

INCLUSION

ACCESSIBLE COMMUNICATION & HEALTH SUPPORT

ZAIN JORDAN

Partnered with Royal Jordanian to enhance accessibility for passengers, supporting over 16 individuals through instant sign-language translation services by equipping 7 counters at Queen Alia International Airport with tablets to improve communication and ensure a more inclusive travel experience.



ZAIN SOUTH SUDAN

In South Sudan the company established a Zain-supported clinic in Wunrok, Twic County, providing essential medical equipment, medicines, and basic health services to approximately target 10,000 vulnerable individuals. The initiative strengthens local healthcare access by through screenings, vaccinations, and medical support.



WOMEN EMPOWERMENT

Since its inception, **2,400 women have enrolled in Zain's Group-wide program**, pairing them with mentors, providing them guidance and access to STEM career pathways.



As part of its commitment to inclusive growth, the Women in Tech program welcomed **9 persons with disabilities** in 2025, extending upskilling and mentorship opportunities to this segment.

DIGITAL INCLUSION FOR THE ELDERLY

ZAIN IRAQ

Engaged **30 elderly participants** through a hands-on digital skills session, supporting their use of mobile and social media applications to stay connected with family. In parallel, on World Elder Abuse Awareness Day campaign reached over **1.3 million users**, raising public awareness of the challenges faced by the elderly.



ZAIN SOUTH SUDAN

Delivered a practical digital literacy training program to **140 elderly participants** in remote villages, covering basic mobile functions, internet use, and mobile money applications to help them stay connected and access essential services.



To date, **Zain** reached a total of **218,233 elderly individuals** through its initiatives.

INCLUSIVE PRODUCTS AND SERVICES

317 people subscribed to Basma Line Plus, in Zain Jordan a mobile bundle tailored for deaf and mute customers.

Zain Sudan established a verified database of over 23,000 registered PwD mobile numbers. This enabled targeted outreach and tailored support, including **100 free call units for all registered users on the International Day of Sign Languages.**

3 operations implemented data bundles catered to people with disabilities

ZAIN OPERATION	STATUS	TARGET SEGMENT
Bahrain	Yes	All disabilities
Jordan	Yes	Deaf and mute
Saudi Arabia	Yes	All disabilities and elderly