

CHAPTER

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Appendix



ESG METRICS FOR MOBILE



ESG Metrics for Mobile code	Topic	Metric (family)	Metric (name)	2023 response
	Mobile foot-print	Mobile connections (customers)	Total number of mobile connections	44,466
		Science-based targets	Total cellular data traffic (last 12 months, exabytes)	29.5
GSMA-ENV-01	Emissions	Science-based targets	1.1 Have you set, or committed to set, GHG emissions targets that are in line with the goals of the Paris Agreement? (yes/no)	Zain has set reduction targets in line with SBTi however they are not officially approved yet as Zain has 2 years to submit targets. However, Zain is officially committed to SBTi on January 2023. Please find this link for reference.
		Scope 1, 2 and 3 emissions	1.2a i. Absolute Scope 1 and 2 emissions (tonnes CO ₂ e)	1,003,495,338
GSMA-ENV-02			1.2a ii. Percentage change in absolute Scope 1 and 2 emissions since last reporting period	24.50%
			1.2b i. Absolute Scope 3 emissions (tonnes CO ₂ e)	490,328.71
			1.2b ii. Percentage change in absolute Scope 3 emissions since last reporting period	-1.27%
GSMA-ENV-03	Energy	Energy consumption	1.3a. Total energy consumed across group (MWh)	1.562 million MWh
			1.3b. Total network-related energy consumed (MWh)	1.562 million MWh
			1.3c i. Network energy mix: percentage renewables	1.3%
			1.3c ii. Network energy mix: percentage grid (fossils)	74.1%
			1.3c iii. Network energy mix: percentage diesel	24.6%

ESG Metrics for Mobile code	Topic	Metric (family)	Metric (name)	2023 response
GSMA-ENV-04	Waste reduction	Materials repaired or reused	1.4a i. Percentage of network equipment repaired or reused, by units	Refer to Sustainability Agenda, page 92.
			1.4a ii. Percentage of network equipment repaired or reused, by purchase price	Refer to Sustainability Agenda, page 92.
			1.4b i. Percentage of handsets and CPE repaired or reused, by units	Refer to Sustainability Agenda, page 92.
			1.4b ii. Percentage of handsets and CPE repaired or reused, by purchase price	Refer to Sustainability Agenda, page 92.
GSMA-ENV-05		Waste generated	1.5a Total waste generated (tonnes)	Refer to Sustainability Agenda, page 92.
			1.5b Network waste (tonnes)	Refer to Sustainability Agenda, page 92.
			1.5c Handset and other CPE waste (tonnes)	Refer to Sustainability Agenda, page 92.
			1.5d All other waste (tonnes)	Refer to Sustainability Agenda, page 92.
GSMA-ENV-06		Materials recycled	1.6a i. Percentage of network waste (from 1.5b) recycled, by units	Refer to Sustainability Agenda, page 92.
			1.6b i. Percentage of handset and CPE waste (from 1.5c) recycled	Refer to Sustainability Agenda, page 92.
			1.6c i. Percentage of all other waste (from 1.5d) recycled	Refer to Sustainability Agenda, page 92.

ESG Metrics for Mobile code	Topic	Metric (family)	Metric (name)	2023 response
GSMA-INC-01	Network coverage	Population covered by mobile network	2.1 Percentage of population covered by operator's mobile network. Please disclose each network generation (3G, 4G, 5G) separately	
GSMA-INC-03	Digital skills	Digital skills programmes	2.3 Number of people (excluding employees) who have completed a basic, intermediate or advanced digital skills training programme divided by total subscribers	Refer to Sustainability Agenda, page 97-104.
GSMA-INT-01	Data protection	Customer data incidents	3.1a Number of data breaches, per million subscribers	In 2023, there was 0 reported cases related to breaches of customer privacy, data leaks, theft or loss.
			3.1b Percentage of data breaches involving Personal Identifiable Information (PII)	0
			3.1c Number of customers affected, per million subscribers	0
			3.1d Number of regulatory actions for data protection violations (e.g. marketing-related complaints, data breaches), per million subscribers	0
GSMA-INT-02	Digital rights	Digital rights policy	3.2 Is there a policy specifically covering digital rights protection and transparency, privacy, freedom of expression, government mandates to shut down or restrict access, and/or government requests for data? (yes/no)	Yes, Privacy Policy available via: link

ESG Metrics for Mobile code	Topic	Metric (family)	Metric (name)	2023 response
GSMA-INT-03	Online safety	Online safety measures	3.3 Do you have controls or programmes in place to improve online safety for children and other vulnerable groups? Please state which vulnerable groups it covers	Yes, Privacy Policy available via: link
GSMA-SUP-01	Sustainable supply chain	Sustainable procurement policy	4.1a Do you have a sustainable procurement policy in place? (yes/no)	Yes, Supplier code of conduct is available via: link
			4.1b If answer to 4.1a is yes, how many of the following elements does it cover? Please state which elements it covers. <ul style="list-style-type: none"> a. Organisational governance b. Human rights c. Labour practices d. Environment e. Fair operating practices f. Consumer issues g. Community involvement and development 	We cover the following: <ul style="list-style-type: none"> • Human Rights • Labour Practices • Environment • Fair operating practices • Community involvement and development (not included in the supplier code of conduct, however we train our suppliers on various sustainability topics)
			Supplier assessments	4.2a Percentage of suppliers screened against the sustainable procurement policy using company defined and documented assessment procedure, within the previous two years to the reporting period
GSMA-SUP-02			4.2b Percentage of suppliers assessed against the sustainable procurement policy through site visits, within the previous two years to the reporting period	3% physical audit, 31% self assessment questionnaire

SASB - TELECOMMUNICATION SECTOR



Topic	SASB Code	SASB Standard/Metric	Section	Comments	External Assurance
	TC-TL-000.A	Wireless Subscribers		44,466	
	TC-TL-000.C	Broadband Subscribers		6,100	
	TC-TL-000.D	Network Traffic		29.05	
Environmental Footprint of Operations	TC-TL-130a.1	Total energy consumed		5,622,428 Gigajoules	Yes
		Percentage grid electricity		74%	
		Percentage renewable energy		1.30% - the data used to calculate energy consumption from renewable sources is based on actual data for Iraq, Jordan, Kuwait and South Sudan. While the data for Sudan is based on 2022 actual data due to the conflict in Sudan.	
Data Privacy	TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	Enterprise Risk Management		Yes
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Enterprise Risk Management		Yes
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy		This information is considered confidential, as such Zain does not disclose this indicator.	
	TC-TL-220a.4	1. Number of law enforcement requests for customer information		This information is considered confidential, as such Zain does not disclose this indicator.	
2. Number of customers whose information was requested					
3. Percentage resulting in disclosure					
Data Security	TC-TL-230a.1	1. Number of data breaches	Enterprise Risk Management		Yes
		2. Percentage involving personally identifiable information (PII)	Enterprise Risk Management		
		3. Number of customers affected	Enterprise Risk Management		
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Enterprise Risk Management		Yes

Topic	SASB Code	SASB Standard/Metric	Section	Comments	External Assurance
Product End-of-Life Management	TC-TL-440a.1	1. Materials recovered through take back programs, percentage of recovered materials that were, (2) reused, (3) recycled and (4) landfilled	Sustainability Agenda		
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.1	1. System average interruption frequency and		Zain does not yet report on this metric.	
		2. Customer average interruption duration			
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	Enterprise Risk Management		
Competitive Behavior & Open Internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations		This information is considered confidential, as such Zain does not disclose this indicator.	
	TC-TL-520a.2	Average actual sustained download speed of		Zain does not yet report on this metric	
		1. Owned and commercially associated content			
		2. Non-associated			
TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices		Zain does not yet report on this metric		

GLOBAL REPORTING INITIATIVE (GRI)



General Disclosure	Section	Comments	External Assurance
2-1 Organizational details	About the Report , Company Overview		Yes
2-2 Entities included in the organization's Sustainability Reporting	About the Report		Yes
2-3 Reporting period, frequency and contact point	About the Report		Yes
2-4 Restatements of information		There is no significant information restated in the 2023 Report	Yes
2-5 External Assurance	About the Report , Independent Assurance Report		Yes
2-6 Activities, value chain and other business relationships	About the Report , Products & Services		Yes
2-7 Employees	People & Purpose		Yes
2-8 Workers who are not employees	People & Purpose	All outsourced labor-related services are provided through third parties that go through the company's procurement practices.	Yes
2-9 Governance structure and composition	Corporate Governance		Yes
2-10 Nomination and selection of the highest governance body	Corporate Governance		Yes
2-11 Chair of the highest governance body	Corporate Governance		Yes
2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance		Yes
2-13 Delegation of responsibility for managing impacts	Corporate Governance		Yes
2-14 Role of the highest governance body in sustainability reporting	Corporate Governance		Yes
2-15 Conflicts of interest	Corporate Governance		Yes
2-16 Communication of critical concerns	Corporate Governance		Yes
2-17 Collective knowledge of the highest governance body	Corporate Governance		Yes

General Disclosure		Section	Comments	External Assurance
2-18	Evaluations of the performance of the highest governance body	Corporate Governance		Yes
2-19	Remuneration policies	Corporate Governance		Yes
2-20	Process to determine remuneration	Corporate Governance		Yes
2-21	Annual total compensation ratio	Corporate Governance	This information is considered confidential however detailed information on remuneration can be found in Zain Annual Report on page 76.	
2-22	Statement on sustainable development strategy	Message from the Board of Directors , Message from the Vice-Chairman and Group CEO , Message from the Chief Sustainability Officer		Yes
2-23	Policy commitments	Corporate Governance , Human Rights		Yes
2-24	Embedding policy commitments	Corporate Governance , Human Rights		Yes
2-25	Processes to remediate negative impacts	Human Rights		Yes
2-26	Mechanisms for seeking advice in raising concerns	Corporate Governance , Human Rights		Yes
2-27	Compliance with laws and regulations		This information is considered confidential.	Yes
2-28	Membership associations	Enterprise Risk Management		Yes
2-29	Approach to stakeholder engagement	Stakeholder Engagement		Yes
2-30	Collective bargaining agreements		Iraq 5% Sudan 100%	Yes
Disclosure on Material Topics		Section	Comments	External Assurance
3-1	Process to determine material topics	Materiality Assessment		Yes
3-2	List of material topics	Materiality Assessment		Yes
3-3	Management of material topics	Materiality Assessment		Yes

General Disclosure	Section	Comments	External Assurance
Topic Specific Disclosures			
Customer privacy & data security			
GRI 418 - Customer Privacy			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<u>Enterprise Risk Management</u>	Yes
Employee health & safety			
GRI 401 - Employment			
401-1	New employee hires and employee turnover	<u>People & Purpose</u>	Yes
401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees		Found in Zain's Financial Statement on Page 128.
401-3	Parental leave	<u>People & Purpose</u>	Yes
Customer Service			
GRI 416 - Customer Health and Safety			
416-1	Assessment of the health and safety impacts of product and service categories		In accordance to industry standards, the company ensures that all its products and services are in accordance to health and safety best practices when it comes to network equipment. When it comes to launching new products and services into the market, the company abides by health and safety standards set by the local regulatory entities. Furthermore, the company covers all health and safety impacts of its products and services in its Environmental and Social Management Plan (ESMP) which includes public exposure to Electro- Magnetic Fields, compliance to International Commission on Non-Ionizing Radiation Protection (ICNIRP).
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		There has been 0 incidents concerning health and safety of Zain's products and services.
Climate Change			
GRI 302 - Energy			
302-1	Energy consumption within the organization	<u>Sustainability Agenda</u>	Yes
GRI 305 - Emissions			
305-1	Direct (Scope 1) GHG emissions	<u>Sustainability Agenda</u>	Yes
305-2	Energy indirect (Scope 2) GHG emissions	<u>Sustainability Agenda</u>	Yes

General Disclosure	Section	Comments	External Assurance
305-3 Other indirect (Scope 3) GHG emissions	Sustainability Agenda		Yes
Business Ethics & Governance			
GRI 205 - Anti-Corruption			
205-1 Operations assessed for risks related to corruption		100% of Zain's operations are assessed for fraud risks and violations of the Code of Conduct which include anti-corruption risks	Yes
205-2 Communication and training about anti-corruption policies and procedures	Corporate Governance	Through its onboarding process, the company communicates its anti-corruption policies and procedures to all new joiners. Furthermore, it ensures that such policies and procedures are accessible to all through the company's internal portal.	Yes
205-3 Confirmed incidents of corruption and actions taken		There were 0 incidents	Yes
Diversity & Inclusion			
GRI 405 - Diversity and Equal Opportunity			
405-1 Diversity of governance bodies and employees	Corporate Governance , People & Purpose		Yes
405-2 Ratio of basic salary and remuneration of women to men	People & Purpose		Yes
Workforce management			
GRI 202 - Market Presence			
202-1 Ratios of standard entry level wage by gender compared to local minimum wage		This indicator is not relevant to the industry we operate in, as such data is not collected for this measure. The company's pay scales are reviewed on regular bases and adhere to each operating country's labor law guidelines.	
202-2 Proportion of senior management hired from the local community	People & Purpose		Yes
Economic performance			
GRI 201 - Economic Performance			
201-1 Direct economic value generated and distributed	Products and Services		
201-2 Financial implications and other risks and opportunities due to climate change	Sustainability Agenda , TCFD		Yes

General Disclosure		Section	Comments	External Assurance
GRI 203 - Indirect Economic Impact				
203-1	Infrastructure investments and services supported	Products and Services Sustainability Agenda		Yes
203-2	Significant indirect economic impacts	Products and Services Sustainability Agenda		Yes
Supply Chain Management				
GRI 204 - Procurement Practices				
204-1	Proportion of spending on local suppliers	Products and Services		Yes
GRI 308 - Supplier Environmental Assessment				
308-1	New suppliers that were screened using environmental criteria	Products and Services		Yes
308-2	Negative environmental impacts in the supply chain and actions taken	Products and Services	There were no negative environmental impacts identified through Zain's supply chain in 2023.	Yes
GRI 414 - Supplier Social Assessment				
414-1	New suppliers that were screened using social criteria	Products and Services		Yes
414-2	Negative social impacts in the supply chain and actions taken	Products and Services	There were no negative social impacts identified through Zain's supply chain in 2023.	Yes
Philanthropy and Community Engagement				
GRI 413 - Local Communities				
413-1	Operations with local community engagement, impact assessments, and development programs		100% of our operations include local community engagement and development programs	Yes
413-2	Operations with significant actual and potential negative impacts on local communities	Sustainability Agenda	The company aligns to the Zain Environmental and Social Management Plan (ESMP) Guidelines. The ESMP Guidelines were developed to minimize Zain's potential harmful environmental impacts, protect the safety of its surrounding communities and address negative impacts of the company's business activities. The processes in the ESMP Guidelines include reviewing environmental and social risks, notifying local communities before undertaking any installation or maintenance work and issuing policies that address grievance from local community members. Zain's equipment is tested regularly to ensure compliance is maintained with the International Commission on Non-Ionizing Radiation Protection (ICNIRP) for occupational public exposure to electric and magnetic fields, and to guarantee that the public is protected and made aware of EMF zones by restricted access and appropriate signage of Antenna propagation zones that exceed the ICNIRP maximum public level.	Yes

TCFD RECOMMENDATIONS

		External Assurance
Governance	a. Describe the board's oversight of climate-related risks and opportunities.	Yes
	b. Describe management's role in assessing and managing climate-related risks and opportunities.	Yes
Strategy	a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Yes
	b. Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	Yes
	c. Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Yes
Risk Management	a. Describe the organization's processes for identifying and assessing climate-related risks.	Yes
	b. Describe the organization's processes for managing climate-related risks.	Yes
	c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	Yes
Metrics and Targets	a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Yes
	b. Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	Yes
	c. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Yes