

OPERATING RESPONSIBLY

2025 RESPONSIBLE SUPPLY CHAIN TARGETS

TARGET 1	TARGET 2
- 100% of active suppliers to complete the supplier self-assessment questionnaire. - Fulfill the capacity-building requirement by completing the supplier training video. - Existing suppliers to align to Zain's policies.	- Completion of 10 physical audits, with all observations reviewed and identified for remediation, where necessary, to ensure supplier compliance and continuous improvement.

PROGRESS & ACHIEVEMENTS

660 SUPPLIERS	53 OF ZAIN'S SUPPLIERS	127,681 JOBS	200+ KPIs
 Completed Zain's Supplier Self-Assessment Questionnaire to ensure alignment with the company's values, standards, and responsible business practices.	 Across the Group were physically audited to verify quality standards, ethical and responsible business practices to address sustainability risks and opportunities.	 Provided across Zain's value chain that includes distributors, outlets and franchises.	 Transitioned sustainability KPI tracking through an ESG data automation platform, centralizing and strengthening data accuracy, consistency, governance, and oversight.

DATA PRIVACY PROGRAMS

335 STUDENTS

From AL-Nahrain University took part in Zain Iraq data privacy awareness sessions, focused on data protection, breach risks, and safeguarding personal information online.

94 HUMBLE EXPAT WORKERS

In Zain Kuwait completed data privacy and digital security awareness sessions supported by translated materials and localized cybersecurity guidance.