

Zain Group

Health, Safety & Well Being Policy Statement

Introduction

As a company committed to operating with ethical and responsible standards and as part of the company's values of Radiance, Heart, and Belonging, the Board of Directors is committed to ensuring the health, safety and well-being of all the company's employees across the Operating companies, subsidiaries, companies under management control, the company's **value chain** and our various communities.

Our commitment to the implementation of health and safety standards ranges from our facilities, network sites, our suppliers and communities through the adherence to relevant health and safety rules and regulations including company programs to ensure employee well-being.

Zain ensures it is continuously aligned to health, safety and well-being related laws and regulations and ensures any requirements are embedded in its management processes and procedures. The policy statement is also aligned with Zain's Environmental and Social Management Plan that outlines the company's operational activities primarily involving the construction and maintenance of the company's facilities including base stations, Data Centers, and Core Sites.

Key Principles

- Fully comply with the requirements per applicable local laws and regulations, as well as international and investor standards, with regards to Health, Safety and Well-being.
- Ensure that all Health, Safety and Well-being related policies, procedures, and processes are implemented, reviewed and communicated across all stakeholders.
- Zain is committed to providing medical insurance to all its employees as per the Human Resources Policy Manual.
- Ensure that the company implements health and safety & well being protocols, during pandemics, natural disasters and civil conflicts.
- Set in place proper mechanisms to proactively identify and assess potential hazards, manage risks, and investigate incidents using proper reporting and notifications mechanisms.
- Ensure that all contractors, third party companies, and outsourced employees covered in the supplier code of conduct comply with the policies and procedures on the deployment of Zain sites.
- Where applicable, Zain provides employees, including part-time, outsourced employees, and ensures its suppliers provide their employees with appropriate tools, protective gear and health & safety training.

- Ensure accommodation and related facilities are safe, hygienic and meet the basic needs of employees.
- Monitor, track and review the compliance of Zain's Health, Safety and Well-being principles across all stakeholders.
- Ensure that health and safety measures are equitable and inclusive of all employees, regardless of demographics.
- Include mental health support initiatives and resources for employees.
- Ensure that health and safety policies are aligned with Zain's broader ESG goals and sustainability strategies.
- Provide training program for all employees and stakeholders.
- Establish and report on measurable health and safety performance indicators, with regular updates to improve the policy and implementation.

Continuous Improvement

Zain commits to reviewing the processes associated with Health, Safety, and Well-being on an annual basis to ensure it aligns to local and international regulations and standards. The company will ensure it seeks and embeds any feedback from stakeholders, whether internal or external, into improving and further developing the policy and related procedures if applicable.