MOBILE TELECOMMUNICATIONS COMPANY (ZAIN)

GUIDE TO COMPENSATING STAKEHOLDERS IN CASE OF VIOLATION OF THEIR RIGHTS

The Stakeholder Protection Policy has been developed as part of the Company's Corporate Governance Framework, with the aim of ensuring that the rights of stakeholders, as stipulated in relevant laws and regulations, are respected and protected by the Company. This guide is part of the policy, which guarantees the obligation to compensate stakeholders in the event of the violation of their rights. The governance framework includes the most important procedures and principles of the company, most notably the following:

- The procedures shall be clear in the “terms and conditions” section of the contracts in the event that any of the involved parties breaches their obligations. The company is keen to ensure that its contracts include all legal and regulatory procedures that guarantee the protection of the company and its stakeholders from falling into disputes. Additionally, all contracts include the procedures used to compensate stakeholders in case of the violation of their rights. The company is committed to the terms and conditions mentioned in the contracts and agreements, which are based on applicable laws and regulations.
- The company is committed to implementing procedures for compensating stakeholders in the event their rights are violated. Such rights are recognized by the regulations and protected by contracts, or issued by a decision from the Board of Directors, or in the event of a court ruling in favor of either party.
- The Board of Directors and the Executive Management communicate with stakeholders to settle any disputes that may arise and work to resolve them efficiently and effectively. In the event that a solution is not reached in an amicable manner, complaints are resolved through the appropriate authorities. Stakeholders whose complaints are transferred to the judicial system shall be compensated in accordance with the decisions and judgments issued by the relevant authorities and committees.
- The company aims to limit cases of conflict of interest. Therefore, a conflict of interest policy has been prepared to define procedures and guidelines. To ensure that dealing with potential conflicts of interest, reporting mechanisms, and disclosures are being managed effectively. In addition, the policy ensures and aids that the Board of Directors takes decisions to achieve the best interests of the company.
- The Code of Conduct stipulates the principles and work ethics that the Board of Directors and the Executive Management are required to follow in order to make the right decisions - as individuals and on behalf of the company. Adherence to the Code of Conduct is the responsibility of every Zain Group employee.
- The Board of Directors and the Executive Management built a responsible ethical control culture by developing a policy for whistleblowing, which includes a mechanism for reporting illegal practices in addition to related operational procedures. To enable appropriate corrective action to be taken. This policy confirms the company's commitment to integrity and ethical behavior and to maintain an ethical environment through which stakeholders can appropriately express their concerns in light of the full protection of the whistleblower against any unfair harmful practices. No arbitrary action shall be taken or recommended against any person who has reported any suspicious behavior in good faith. The

rights of the whistleblower in good faith are protected in accordance with Rule Nine (Article 10/6) of the governance instructions issued by the Capital Markets Authority. This policy also meets the need for effective confidentiality through various means of reporting, including the email whistleblowing@zain.com in addition to the whistleblowing form, which provides a means to report the cases anonymously. The form is available on the Zainer’s app and the company’s website.

- One of the company's responsibilities is to set internal policies and procedures that ensure the confidentiality of the company's and its customers' internal information. These internal policies and procedures ensure that the internal information is not misused, transferred, transmitted , directly or indirectly to other persons, and not to encourage other persons to deal in securities based on inside information. The company maintains an updated record containing insider dealing on a regular basis. The regulation of insider dealing policy determines the procedures taken in the event of committing a dealing crime while possessing or exploiting inside information.
- The company has various tools and communication channels that enable stakeholders to file complaints, and these tools include phone numbers, e-mails, and social media. All complaints received are recorded in the system, which is constantly updated, and shows the complaint path, its status, and all details such as the responsible team, time frame, and status. All complaints are considered by the concerned department and are worked on to resolve them as soon as possible. In the event that the complaint is not resolved by the director of the concerned department, it shall be submitted to the executive management to take a decision thereon. Disputes that are not subject to internal resolution shall be referred to the judicial authorities.