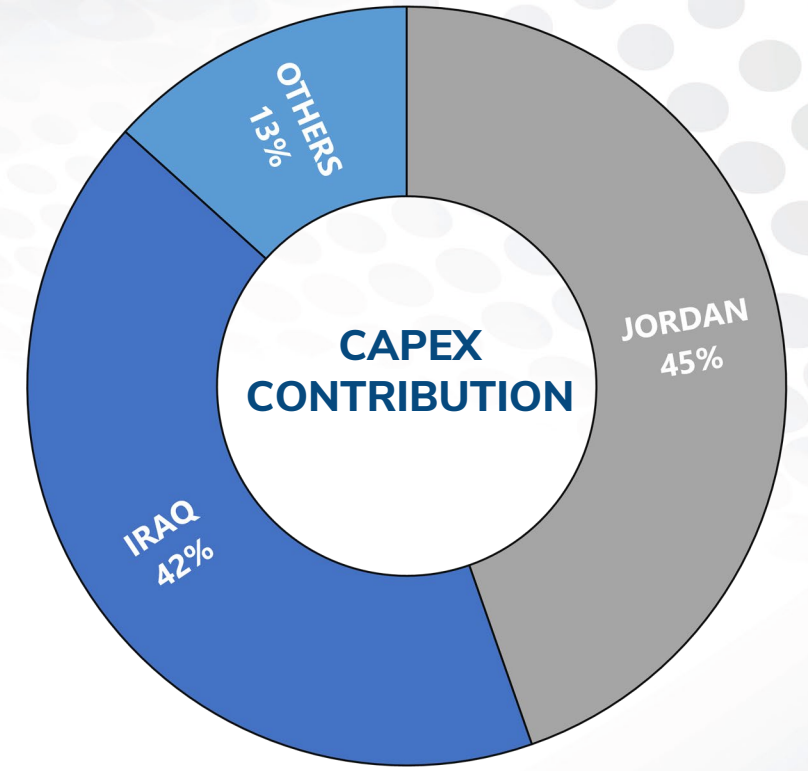
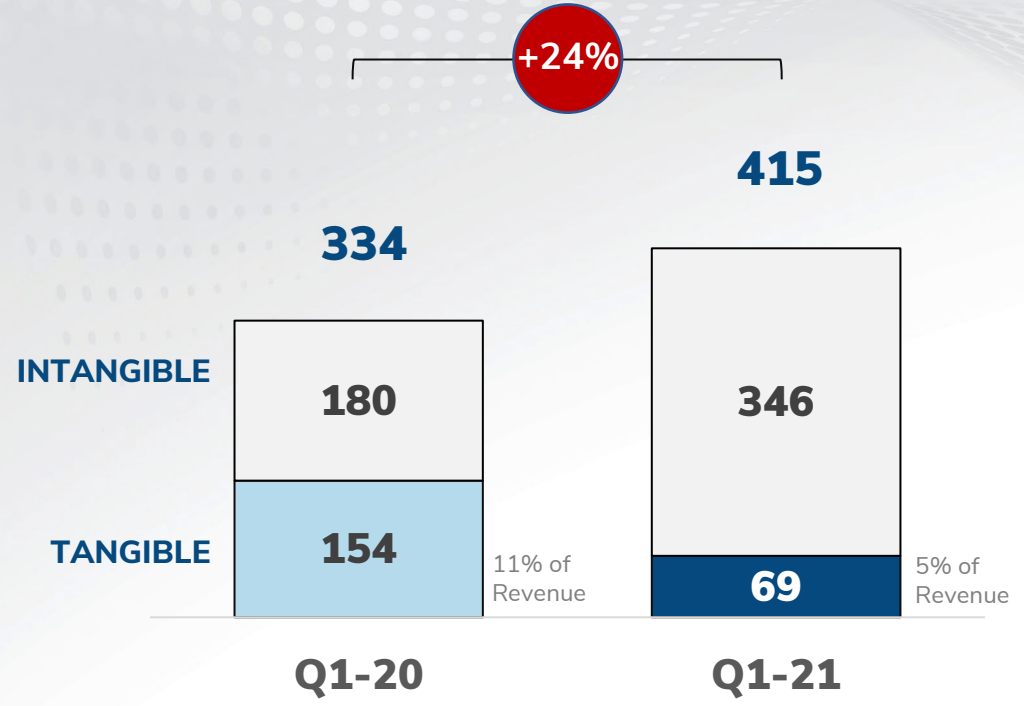
1. Sudan's central bank sharply devalued its currency, the Sudanese pound in an attempt to get debt relief, crack down on the black market, and attract money back to the country.

CURRENCY DEVALUATION FROM SDG 55 TO 375 (vs. USD)



GROUP TOTAL CAPEX

(USD m)



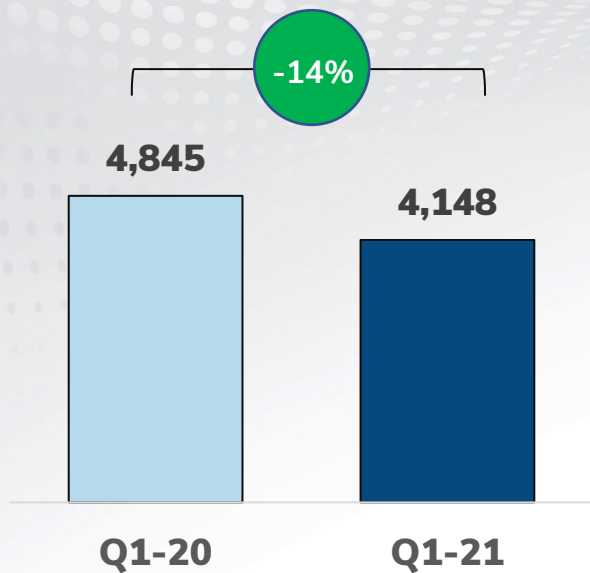
- Grant of 4G license in **Iraq** amounting to USD 148 million
- Renewal of the 900 MHz License in **Jordan** amounting to USD 183 million

- All our Major projects across out OpCos were validated in Q1'2021
- On track with our target capex spend in FY 2021

DEBT PROFILE

(USD m)

TOTAL DEBT (\$ m)



2.2x

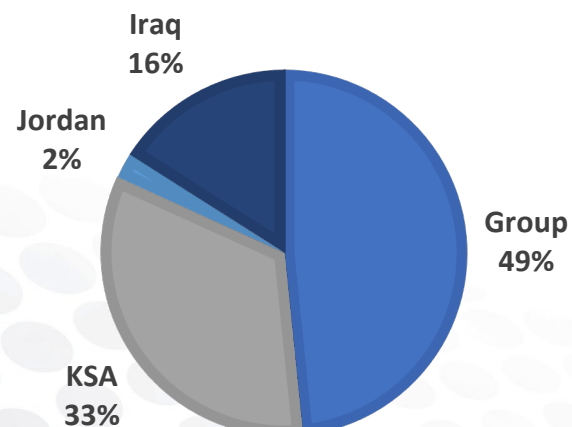
Total Net Debt / EBITDA
Among the lowest in the region

Effective Interest Rate

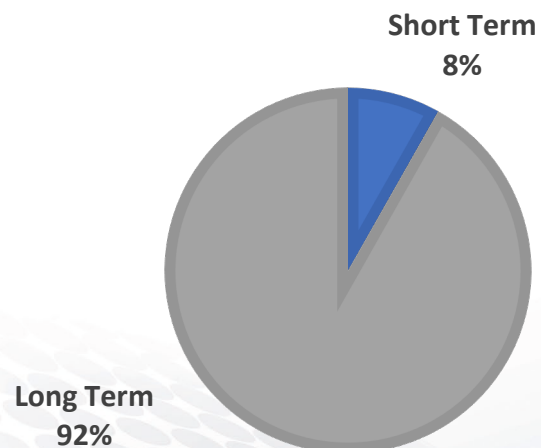
0.9% - 3.4%

As at 31st March 2021

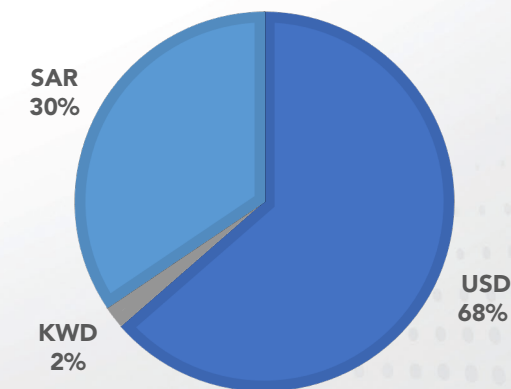
DEBT BY OPCO



DEBT BY MATURITY



DEBT BY CURRENCY



GROUP FINANCIAL KPIs

Income Statement (KWD m)	Q1 2020	Q1 2021
Revenue	409	382
EBITDA	171	158
Net Income	48	45

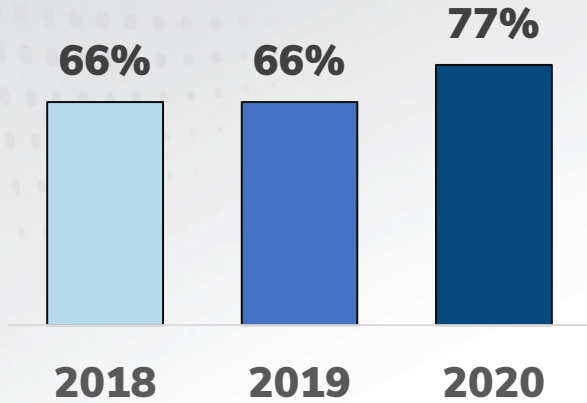
Balance Sheet (KWD m)	31 Mar 2020	31 Mar 2021
Cash and Cash Equivalents	485	335
Total Assets	5,036	4,809
Total Debt	1,518	1,254
Total Equity	1,598	1,733

Cash Flow (KWD m)	Q1 2020	Q1 2021
Operating	167	100
Investing	(33)	(160)
FCF	134	(60)
Financing	53	41
Effect of FX impact	4	(23)
Ending Cash Balance	473	322

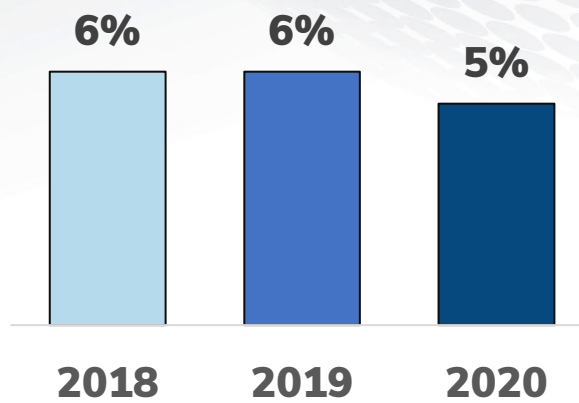
- Investing in Spectrum and network expansion for sustained **growth momentum**
- **Debt reduction** and deleveraging plan on track along with reduction in **finance cost**
- Impact from **Currency Devaluation** in Sudan and Iraq

DIVIDENDS

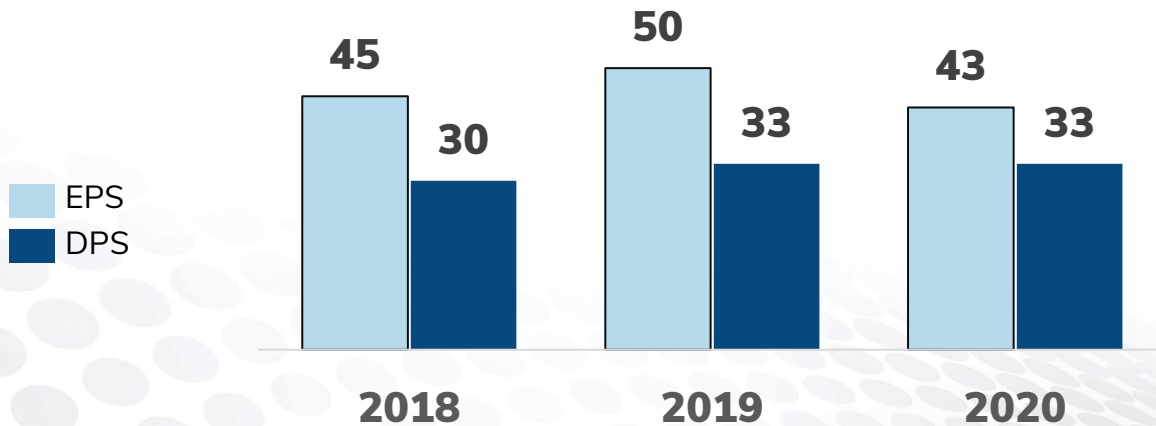
DIVIDEND PAY-OUT RATIO



DIVIDEND YIELD

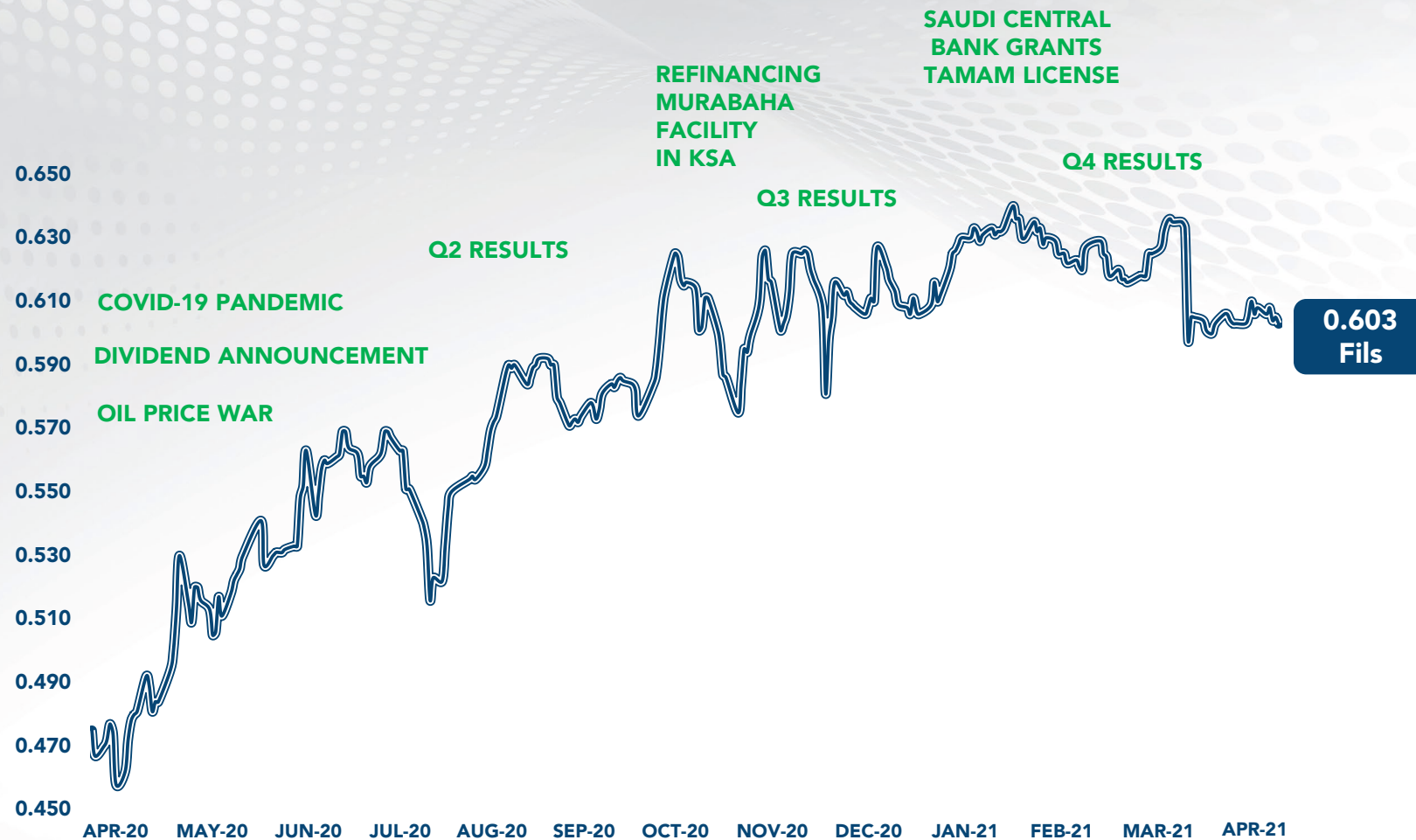


EPS & DPS (Fils)



- Average dividend payout ratio in the high 70% range
- Dividend of **USD 470m** (33 fils) for 2020 compared to **USD 471m** (33 fils) for 2019
- First company in Kuwait to implement a **minimum cash dividend** policy (33 fils/ year for 3 years)
- Higher dividend payout ratio reflects Group's accelerated debt reduction strategy

ZAIN SHARE PRICE



TOTAL SHARES

4,327,058,909

P/E

~13 TIMES

MARKET CAP

USD 8.7 BILLION

DIVIDEND YIELD

5.47 %

THE SUSTAINED TRUST AND CONFIDENCE OF OUR SHAREHOLDERS ENABLED US TO REMAIN FOCUSED ON ACHIEVING OUR STRATEGIC OBJECTIVES AND MAXIMIZING OUR RETURNS IN THESE CHALLENGING TIMES

OPERATIONAL REVIEW



ZAIN KUWAIT

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
- ☉ Stable Revenue due to growth in 5G segment partially offset by decrease in roaming revenue due to extended **air travel restrictions**
- ☉ Commission savings due to significant acceleration to **digital channels**
- ☉ Lower doubtful debt provision due to improvement in **collection** rates
- ☉ **Data revenue** formed 39% of total revenue
- ☉ Excluding the \$15m **gain on sale and leaseback of towers**, net income would have grown by **+8%**



2.5M

CUSTOMER BASE



37%

MARKET SHARE



40%

VALUE SHARE



\$25

BLENDED ARPU



59%

PREPAID BASE



5G

NETWORK TECHNOLOGY



100%

POPULATION COVERAGE %



162%

MARKET PENETRATION

ZAIN KSA

MARKET PLAYERS



37%



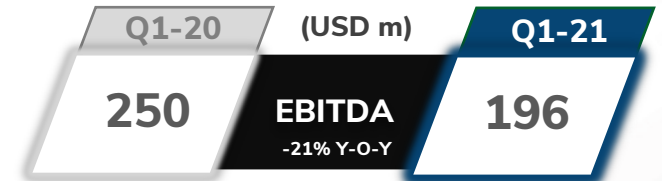
OWNERSHIP

2008



OPERATIONS

- YoY revenue impacted by 5% mainly due to challenging market environment
- Decrease in airtime revenue and **reduction in MTR** (SAR 0.055 to SAR 0.022) starting 10th June 2020
- Lack of Visitors and Pilgrims due to **Omra closure** and flights restrictions
- CITC disconnections continue to impact the customer base in addition to the new governmental requirement (**Tawakalna** application required for customers mobility)
- Strong Growth in **Yaqoot** and **Tamam** during Q1'21
- Healthy growth in the **FTTH** revenue and customer base
- No CITC waiver** in Q1 2021 with the conclusion of the settlement agreement in 2020
- Savings in finance cost due to **settlement** of loans



7.2M

CUSTOMER BASE



\$20

BLENDED ARPU



64%

PREPAID BASE



5G

NETWORK TECHNOLOGY



99%

POPULATION COVERAGE %



113%

MARKET PENETRATION

ZAIN IRAQ

MARKET PLAYERS



76%



OWNERSHIP

2003



OPERATIONS

- Customer base reached **highest ever levels** with 16.2m customers in such a challenging environment driven by external events
- Zain Iraq launched the first **4G** service in Iraq with a hugely successful media campaign
- Revenue dropped due to Impact of **Currency Devaluation** by 19% from IQD/USD 1,190 to 1,470
- Drop in **Network Opex** on account of cost optimization Initiatives



16.2M

CUSTOMER BASE



53%

MARKET SHARE



44%

VALUE SHARE



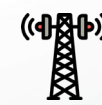
\$4

BLENDED ARPU



95%

PREPAID BASE



4G

NETWORK TECHNOLOGY



99%

POPULATION COVERAGE %



101%

MARKET PENETRATION

ZAIN JORDAN

MARKET PLAYERS



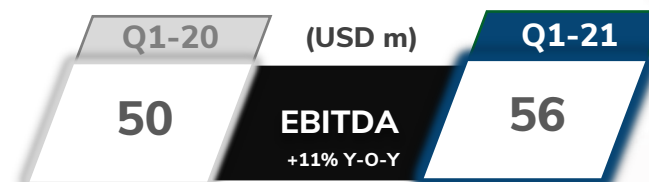
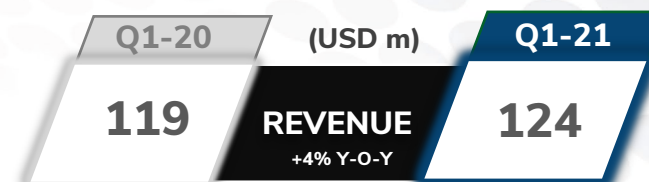
96.5%



2003



- Top line grew by +4% YoY, mainly due to increase in data revenue
- Data revenue grew by +12% YoY, and formed 48% of total revenue
- Healthy growth in the FTTH revenue and customer base
- Growth in Zain Cash Revenue due to increase in service uptake
- New reduced Electricity Rates have **not implemented** by the Govt as planned for the year 2021
- Further reduction in local **interconnection rates** (from 5.2 fils to 2.0 fils)
- Renewal of the **900 MHz** technology neutral license amounting to USD 183 million



3.6M

CUSTOMER BASE



35%

MARKET SHARE



49%

VALUE SHARE



\$10

BLENDED ARPU



68%

PREPAID BASE



4G

NETWORK TECHNOLOGY



99%

POPULATION COVERAGE %



79%

MARKET PENETRATION

ZAIN SUDAN

MARKET PLAYERS



100%



OWNERSHIP

2006



OPERATIONS

- Customer base grew by 6%, to reach 17.2 million with a leading customer market share of 49%
- Revenue Continue to grow from **data revenue** which grew 32% YoY, and formed 29% of total revenue
- Currency Devaluation** in Feb 2021 from SDG 55 to SDG 375 vs. USD
- Fuel expenses** has increased due to frequent power cuts leading to higher consumption coupled with shortage of supply in market leading to increase in prices
- Increase of VAT from **35% to 40%**



17.2M

CUSTOMER
BASE



49%

MARKET
SHARE



60%

VALUE
SHARE



\$2

BLENDED
ARPU



98%

PREPAID
BASE



4G

NETWORK
TECHNOLOGY



90%

POPULATION
COVERAGE %

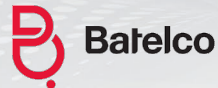


76%

MARKET
PENETRATION

ZAIN BAHRAIN

MARKET PLAYERS



65%



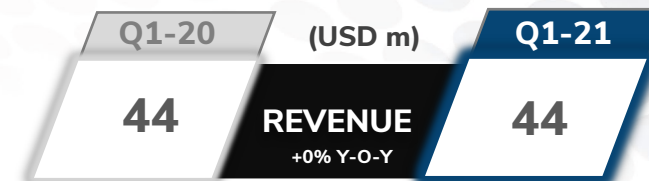
OWNERSHIP

2003



OPERATIONS

- Stable y-o-y revenue growth despite **airport and causeway closure**
- Data revenue** formed 45% of total revenue and grew 4% y-o-y



\$18

BLENDED ARPU



50%

PREPAID BASE



5G

NETWORK TECHNOLOGY



100%

POPULATION COVERAGE %



102%

MARKET PENETRATION

ZAIN SOUTH SUDAN

MARKET PLAYERS



100%



OWNERSHIP

2011



OPERATIONS

- Customers grew by 9% reaching 1.1m due to implementation of new sites and network improvements
- South Sudan Announced the launch of **4G services**
- "**M-Gurush**" a Zain South Sudan Digital Financial Service reached 225K customers as of Q1-21
- Higher Network and fuel Opex due to **restoration** of sites



1.1M

CUSTOMER BASE



40%

MARKET SHARE



33%

VALUE SHARE



\$9

BLENDED ARPU



99%

PREPAID BASE



4G

NETWORK TECHNOLOGY



60%

POPULATION COVERAGE %



26%

MARKET PENETRATION

2021 GUIDANCE

DATA REVENUE

Monetize 5G & 4G Opportunities in our Key Markets with best in-class network

DIGITAL TRANSFORMATION

Focus on digital channels and online services such as digital marketing campaigns, app sales, online payments and social media care

CAPEX

Disciplined capital allocation for long term growth with focus on operational efficiencies

NETWORK RELIABILITY

Ensure preparedness for increase in traffic and improved network performances owing to curfew and lockdown in our markets with potential for further monetization

WINNING CULTURE, TALENT, ASSET AND CUSTOMER PERCEPTION

REGULATORY AFFAIRS



KUWAIT

International Cross Connect : Zain implemented the reduction of 55% in international cross connect costs in Feb 2021 approved by CITRA last year.



SUDAN

Taxes: VAT on telecom services has now increased from 35% to 40% as a percentage of gross revenue effective from 1 Jan 2021



KSA

TowerCo : Zain KSA and Mobily received an approval from the regulator to merge their telecoms towers into a new commercial entity and to sell that entity to a consortium of new owners, of which they themselves will be a part



SOUTH SUDAN

International Termination Rate : Effective from 1 March 2021, the Inbound International termination rate reduced from 12 cents to 10 cents.



CORPORATE SUSTAINABILITY

Centered on four strategic focus areas, Zain's mission and vision for the future of its operating markets is to:

MISSION



To provide Meaningful Connectivity that leads to equitable systemic change grounded on the Sustainable Development Goals (SDGs) to ultimately empower Zain's communities across its footprint

VISION



Reduce Inequalities

Safeguard the Planet

Foster Innovation

Build Prosperous Communities

The strategy mission and vision will be achieved through the four following areas of focus:

CLIMATE CHANGE



Building climate change scenarios based on 1.5 °C compared to pre-industrial levels and set a climate action strategy to achieve a reduction in greenhouse gas (GHG) emissions, cost optimization, mitigation of risks, and new market opportunities.



SOCIAL BUSINESS

Reinventing purpose-driven products and services that create social and financial value.



INCLUSIVITY

Reducing the inequality gap related to gender divide, ethnicities, nationalities, disabilities, rural and marginalized communities, low income, elderly, refugees/internally displaced persons (IDPs), and youth unemployment.



GENERATION YOUTH

Empowering 16 million children and youth across Zain's footprint. Build resilience and safeguard future generations by providing them tools that will enable them to reach their maximum potential.



All topics related to this section can be found in greater detail in Zain's 2020 Sustainability Report.



WHY ZAIN?

GROWTH PROFILE

Investing for sustained growth momentum and creating the basis for future growth

4SIGHT ... CLEAR STRATEGY

Clearly defined strategy with a strong focus on digital and enterprise moving away from traditional telco approach

PROFITABILITY ACROSS OPERATIONS

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

SAUDI TURNAROUND

Turnaround of Saudi operations enhanced the Group's financial performance. Debt leveraging strategy for KSA to further improve Group's balance sheet

5G LEADERSHIP

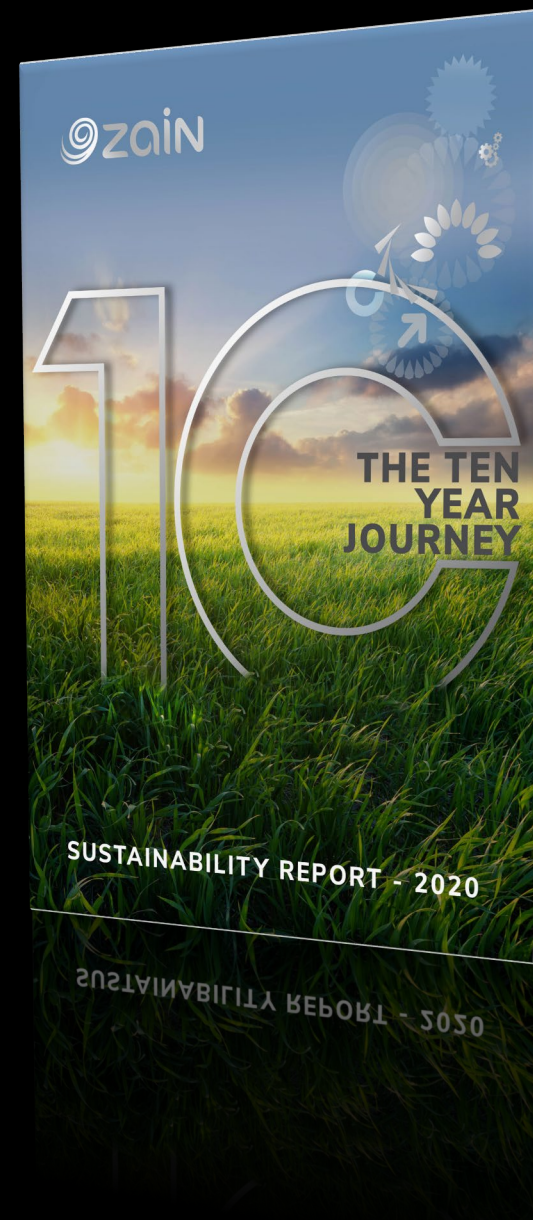
Makes smart investments in technology and innovation to maintain leadership position in 5G and IoT

THREE YEARS DIVIDENDS POLICY

First telecom in the region to commit a dividend of 33 fils, for three years starting from 2019



ZAIN REPORTS



<https://zain.com/reports/>



 zain

THANK YOU

ZAIN GROUP INVESTOR RELATIONS

 : IR@zain.com

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