

Responses from Zain (Bahrain) to:

Letter re Security Solutions, Amwaj, Bahrain: <https://www.migrant-rights.org/2021/02/security-solutions-amwaj-bahrain/>

Sent: 08 March 2021 11:21

To: Isobel Archer <archer@business-humanrights.org>

Subject: Re: Invitation to respond - Zain in our Weekly Update

Dear Isobel,

Zain would like to thank the Business & Human Rights Resource Centre for reaching out to the company and bringing to our attention your concern about Security Solutions in order to ensure that Zain continues to uphold its standards and practices when it comes to human rights across its value chain.

For Zain, respecting and adhering to human rights principles is at the core of doing business. The company is committed to actively encouraging the advocacy and adherence to human rights which is articulated in Zain's Code of Conduct, Supplier Code of Conduct and Human Rights Policy Statement, which are all publicly available.

Zain has also been consistently reporting how it addresses its most salient human rights issues by conducting a comprehensive stakeholder engagement process and disclosing its impacts on its policies and practices in its annual Sustainability Report which is externally assured. This is based and is done in correspondence to the UNGP on Business and Human Rights Reporting.

The company identifies Labor Rights as one of the four most salient human rights issues. The company engages with stakeholders on Labor Rights through the company's Code of Conduct which is publicly available on the website, and its Human Rights and Human Resources Policies are communicated to and shared with all employees. To ensure that Zain's policies to protect human rights continue to be effective, the company frequently engages with employees, suppliers, the public and other stakeholders that may be potentially impacted by such policies.

Zain continues to ensure that its local and international suppliers also share Zain's commitment to responsible business practices which includes human rights.

The links below include all the policies mentioned in the above statement in addition to Zain's Annual Sustainability Report:

<https://zain.com/en/about-us/corporate-governance/code-conduct-ethics/>

<https://zain.com/en/sustainability/sustainability-report/>

In light of our approach to human rights as set out above, we have requested Security Solutions to investigate this matter and to write to you directly to respond to the allegation.

Once again, thank you very much for bringing this matter to our attention.

Best Regards,

Abdulla K. Al-Khalifa

Director – Communications & Investor Relations
Zain Bahrain

