



MOBILE TELECOMMUNICATIONS COMPANY (ZAIN)

INCLUSION, DIVERSITY AND EQUITY POLICY

FEBRUARY 2026

1. Introduction

Mobile Telecommunications Company (hereinafter referred to as Zain or the Company) is committed to protecting the rights of all stakeholders and to creating wealth, jobs, and sustainability of a financially sound enterprise. Zain is committed to fostering a culture of inclusion, diversity, and equity within the organization to embrace employees from different genders, ages, and abilities.

The Inclusion, Diversity, and Equity Department operates as a strategic enabler; strengthening leadership pipelines, driving cultural transformation, embedding employee wellbeing into how we operate, and advancing accessibility as a core organizational capability.

1.1 Scope

This Policy document applies to the Company and its Subsidiaries, Board of Directors, executive management, and employees as each party has the duty of protecting the rights of stakeholders of the Company by complying with the contents of this policy. The board sets the policy and approves it to ensure compliance with laws and regulations and best standards. It is essential that the board, management, and employees understand the requirements of this Policy and applicable laws and regulatory requirements carefully and comply with its contents.

Wherever the provisions of this Policy document differ with any of the local statutory or regulatory requirements, the local statutory and regulatory requirements will take precedence over the provisions of this Policy.

2. General Responsibilities

The key responsibilities of the Inclusion, Diversity, and Equity Department toward its stakeholders include:

- To drive cultural transformation by preparing for the future workforce, ensuring an inclusive culture that supports emerging skills, digital readiness, diverse talent pipelines, and new ways of working.
- To develop structured pathways and pipelines that advance women's careers and prepare them for leadership roles, in line with clearly defined targets.

- To promote work–life balance by prioritizing mental health and physical wellbeing, including access to the Counseling Center and tailored wellbeing plans based on employees' needs.
- To ensure accessibility and enable employees with disabilities through reasonable accommodations, accessible tools, and inclusive workplace practices.
- To empower the youth and create an intense training program for them to learn, develop and grow.
- To track and measure the impact of Inclusion, Diversity, and Equity programs through regular assessments, data-driven insights, and continuous evaluation.

3. The Company's Stakeholders

Zain Group is deeply committed to transforming the workforce in all relevant fields across the company to ensure inclusion, diversity, and equity targets are met and in line with the Company 4WARD Strategy. The Company's commitment to all employees is demonstrated through the following:

- Promoting a favorable culture and atmosphere in the workplace, together with fair and equal treatment to all employees.
- Developing initiatives and programs targeted at training employees and improving their professional skills such as the use of digital accessibility, mental health, leadership, and technical skills.
- Creating middle management development programs focused on providing a vehicle for middle managers to share best practices, discuss challenges, change management techniques, and manage mentoring experiences, performance measurement tools, and effective communication skills.
- Developing programs for youth employees and for fresh graduates, and preparing them for leadership roles.
- Actively promote the culture of wellbeing and mindfulness in the workplace to ensure work/life balance.

4. 4WARD Strategy Alignment

- Digital Zain: Expand access to digital upskilling, utilizing hyper-personalization for inclusive design, and leveraging AI for employee wellbeing and accessibility for employees with disabilities.
- Customer Delight: Capitalize on our diverse workforce to sharpen market intelligence by inclusive transformation to capture unserved market demand and fuel innovation.
- Collaborative Growth: Build a resilient workforce by embedding lifelong learning and wellbeing-driven cultural transformation into our DNA and dismantle silos through cross-functional programs, mobility, and global partnerships.

5. Confidentiality

- Recognizing their importance, the Company gives its customers the professional experience and the attention they deserve, protects their confidentiality, and foster their trust. Customers' confidential information is well protected and can only be revealed if required by law or with proper counsel from the relevant party.
- The contents of this Policy, other than areas to be disclosed on the Company's website, are confidential and are intended for internal use of the Company only.