

A grayscale photograph of a business meeting. Several people in professional attire are gathered around a table, looking at documents and a tablet. One person is pointing at the tablet. The scene is dimly lit, with a focus on the hands and documents. The text 'Independent Accountant's Assurance Report' is overlaid in white, bold font in the center of the image.

Independent Accountant's Assurance Report

Independent Accountant's Assurance Report



To the Board of Directors and Management of Mobile Telecommunications Company K.S.C.P.

Scope

We have been engaged by Mobile Telecommunications Company K.S.C.P. ("Zain Group") to perform a 'limited assurance engagement,' as defined by International Standards on Assurance Engagements, here after referred to as the engagement, to report on material areas/ performance metrics (as described below, the "Subject Matter") in Zain Group's 2021 Sustainability Report (the "Report") for the year ended 31 December 2021.

Our limited assurance engagement covered disclosures reported in full or partially as indicated in the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) Content Index and Sustainability Accounting Standards Board (SASB) Telecommunication Services Sustainability Accounting Standard Content Index (Content index found on pages 162 – 175 of the Report), as follows:

GRI	
General Disclosures	<ul style="list-style-type: none"> Organizational profile: 102-1, 102-2, 102-3,102-4, 102-5, 102-6, 102-7 (Limited to 'Total number of employees), 102-8, 102-9, 102-10, 102-11, 102-12, 102-13 Strategy: 102-14, 102-15 Ethics and integrity: 102-16, 102-17 Governance: 102-18, 102-19, 102-20, 102-21, 102-22, 102-23, 102-24, 102-25, 102-26, 102-27, 102-28, 102-29, 102-30, 102-31, 102-32, 102-33, 102-34, 102-36, 102-37 Stakeholder engagement: 102-40, 102-41, 102-42, 102-43, 102-44 Reporting practice: 102-45, 102-46, 102-47, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-55, 102-56
Topic-Specific Disclosures	<ul style="list-style-type: none"> Economic performance: 201-2 Market presence: 202-2 Indirect economic impacts: 203-2 Procurement practices: 204-1 Anti-Corruption: 205-1, 205-2 Energy: 302-1 Habitats protected or restored: 304-3 Emissions: 305-1 [Direct (Scope 1) GHG emissions], 305-2 [Energy indirect (Scope 2) GHG emissions], 305-3 [Other indirect (Scope 3) GHG emissions]. Environmental compliance: 307-1 Supplier environmental assessment: 308-1 Employment: 401-1, 401-3 Occupational health and safety: 403-3 Training and education: 404-1, 404-2, 404-3 Diversity and equal opportunity: 405-1, 405-2 Non-Discrimination: 406-1 Child labor: 408-1 Local communities: 413-1, 413-2 Supplier assessment for labor practices: 414-1, 414-2 Customer health and safety: 416-1 Customer privacy: 418-1
Management Approach	103-1,103-2,103-3
SASB	
Sustainability Disclosure Topics and Accounting Metrics	<ul style="list-style-type: none"> Environmental footprint of operations: TC-TL-130a.1 Data privacy: TC-TL-220a.1, TC-TL-220a.2 Data security: TC-TL-230a.1, TC-TL-230a.2

The scope excludes future events or the achievability of objectives, targets and expectations of Zain Group.

Criteria applied by Zain Group

In preparing the Subject Matter, Zain Group applied the Global Reporting Initiative Sustainability Reporting Standards ("GRI Standards"), and the Sustainability Accounting Standards Board (SASB) Telecommunication Services Sustainability Accounting Standard (collectively the "Criteria").

Zain Group's responsibilities

Zain Group's management is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the Subject Matter, such that it is free from material misstatement, whether due to fraud or error.

EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

EY conducted our engagement in accordance with the *International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* ('ISAE 3000') and the terms of reference for this engagement as agreed with Zain Group on 19 October 2021. Those standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

We do not accept or assume any responsibility for any other purpose or to any other person or organization. Any reliance by any such third party may place on the report is entirely at its own risk.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, and have the required competencies and experience to conduct this assurance engagement.

Assurance Provider also applies International Standard on Quality Control 1, *Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements*, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance

engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information, and applying analytical and other appropriate procedures.

Our procedures included:

- a. Conducted interviews with personnel in the Group Corporate Sustainability Department, Procurement team and Risk Management team to understand the business and reporting process;
- b. Conducted interviews with key personnel to understand the process for collecting, collating and reporting the Subject Matter during the reporting period;
- c. Checked documents and internal communications received by the Group Corporate Sustainability Department to validate the accuracy of information reported;
- d. Checked that the calculation criteria have been correctly applied in accordance with the methodologies outlined in the Criteria;
- e. Undertook analytical review procedures over the Subject Matter and made inquiries of relevant personnel;

- f. Tested, on a sample basis, underlying source information to check the accuracy of the data;
- g. Tested the disclosure and presentation of the Subject Matter within the Report against the Criteria.

We also performed such other procedures as we considered necessary in the circumstances.

Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Subject Matter for the year ended 31st December 2021, in order for it to be in accordance with the Criteria.

For Ernst & Young
(Al Aiban, Al Osaimi & Partners)

Signed by Waleed Al-Osaimi
10th March 2022
Kuwait