



The Mobile Telecommunications Company K.S.C.P. (Zain)'s 14<sup>th</sup> Sustainability Report highlights the value that the company's activities, products, and services have on various aspects of business, society and the environment with the mission of providing meaningful connectivity and driving equitable systematic change to the communities it serves and beyond. This report provides a comprehensive overview of Zain's operations in creating, preserving or eroding value on a short-, medium- and long-term perspective through the implementation of its 2025 Corporate Sustainability strategy. The report is published annually and covers the period from 01/01/2024 to 31/12/2024.

Zain is headquartered in Kuwait and its countries of operation, which are referenced in the report, includes Kuwait, Bahrain, Iraq, Jordan, Saudi Arabia, Sudan, and South Sudan, as well as key subsidiaries of Zain: ZainTECH and Zain Omantel International (ZOI) which are headquartered in the UAE. In Morocco, Zain holds a 15.5% stake in INWI through a joint venture, with the operator not being referred to in this report.

This report corresponds with Zain's financial statements as outlined in the company's annual report. In addition, the report is reviewed, assessed, and authorized by the company's Vice-Chairman and Group CEO, Chief Sustainability Officer, Chief Financial Officer, and other members of the company's executive management prior to its publication.

Zain's 2024 Sustainability Report is independently verified by Ernst & Young (Al Aiban, Al Osaimi and Partners) under both Reasonable Assurance and Limited Assurance. Information on the Reasonable Assurance indicators can be found on [page 127](#) and the Limited Assurance report is showcased on [page 129](#).

The Sustainability Report is developed in alignment to various voluntary disclosures, such as the AA1000 Accountability Principles (AA1000AP) 2018; the Global Reporting Initiatives (GRI) standards; and the Sustainability Accounting Standards Board (SASB) with the application of the "Telecommunications Sustainability Accounting Standard", Task Force on Climate-Related Financial Disclosure (TCFD), United Nations Guiding Principles (UNGP) on Business and Human Rights Reporting Framework; ESG Reporting Guide published by Bursa Kuwait, GSMA ESG Metrics for Mobile; and the United Nations Global Compact (UNGC) principles. Zain's net-zero targets were officially verified and approved by Science-Based Targets Initiative (SBTi) in 2024. The methodology used to calculate Zain's emissions is based on the Greenhouse Gas (GHG) Protocol Corporate Accounting and Reporting Standard. This tool provides companies with the guidance and requirements to prepare their GHG emissions inventories. In addition, the company also aligns its emission factors to the International Energy Agency (IEA) Standards to ensure consistency across all country operations.

This edition of the report includes certain significant information from previous sustainability reports, reiterated for context. Redundant or readily available information has been excluded to enhance the fluidity of the current report. Additionally, the report addresses instances where organizational changes have occurred during the reporting period.

This report is published on March 27, 2025.

Zain welcomes any comments, feedback, or suggestions regarding the content included in relation to Zain's sustainability performance.

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