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Company Overview



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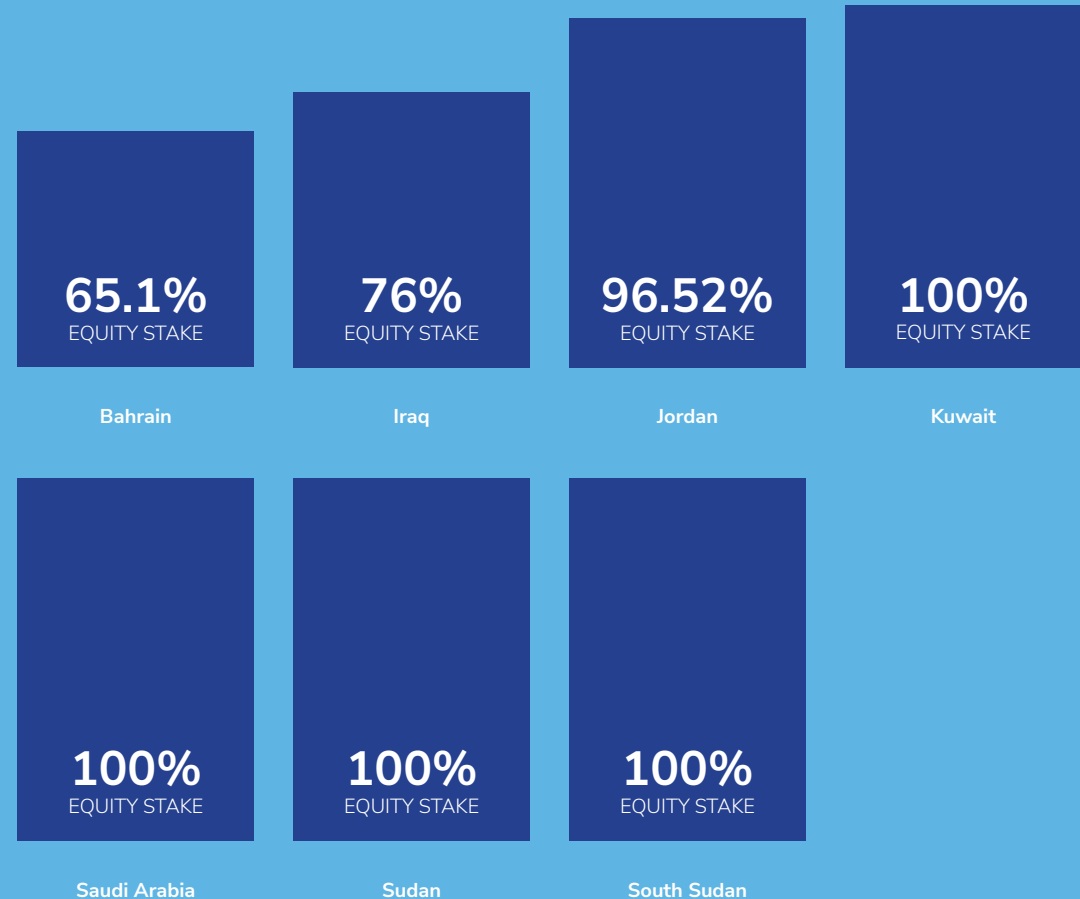
Formally known as Mobile Telecommunications Company (MTC), Zain was established in 1983 by an Amiri decree. The company operates in seven countries in the Middle East and Africa and is listed on the Boursa Kuwait as a publicly traded company. The largest shareholder is the Kuwait Investment Authority, with a direct and indirect equity stake of 24.57%, followed by Omantel with 21.9%.

In 2022, Zain's customer base reached 52.4 million, as the company continued to provide digital products and services via voice and data channels in addition to the full stack of enterprise (B2B) services for Governments and Enterprises of all sizes across the region. Prepaid and postpaid customer numbers can be found in the 'Our Network' section of this report.

Zain Group is a member of the Global System for Mobile Communications (GSMA) Association and continues to engage proactively in various streams related to regulatory affairs, sustainability, climate change, circularity, and industry trends.



Below is the breakdown of the equity share of Zain across its markets:



52.4
MILLION
ACTIVE CUSTOMERS

5.6
USD BILLION
IN CONSOLIDATED REVENUES

640
USD MILLION
IN NET INCOME

12%
Y-O-Y NET REVENUE GROWTH
ON THE DIZLEE PLATFORM

Digital services groupwide witness net revenue growth of 12% YoY, inclusive of the Dizlee (API) platform, offering 51 live services and resulting in over 190 million+ API transactions since launch in mid-2018.

57
ENERGY EFFICIENT
SOLUTIONS

57 energy efficient solutions were installed with the aim to reduce emissions across all operations.



To commemorate Universal Children's Day, Zain launched a three-year partnership with Child Helpline International to mobilize and facilitate child helplines across its footprint.

350

Zain Bahrain launched the first Sign Language Video Call Center for the deaf community in Bahrain aiming to reduce the communications gap.

Zain Sudan provided aid and shelter to 350 families in areas affected by floods, including Al Jazeera, Blue Nile, and River Nile.

7.2M
MILLION IMPRESSIONS

Zain launched the second phase of its annual Internet Monsters media campaign and achieved 7.2 million impressions across the company's social media accounts.

384

384 undergraduate female students joined Women in Tech - the Group-wide mentorship program that aims to foster the development of women in Science, Technology, Engineering and Mathematics (STEM).

1,000

In partnership with IoT Kids, Zain Iraq supported the annual coders competition where 1,000 young people aged between 8-15 years developed digital and coding skills.

250

250 participants attended the Zain Jordan Climate Change Hackathon in partnership with the Ministry of Environment, the UN Development Program (UNDP) and the UN World Food Program (WFP).

Zain Jordan introduced Project Arachnid, a Child Sexual Abuse Material (CSAM) blocking mechanism in their networks.