



Social Responsibility Policy

Key Abbreviations/Terminologies:

Abbreviations/Terminology	Definition
Company	The Mobile Telecommunication Company Saudi Arabia (Zain KSA).
Social Responsibility	Organizational commitment to ethical practices and community impact, supporting social, economic, and environmental development through responsible operations and stakeholder engagement.
GHG (Greenhouse Gas)	Gases that trap heat in the atmosphere and contribute to climate change, including carbon dioxide (CO ₂), methane (CH ₄), and nitrous oxide (N ₂ O).
Community Development	The process of supporting local communities through initiatives that improve well-being, opportunity, infrastructure, and inclusion
Stakeholders	Individuals or groups that are affected by or can influence Zain KSA's operations, including employees, customers, partners, suppliers, regulators, and communities.
Digital Inclusion	Ensuring equitable access to digital infrastructure, tools, and training for all segments of society.
Materiality	The process of identifying and prioritizing social responsibility topics most relevant to Zain KSA's strategy and stakeholders.
ESG (Environmental, Social, and Governance)	A framework used to assess a company's environmental and social impact and the effectiveness of its governance practices.
GRI Framework	A globally recognized standard for disclosing environmental, social, and governance performance.
UN SDGs	The United Nations Sustainable Development Goals, a set of global objectives to promote prosperity while protecting the planet.

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Policy Details:

Description:

The Social Responsibility Policy of Zain KSA serves as a strategic framework that guides the Company's efforts to contribute meaningfully to the social and economic development of the communities it serves.

The policy outlines Zain KSA's approach to identifying, managing, and reporting on social initiatives, setting forth the principles and mechanisms that support inclusive development and community empowerment. It also formalizes the integration of social responsibility into corporate strategy and operations, enhancing transparency, accountability, and cross-functional collaboration.

By establishing clear performance indicators, promoting internal awareness, and disclosing progress through periodic reports, Zain KSA affirms its commitment to responsible business practices that foster long-term value for employees, customers, partners, and the wider community

Objectives:

This policy defines Zain KSA's approach to social responsibility, ensuring that all activities contribute to community development while aligning with national priorities and regulatory requirements. It aims to institutionalize practices that balance business growth with positive social impact.

Scope:

This policy applies to all Zain KSA departments, subsidiaries, and employees involved in planning, implementing, or supporting social responsibility programs.

Policy Statements:

Zain KSA's social responsibility program shall focus on ensuring the Company's operations align with its commitment to the community and enhancing Zain KSA's brand reputation, stakeholder confidence, employee engagement, and compliance with national and international obligations. Through a structured methodology, it highlights the Company's social role and contribution to meaningful community development.

- Zain KSA shall conduct a regular materiality assessment to determine the most relevant and material issues affecting the Company and its stakeholders. This process ensures that resources are directed toward initiatives that deliver the greatest social value and are consistent with organizational priorities.
- Zain KSA upholds a structured stakeholder identification process as part of its materiality assessment to ensure its ESG focus areas reflect the needs of the target groups. This enables the Company to engage meaningfully with key stakeholders and prioritize the sustainability topics that are most relevant to its business and broader society.
- All Zain KSA departments shall promote best management practices and contribute to the Company's commitments to stakeholders, fostering responsible business conduct.
- Zain KSA encourages all teams across the organization to proactively propose and implement initiatives that contribute to the company's social responsibility objectives and create positive impact for society, including:
 - Education, digital inclusion, and youth empowerment, including digital literacy and tech skills
 - Women empowerment and inclusive employment
 - Health, well-being, and safety of communities
 - Accessibility and support for individuals with disabilities and elderly
 - Climate change mitigation and environmental sustainability through green technologies
- Proposals must:
 - Demonstrate measurable impact
 - Be vetted for alignment with the Company values and priorities
 - Be submitted through the established review process with clear KPIs
- All social responsibility initiatives must align with the company's overall strategy and be coordinated with relevant internal stakeholders to ensure effective implementation and impact.
- All campaigns and initiatives must:

- Be inclusive and accessible
 - Avoid conflicts of interest or political affiliations
 - Reflect ethical standards defined by Zain KSA's Code of Conduct and Supply Chain Code of Conduct
 - Uphold strong internal controls for data protection and operational transparency.
 - Share timely and accurate data with the designated department to be included in annual disclosures.
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- Zain KSA shall ensure the responsible disposal of assets in accordance with the Data Protection and Privacy Policy and other internal regulations.

Review:

Social Responsibility Policy is subject to regular review for enhancement and amendment aligned with Company's Bylaw, relevant laws, regulations, guidelines, or legislation that issued by the Relevant Regulatory Authorities. and shall be presented to the General Assembly for approval.

Publication and Entry into Force

Social Responsibility Policy shall be effective as per General Assembly Resolution approval and shall be published on the official website of Zain KSA to enable Shareholders and Stakeholders to review it. And any matter not explicitly stated in this Policy shall be governed by the Company's Bylaws, as well as the relevant laws, regulations, guidelines, and legislation issued by the competent Regulatory Authorities.

Appendix:

Name
Corporate Governance Regulations issued by the Capital Market Authority
Corporate Sustainability Zain KSA
Supplier Code of Conduct
Human Rights Policy
Responsible MarCom Strategy