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Jordan Telecommunications Company

Sustainability Report 2024

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About the Environmental, Social, and Governance Sustainability Report of Jordan Telecom Company and its Subsidiaries (Orange Jordan) for the Year 2024

The report provides a detailed overview of the sustainable environmental and societal impacts achieved by the activities and initiatives implemented by Orange Jordan throughout 2024, based on its comprehensive corporate social responsibility strategy, which stems from Orange Group’s global strategy “Lead the Future” and is aligned with Orange Jordan’s slogan “Orange is here.”

The report covers the period from January 1, 2024, to December 31, 2024, and was prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standards and Principles.

1. A Letter from the CEO



Dear Shareholders,

At Orange Jordan, sustainability lies at the heart of everything we do. Our commitment to making a positive difference is reflected in our efforts to empower individuals, build meaningful partnerships with our customers and communities, and contribute to the growth of Jordan’s digital economy. The year 2024 was a single embodiment of this strategic vision, and the outcomes were nothing short of impressive in all areas of community service.

It is with great pride that I present the 3rd edition of our Sustainability Report for 2024. This year has been truly remarkable, marked by significant achievements in both our commercial endeavors and, more importantly, our community-focused programs.

In 2024, our efforts were recognized on multiple levels. We were honored by the visit of His Royal Highness Crown Prince Hussein bin Abdullah II to the Orange Digital Village in Aqaba, a testament to the importance of our initiatives in the national digital transformation journey. Additionally, we won first place in the Al Hussein bin Abdullah II Award for Voluntary Work in its second edition, in the category of for-profit organizations in corporate social responsibility, recognizing our endeavors of the Coding Academy Program, implemented under the umbrella of Orange Digital Centers (ODC). To date, we have proudly issued over 53,000 certifications, reflecting the knowledge and skills gained by our participants.

Our commitment to empowerment is reflected in the success stories and milestones of the year. Over 1,300 students from 14 Orange Digital Centers across the Middle East and Africa region participated in the ODC Champions competition, where Orange Jordan proudly secured second place. This global programming competition underscored the transformative power of digital education and innovation, demonstrating how they can drive positive change within communities and create a ripple effect of empowerment.

2024 was a year of continued expansion, both in reach and impact. We strengthened our partnerships with ministries, universities, and youth clubs across Jordan, which allowed us to provide digital skills training and entrepreneurial support to even more individuals. Additionally, Orange Digital Village obtained a training practice license from the Technical and Vocational Skills Development Commission (TVSDC).

The inauguration of our environmentally friendly Abdoun flagship shop underscores Orange Jordan’s unwavering commitment to delivering an inclusive, innovative, and seamless customer experience. By integrating the SignBook application for enhanced accessibility, along with sustainable features such as solar panels, LED lighting, and electric vehicle charging stations, the flagship shop exemplifies our dedication to sustainability.

Additionally, the implementation of a digital price tag system minimizes paper waste, reinforcing our environmental responsibility. In line with our commitment to a sustainable future, we continue to contribute to the Orange Group’s goal of achieving zero-net carbon emissions by 2040. As part of this effort, we proudly inaugurated our third forest, the Independence Forest by Orange, in Mahis, where we have planted over 500 trees across 10,000 square meters. With a total of 5,000 trees across all our forests, this initiative reinforces our role in environmental stewardship.

Internally, we also fostered a culture of giving back. We encouraged our employees to actively participate in the “Engage for Change” program, launched by Orange Middle East and Africa. This initiative allows our team to become directly involved in our social mission, creating a unified approach to driving social change across the regions we serve.

These milestones coincided perfectly with the launch of our new slogan, “Orange is Here,” which aligns seamlessly with our mission to enhance the experiences of our customers, partners, and communities. Our community achievements were a shining embodiment of this slogan, as we incorporated its values into programs that elevate the capabilities of Jordan’s youth, women, entrepreneurs, and persons with disabilities, and enabled them to unleash their full potential, creating opportunities for them to enhance their digital skills and pursue entrepreneurial ventures, ensuring that the impact of our efforts continues to grow.

Looking to the future, we are excited about the opportunities that lie ahead. Our work in 2024 has laid a strong foundation for continued growth, and we remain committed to expanding our impact in the years to come. We will continue to align our efforts with global sustainability goals and best practices while staying focused on the unique needs of our local communities.

This report offers a comprehensive overview of our efforts and achievements. We invite you to join us in reflecting on our journey as we build on the successes of 2024 and work tirelessly toward a more sustainable, connected, and inclusive future for all. Let us build this future together. Let’s lead the future.

Eng. Philippe Mansour
CEO

2. A Letter from the Chief Corporate Communication and Sustainability Officer



Dear Shareholders,

2024 was not only an exceptional year, but also a year of pride, with Orange receiving numerous certificates, achievements, and community recognitions, in addition to an increase in the number of participants in our programs, which we expanded to reach every corner of our beloved Jordan, amounting to 50 locations.

HRH Crown Prince Hussein bin Abdullah II said, “While youths are most susceptible to the present situation and its consequences, they can also have the strongest impact on the present and the future.” While His Highness’s vision to support youth is a source of inspiration for us at Orange Jordan, we are keen to create a reality that allows every female and male in Jordan the opportunity to unleash their creativity, empowering them to lead the future and increasing their economic opportunities through the Orange Digital Center umbrella.

Over the past year, we have been able to double the impact of our environmental, social, and governance efforts, both internally and externally, in addition to collaborating with partners, customers, and service providers.

On the environmental front, we continued our commitments in this area through strengthening our partnership with the Jordan Green Building Council and supporting the national vision, inaugurating the Independence Forest by Orange in 2024 under the patronage of the Ministry of Agriculture, enhancing energy efficiency in our buildings, promoting employee engagement in various environmental activities, increasing the number of electric vehicles, and more.

We’ve also been keen to provide more environmentally friendly features at our various shops, in addition to raising awareness among our customers through several campaigns and activities, by disseminating awareness messages during Earth Day, World Environment Day, and other occasions, in line with our commitment to being part of global efforts in this field.

Our continuous efforts and endeavors in the field have culminated on the community front by winning first place in the second edition of the Al Hussein bin Abdullah II Award for Voluntary Work in the «For-Profit Institutions» category. Moreover, we obtained the «Digital Skills Development» award at the MENA ICT Forum 2024.

Today, more than 20,000 females and males are utilizing the skills and knowledge they acquired during their journey with Orange Jordan to achieve their goals and serve their communities. More than 8,000 graduates from Orange Community Digital Centers are making a tangible difference and leaving their positive mark. Additionally, more than 1,200 young men and women showcased their digital creativity in the Fabrication Labs, and more than 7,900 male and female students from the “Orange Coursat” platform developed their skills in various digital fields, while the number of those enrolled in the Coding Academies and Coding Schools exceeded 1,400 participants, reinforcing our ongoing commitment to preparing future generations to “lead the future” digitally.

In the governance sector, our work is guided by clear principles of corporate governance. The Board of Directors is committed to putting the highest professional and institutional standards into practice in all of the company’s activities. This enables us to operate in a responsible and effective manner, impacting all stakeholders we work with, including investors, shareholders, partners, and customers.

At Orange Jordan, we believe that achieving long-term change begins with creating generations of champions who take it upon themselves to develop their communities. We stand with them, step by step, hand in hand, through integrated solutions for young women and men, persons with disabilities, and women’s empowerment. We work closely with partners and participants in our programs to build a digital world of social impact and human potential.

Eng. Rana Al Dababneh
Chief Corporate Communication and Sustainability Officer

3. Overview of Jordan Telecommunications Company - Orange Jordan, its Subsidiaries, Services, and Operations

Orange Jordan is a subsidiary of the Orange Group, which operates in 26 countries worldwide. Its operations are aligned with the Group’s “Lead the Future” strategy, and it operates as a responsible digital leader to materialize the national digital transformation vision. Orange Jordan places community service at the top of its priorities and therefore implements an integrated corporate social responsibility strategy that encompasses four main pillars: digital education, digital inclusion, entrepreneurship, and climate and environment.

Orange Jordan’s team comprises more than 1,590 employees, working to provide the best customer experience through integrated solutions that include fixed and mobile telecommunications services, internet, data, and smart life solutions for approximately 4.5 million customers in Jordan through 301 shops and locations across the Kingdom.

Orange Jordan’s digital solutions are comprehensive, serving not only individuals but also businesses and corporations through a suite of enterprise and corporate solutions under its Orange Business brand.

Orange Jordan employs its core values of care, customer focus, flexibility, collaboration, transparency, excellence, and focus on results to contribute to achieving the vision of digital empowerment.

“The visit of His Royal Highness Crown Prince Al Hussein bin Abdullah II to the Orange Digital Village in Aqaba is a source of pride for us, especially as it represents a creative outlet for the females and males of the Pearl of the Red Sea.”

Eng. Rana Al Dababneh
Chief Corporate Communication and Sustainability Officer

The most prominent services provided by Orange Jordan include:

- Fixed telephone service & Fiber
- Mobile services (voice & data)
- Internet services (ADSL, FTTH)
- Wholesale services
- Services dedicated to enterprises (B2B, managed network services, and other advanced services such as Data Center, Cloud, or Machine to Machine services)
- Electronic payment services through mobile phone (Orange Money)
- Development of renewable energy projects
- E-commerce / Distribution

About Orange Group

Orange is one of the world’s leading telecommunications operators with revenues of 39.7 billion euros in 2023 and 128,000 employees worldwide as of 30 September 2024, including 71,000 employees in France. The Group has a total customer base of 292 million worldwide as of 30 September 2024, including 253 million mobile customers and 22 million fixed broadband customers. These figures have been restated to account for the deconsolidation of certain activities in Spain following the creation of MASORANGE. The Group is present in 26 countries (including non-consolidated countries).

Orange is also a leading provider of global IT and telecommunication services to multinational companies under the brand Orange Business. In February 2023, the Group presented its strategic plan “Lead the Future”, built on a new business model and guided by responsibility and efficiency. “Lead the Future” capitalizes on network excellence to reinforce Orange’s leadership in service quality.

Orange is listed on Euronext Paris (symbol ORA).

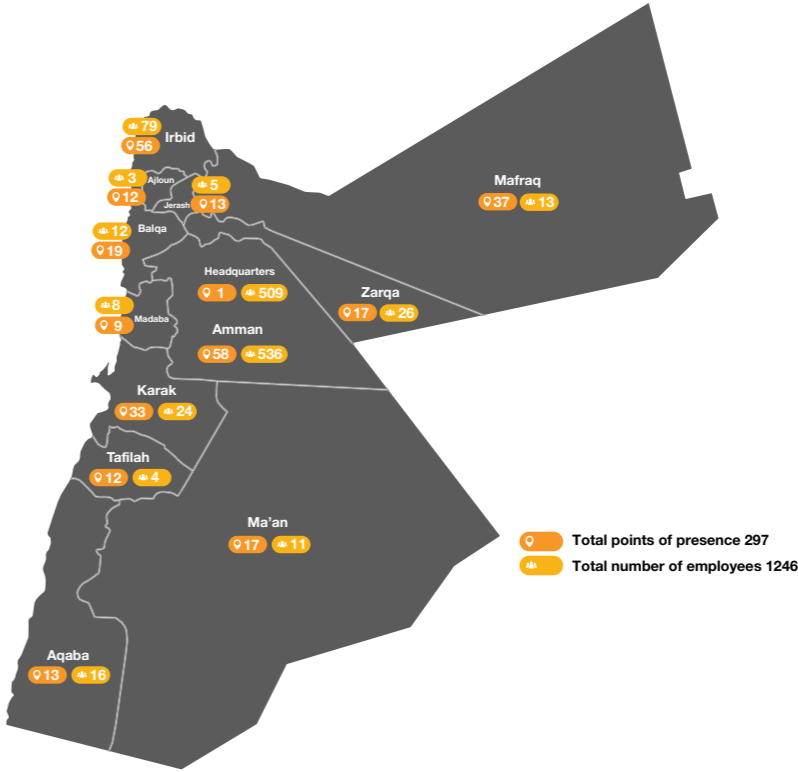
For more information on our internet and mobile services: www.orange.com, www.orange-business.com, and the Orange News app, or follow us on X: @orangegrouppr.

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Orange celebrated the 30th anniversary of its brand, starting with its core promise to its customers: “The future’s bright, the future’s orange”, reaching to its current slogan and route map “Orange is here”.

Orange Jordan operates in more than 297 Locations throughout the Kingdom; it also provides its integrated digital services through more than 1,200 employees. They are keen to provide the best services to their extended customer base in various parts of Jordan.

Orange Jordan (Jordan Telecommunications Company and its Subsidiaries) Locations and Employees in Each Location:



- The capital investment volume in 2024 for Jordan Telecom Company amounted to (JD 36,424,415).
- The consolidated capital investment volume of the Jordan Telecom Group for the year 2024 amounted to (JD 75,543,364).

How Do We Work?







Awards and Recognitions

2024 was an exceptional year, as our community and digital efforts were recognized through royal honors and prestigious certificates, which together form a distinguished panel of honors that will push us to achieve more in the coming years. These honors and awards included:

- Receiving the “EFQM Recognized for Excellence” certificate, with a higher rating of 5 stars, making us the first telecommunications company in Jordan and the Middle East to achieve this accomplishment.
- The “Al Hussein Bin Abdullah II Award for Voluntary Work” in its second edition recognized several initiatives, including Orange’s “Coding Academy,” which won first place in the for-profit organizations category.
- Obtaining a SpeedChecker certification for providing the fastest fiber services in the Kingdom for the third consecutive year.
- Winning the “Digital Skills Development” award at the MENA ICT Forum 2024.
- Obtaining the world-s first COPC certification in customer service.
- Receiving the Sustainability Pioneers Award 2024 from the Jordan Green Building Council.

Our Memberships and Certifications

Memberships

| | |
|---|---|
| Intaj: Information and Communications Technology Association of Jordan |  |
| CAFRAJ: French Chamber of Commerce & Industry in Jordan |  |
| Injaz: An independent, non-profit organization with the mission to inspire youth and to promote education and entrepreneurship ecosystems |  |
| Jordan Green Building Council “Platinum” |  |

Certificates

Continuous development of our operations, services, and products is a cornerstone and an important component of our strategic objectives. To translate these objectives into reality, we have consistently worked to comply with the standards of several internationally recognized certifications, both mandatory and industry-specific. Over the past year, we have obtained new certifications, in addition to maintaining those we obtained last year:

Certificates and Compliance Certificates

- Data Center Uptime Tier III Design Certificate (2 certificates)
- Data Center Uptime Tier III Constructed Facility Certificate
- ISO 14644 Cleanroom Data Center Standard Certificate for three data centers with 9 certificates
- ISO 14001 Environmental Management Standard Certificate
- ISO/IEC 27001 Information Security Management - standard compliance
- ISO 50001 Energy Management Systems - standard compliance
- ANSI/TIA-942 Telecommunications Industry Association - standard compliance
- EN50600 Data Center Facilities and Infrastructures - standard compliance
- PCI DSS Payment Card Industry Data Security - standard compliance
- ASHRAE American Society of Heating, Refrigerating, and Air-Conditioning Engineers standard compliance
- Data Center Uptime Tier III Operation Sustainability - Gold
- Accredited Sustainability Advisor
- GEEIS (Gender Equality European & International Standard)
- UN WOMEN – Women’s Empowerment Principles (WEPS)
- COPC – Customer Operations Performance Center
- ISO 45001 - 2017 Occupational Health and Safety
- ISO 14001 - 2015 Environmental Management Systems
- EFQM recognized for excellence – 5 Stars
- Orange Shop wins Gold and an Appreciation Certificate in the “Buildings Accessible to Persons with Disabilities” Award
- Appreciation Certificate for the Gold Award category of the Accessible Buildings Award

3.1 A Glimpse of Our Economic Performance

Driven by its commitment to always being here for its customers and partners while looking ahead at the future, Orange Jordan is keen to keep pace with the latest global trends while offering the Jordanian market revolutionary services that reshape their experience in an unprecedented way.

The company achieves all this by investing in a robust digital infrastructure that positions Jordan at the forefront of technologically advanced countries in the world and the region.

“The distinguished milestones achieved by Orange Jordan in the digital field, represents a source of pride at the Group level.

Christel Heydemann
CEO of Orange

Economic growth and increased revenues are reflected in the company’s operations and solutions. These revenues enable the team to continuously develop the solutions, services, and experiences provided to customers.

Orange Jordan achieved significant financial growth in 2024 compared to 2023:

| Revenues and expenses | 2024 (in thousand Jordanian dinars) | 2023 (in thousand Jordanian dinars) |
|---|-------------------------------------|-------------------------------------|
| Direct economic value produced: | | |
| – Revenues | 361,25 | 360,72 |
| Distributed economic value: | | |
| Operating costs (excluding payments to suppliers and wages as below) (1) | 75,11 | 82,54 |
| Employee wages and benefits | 44,13 | 45,21 |
| Total shareholders’ equity in dinars (2) | 41,25 | 39,38 |
| Payments to suppliers | 68,41 | 63,22 |
| Payments to the government/state (3) | 40,69 | 39,40 |
| – Community investments | 1,01 | 2,75 |
| Retained Economic Value: (calculated as “direct economic value produced” less “distributed economic value”) Depreciation, amortization, finance costs, finance income, and other income/costs are excluded. Cash-based dividends This includes income tax, fees paid to the Telecommunications Regulatory Commission TRC etc., but does not include sales and special tax. | | |

The Company’s Competitive Position

After the opening of the fixed-line telecommunications market on 1/1/2005, the Telecommunications Regulatory Commission TRC issued categorized and individual licenses for fixed-line telecommunications services to several companies. Cellular communications also affected the company’s share of the local market.

- The company’s share of the total local market:

- Orange Fixed (more than 90%)
- Orange Mobile (30-35%)
- Orange Internet (40-45%)

Subsidiaries of Jordan Telecom Company

During the period covered by the report, the share of the capital structure of the companies affiliated with Jordan Telecom Company was distributed as follows, noting that several employee mergers took place during the mentioned period:

| Subsidiary | The nature and activity of the company's business | Subsidiary's capital in dinars | Ownership percentage | Number of employees |
|--|---|--------------------------------|----------------------|---------------------|
| Petra Jordanian Mobile Telecommunications Co. Ltd. (Orange Mobile) | GSM Operator | 70,000,000 | 100% | 203 |
| Jordan Data Communications Co. Ltd. (Orange Internet) | ISP | 750,000 | 100% | 105 |
| Dimension Company for Digital Development of Data Ltd. (e-Dimension) | Development of renewable energy projects | 220,000 | 100%* | **_ |
| Petra Mobile Payment Services Company (Orange Money) | Electronic payment services through mobile phones | 5,000,000 | 100%*** | 36 |
| Future Pioneers for Development and Initiatives | Orange Foundation | 15,000 | 100%**** | **_ |
| Jordan Forefront for Electronic Commerce | Electronic Commerce / Distribution | 100,000 | 100%***** | -**- |

The main address of the subsidiaries is: Al Abdali, The Boulevard, Black Iris Street, Entrance No. 8, P.O. Box 1689, Amman, Jordan, 11118.

*JTC owned 51% of Dimension Company for Digital Development of Data, and the remaining 49% is owned by Petra Jordanian Mobile Telecommunications Company (wholly owned subsidiary).

** Employees of Dimension Company for Digital Development of Data and Employees of Future Pioneers Company for Development and Initiatives were merged with employees of Jordan Telecom Company.

***Petra Mobile Payment Services Company is wholly owned by Petra Jordan Mobile Telecommunications Company.

****Future Pioneers Company for Development and Initiatives is wholly owned by Petra Jordan Mobile Communications Company.

*****Jordan Forefront for Electronic Commerce is wholly owned by the Jordan Data Communications Company.

Governance at Orange Jordan



4 Governance at Orange Jordan

Orange Jordan’s operations are guided by clear principles of corporate governance. The Board of Directors is committed to applying the highest professional and institutional standards across all of the company’s activities. This enables us to operate responsibly and effectively, impacting all stakeholders we work with, including investors, shareholders, partners, and customers.

4.1 Board of Directors

The Board of Directors, as the highest body implementing corporate governance, is responsible for setting up and monitoring the company’s strategy to achieve its objectives, implementing its vision, and supporting the role of the CEO. At Orange Jordan, we aim to establish an inclusive and diverse Board of Directors through policies, initiatives, and objectives that reflect our commitment and responsibility to sustainability.

4.2 Board of Directors Committees

The Board of Directors is supported by a strong structure consisting of 4 committees that report to the Board:
The Audit Committee
The Remuneration and Nomination Committee
The Corporate Governance Committee
Risk Management Committee
All these committees are part of a long-term plan to strengthen the company’s internal structure and management mechanisms and assist the Board of Directors in developing the corporate work strategy.

4.3 Organizational Structure of Jordan Telecommunications Company

In line with its commitment to corporate governance principles, Orange Jordan operates according to a clear organizational and administrative structure that defines the responsibilities assigned to each individual, ensuring their implementation.

| Executive Committee | |
|---------------------------|--|
| Eng. Philippe Mansour | Chief Executive Officer |
| Mr. Raslan Deiranieh | Deputy CEO / Chief Financial and Strategy Officer (Resigned on 1/7/2024) |
| Eng. Sami Smeirat | Deputy CEO / Chief Enterprise Officer (Resigned on 9/18/2024) |
| Eng. Waleed Al Doulat | Chief Wholesale Officer / Chief Information Technology and Networks Officer |
| Dr. Ibrahim Harb | Chief Legal, Regulatory, Sourcing and Supply Chain Officer / Chief Human Resources Officer |
| Mrs. Naila Al Dawoud | Chief Consumer Marketing Officer |
| Mr. Samer Al Haj | Chief Commercial Officer |
| Mr. Wilfried Yver | Chief Digital, Data, Innovation & Money Officer |
| Eng. Rana Al Dababneh | Chief Corporate Communication and Sustainability Officer |
| Eng. Bruno GOES | Chief Information Officer / Deputy Chief Information Technology and Networks Officer (appointed on 3/1/2024) |
| Mr. Mohammad Abu AlGhanam | Chief Financial, Security & Compliance Officer (appointed on 1/7/2024) |
| Eng. Ahmad Abu Diab | Chief Enterprise Business Unit Officer (appointed on 9/23/2024) |
| Mr. Jallale Bassou | Deputy Chief Information Technology and Networks Officer (resigned on 1/31/2024) |

| Board of Directors | |
|------------------------------------|--|
| Mr. Raslan Deiranieh | Chairman of the Board of Directors |
| Mrs. Mireille El Helou | Vice Chairperson of the Board of Directors |
| Mr. Brelotte Ba | Member of the Board of Directors |
| B.G. Eng. Ammar Al-Sarayrah | Member of the Board of Directors |
| Mrs. Dorothée Vignalou | Member of the Board of Directors |
| Mr. Fadi Al Alawneh | Member of the Board of Directors |
| Mr. Ahmad Malkawi | Member of the Board of Directors |
| H.E. Dr. Shabib Farah Habib Ammari | Chairman of the Board of Directors (His term of membership on the Board of Directors ended on 1/7/2024) |
| B.G. Eng. Haitham Baker | Member of the Board of Directors (His term of membership on the Board of Directors ended on 12/8/2024) |
| Mr. Bisher Jardaneh | Member of the Board of Directors (His term of membership on the Board of Directors ended on 11/12/2024) |

Ethics, Compliance, and Transparency

Both national regulations and global standards for environmental, social, and governance (ESG) practices form the basis for promoting a culture of compliance and transparency consistent with Orange Jordan’s values and core business principles. We operate in accordance with a number of policies and practices that together govern the company’s compliance approach to combating fraud and corruption, as well as ensuring that employees adhere to our Code of Ethics.

Compliance Approach

Orange Jordan’s compliance approach aims to enhance internal control and corporate governance, prevent any illegal actions or violations of internal rules, and avoid any regulatory, financial, or reputational risks.

The Compliance Policy Framework includes key policies and initiatives such as:

- Anti-Bribery, Anti-Corruption, and Anti-Fraud Policy (Combating Fraudulent Activities)
- Policies that tackle all Telecommunications Regulatory Violations & Penalties, as well as Anti-Competitive Practices, and combating fraudulent activities
- Responsible Procurement Policy
- Supplier’s Code of Conduct
- Personal Data Protection Compliance Policy
- Whistleblowing Policy

Our compliance policy is based on a network of operational teams that provide support in all compliance matters, such as identifying risks, developing codes of conduct, implementing fraud prevention and elimination strategies, etc.

Ethics, Compliance, and Fraud Steering Committee

- The Ethics, Compliance, and Fraud Steering Committee is responsible for designing, monitoring, and implementing the company’s compliance policies, and it is comprised of the following members:
- Deputy CEO / Chief Financial and Strategy Officer / Chief Compliance Officer (Chairman)
- Chief Human Resources Officer
- Legal and Regulatory Representative
- Internal Audit Director
- Compliance Director / Revenue Assurance and Fraud Management Director

Code of Ethics

Our Code of Ethics guides our professional conduct and, as such, it is addressed to all Orange Jordan employees, regardless of their line of business or level of responsibility. All Orange Jordan employees, in particular senior managers, are expected to promote and practice our principles of action, as they are stated in our code of ethics, which is available on our website.

Anti-Corruption and Fraud

With a zero-tolerance policy regarding corruption and fraud in all our activities, we are further designing and implementing policies to not only monitor and tackle corruption cases but also prevent their occurrence. In this direction, Orange Jordan’s management team encourages all employees across all business functions to report inappropriate or illegal practices without fear of retaliation. In alignment with our compliance priorities, during this reporting period, there have been zero cases of non-compliance with laws and regulations on: Internal Audit Auditors at the Group level have the authority to audit all parts of Orange Jordan and access any of the organization’s records, physical properties, and employees in order to ensure compliance relevant to the performance of the audit by the top management.

| | |
|--|---|
| Corporate audit | 3 |
| Corruption | 2 |
| Regulatory requirements | 1 |
| Financial services | 3 |
| Total number of audits conducted during 2024 | 9 |

Internal audits enable us to evaluate and improve the effectiveness of our systems, policies, procedures, and overall performance, ultimately improving our customer experience.

5 Orange is Here...the Signature and Strategy

Through its companies worldwide, the Orange Group operates based on a true partnership with its customers, its program participants, and strategic partners. Over the years, it has been a trusted provider of telecommunications services and, most importantly, an integral part of every individual's journey.

Over the past year, the Group has translated its collaborative approach into a new signature that enhances this connection and leads to a whole new phase of building long-term relationships with its customers and its program participants.

“Orange is here” goes beyond being a new signature, coinciding with a new phase of exceptional success. It becomes a roadmap that includes a proactive approach through which Orange develops its products and services to align with the latest global trends while meeting the needs of its customers and developing its community programs to reach every female, male, and person with disabilities.

In Jordan, Orange implements a series of social responsibility programs under the umbrella of the Orange Digital Centers, ensuring it remains committed to supporting young women and men across the Kingdom as they embark on a journey of success powered by digital tools.

“Orange is here” is an action plan that enhances Orange’s work mechanism to always be the leading provider for its local communities, its environment, and the participants of its programs.

Orange is constantly developing its programs and activities for its participants to stay abreast of global developments. It also works closely with its employees, investing in their capabilities to ensure they are part of Orange’s social vision and a key factor in the success of its programs.

Orange also works with its partners from the public and private sectors to expand the scope of its programs and participants and reach all parts of the Kingdom.

While the new signature embodies Orange’s commitment to implementing innovative communication concepts through an integrated approach that takes into account all the digital services and solutions it offers to businesses and individuals, it also reflects this integration through community activities and programs that aim to be environmentally responsible through practices that lead to reaching zero carbon emissions by 2040.

Under this signature, which represents Orange Jordan’s vision at both the commercial and societal levels, the company is committed to implementing a holistic strategy that enhances the results achieved within the pillars of social responsibility, which include digital education, digital inclusion, entrepreneurship, and climate and environment, with continuous and parallel efforts to expand its scope, impact, and target audience.

Environmental, Social, and Governance Practices at Orange Jordan

Orange Jordan operates through an integrated strategy that focuses on environmental, social, and governance (ESG) best practices in a way that enhances positive impacts, unleashes human resources, and places digital tools and infrastructure at the service of the community. This strategy materialized by anticipating the needs and aspirations of our employees, customers, partners, and community members, and the role each of them plays in achieving the goals set out in our CSR strategy.

In line with the royal prudent directives and our partnership with Jordan to put the national development goals into practice, we adopt a partnership-driven approach at Orange Jordan. Our goal is to work hand in hand with all the national institutions to achieve a long-term impact.

Philippe Mansour
CEO of Orange Jordan

Orange Jordan’s commitments, consistent with the Group’s vision, are based on:

- The environment: To enhance efforts to achieve zero carbon emissions by 2040 through various initiatives to reduce the environmental footprint
- Digital equality: By achieving digital inclusion through ensuring access to digital tools and skills development for all without discrimination
- Building a safer digital world: By committing to building a safer digital environment through our expertise in cybersecurity and protecting users from threats
- Supporting a responsible economy: We seek to build environmental, social, and governance practices into our operations to achieve a responsible economy

Environmental, Social, and Governance (ESG) Management Approach

We put environmental, social, and governance (ESG) practices at the core of our business.

Environmental Practices

Scope 1:
Fleet management: Reducing the age of vehicles and the size of Orange’s fleet
Energy efficiency: ITN Network optimization and buildings

Scope 2:
Renewable energy: Three solar farms
Energy efficiency: Data Center Cooling Modernization & Optimization

Scope 3:
Waste Management and Circular Economy: OSCAR Program, Enablon Program, Re Program
Freight and storage: O’GREEN Program
Business travel
Employee commuting
Mobile collection
Carbon sinks:
Orange Forest #1 – Jerash,
Orange Forest #2 – Training Center
Orange Forest #3 – Mahe: Total 5,000 trees
Water management in Orange Digital Village – Pilot Project
Climate-related risks: AXA Climate Analysis for Orange Jordan
Climate and Environment Communication:
Orange Jordan is a company committed to protecting the environment
Raising awareness of environmental and climate issues

Social Practices

- Promoting an increase in the number of persons with disabilities in Orange Jordan’s Digital Centers
- Promoting women-led businesses in the digital/technology space through an annual “Inspiring Change” award
- Promoting digital inclusion for persons with disabilities
- Orange Jordan Foundation, the company's corporate social responsibility arm, aims to promote social innovation for Orange Jordan's projects

Governance Practices

- Practicing a robust compliance and corporate governance framework and risk management system to respond to challenges and address risks
- Developing an Environmental, Social, and Governance Practices Report
- Maintaining regular dialogue with stakeholders to include sustainability topics
- Strengthening our position as a responsible digital leader through our CSR programs
- Creating a Sustainability Committee to ensure the continuity of our community programs
- Climate and Environment:
■ Climate and Environment Committee: Supported by members of the Executive Committee to oversee our green programs
- Integrating sustainability into Orange’s core strategy and operations, as well as collaborating with stakeholders
- Monitoring performance and risks, as well as fostering innovation
- Implementing CSRD reporting as a requirement for the Orange Group

We apply these pillars to reality through our joint work with stakeholders to place these commitments in their local context, resulting in real and desirable change at the level of our local communities.

Focus on Material Topics: Group Materiality Assessment

Regular dialogue with our internal and external audiences fuels our strategic thinking in line with the Group’s purpose and its strategic commitments. This structured approach has allowed us to identify social and environmental risks and challenges, and areas requiring improvement. In 2021, we undertook an important strategic exercise at the Group level to help us identify what is material to us as an organization and gain clarity on how best to fulfill our global targets in sustainability.

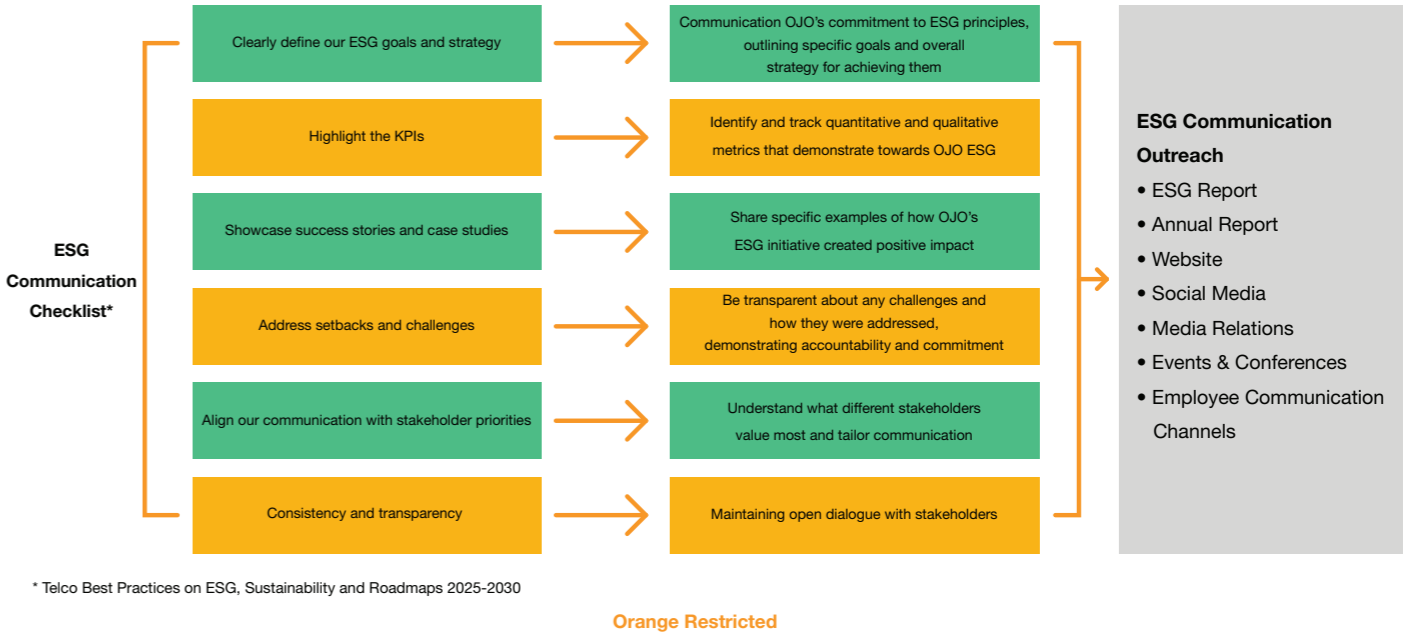
Stakeholder Engagement

Orange cannot achieve its ambitious goals without working hand in hand with its stakeholders, both internally and externally. Because regulatory policies, active communication channels, and various interaction tools collectively constitute the key to building a successful and effective partnership, the following are the most prominent practices that govern our interactions with stakeholders:

| Stakeholders | Interaction Channels/Practices | Frequency |
|---|--|--------------------|
| Employees | Staff-management meetings Press releases Personal communication Employee surveys Initiatives that enhance joint efforts and teamwork Volunteer programs Annual performance evaluation Training courses E-learning | Daily |
| Regulatory bodies | Official meetings Contact via email Personal communication Participation in official consultations Conferences | At least quarterly |
| Shareholders | Official meetings with representatives Contact via email Official visits Personal communication | As required |
| Business partners | Continuous communication with project implementation partners Contact via email Personal communication Business meetings Conferences | As required |
| Suppliers | Invitations to submit financial proposals/tenders Monitoring agreements Meetings with representatives of various departments Contact via email | As required |
| Customers | Company website Press releases Advertisements Corporate Social Responsibility Programs Customer Service Call Center Offers and discount programs | Daily |
| Local communities and the public | Press releases Company website Sustainable development and annual reports Awareness and corporate social responsibility campaigns Social, cultural, and environmental programs Conferences Meetings with local community representatives Consultation with local associations | As required |
| Government and local authorities, and public institutions | Official meetings with representatives of these authorities Contact via email Official visits Personal communication Direct communication with administrative structures at the local level | At least quarterly |
| Academic and research bodies and non-governmental organizations | Conferences Academic/scientific events Training programs and events Contact via email Personal communication | As required |
| Media | Face-to-face communication - interviews Press releases Promotional campaigns Company website Press conferences/events Official meetings with representatives Contact via email Personal communication | As required |

Collaboration with Stakeholders in ESG Best Practices

AND maintain communicating the value of ESG to stakeholders



Our Commitment to the Sustainable Development Goals

While our methodology stems from the Group's strategic plan, the 17 UN Sustainable Development Goals (SDGs) are at the core of this methodology, serving as a key reference for all our efforts, activities, initiatives, and programs, which make tangible contributions to six goals that, in their entirety, align with our current goal and future vision.



Our People: Orange is Here for Its Family!

Our Human Resources to Foster Sustainability



From our employees to our community

At Orange Jordan, we strive to support our employees who are the driving force behind our achievements, successes, and milestones. Therefore, we work to create a work environment that celebrates equality, equal opportunities, and skill development. To achieve our vision for human resources, we are leveraging digital tools to create a digital employee experience. We are launching several targeted studies to examine current work mechanisms, identify gaps, and identify the digital tools needed to achieve the objectives of each phase, leading to the implementation of our vision for achieving effectiveness and efficiency. In addition, we are working to foster a culture that celebrates digital learning to enable employees to keep pace with the global digital revolution. Because our employees are at the heart of everything we do, we strive to achieve employee satisfaction by launching internal initiatives that identify areas for development and improvement and enhance the digitization of internal communications so that the digital transformation aligns with employee expectations, ultimately contributing to the creation of a sustainable and productive work environment.

Our Employees are Embarking on a Digital Journey

In line with our strategy to achieve digital transformation across all sectors, we have developed an integrated plan to enhance the digital employee experience, in line with best practices, with the aim of creating a distinctive work environment.

Scope of Work: Digital Responsibilities

We have been keen to employ digital tools within our human resources processes to facilitate and develop them, in addition to conducting continuous evaluations to implement periodic improvements.

Our employees are the cornerstone of our operations because they contribute to achieving our vision of providing better service to our customers and our community.

Hence, based on our commitment to enhancing productivity and passion and doubling employee contribution to our vision, we have developed policies and systems that promote inclusiveness, such as:

- A Code of Ethics
- Our Employment Policy
- Our Salary Adjustment Policy
- Benefits system
- Grading system
- Performance management system
- Hybrid Working Policy
- Welfare facilities

Corporate Culture at Orange Jordan

To enable employees to effectively contribute to achieving the company's vision, Orange Jordan strives to promote a corporate culture focused on the company's core values and the performance indicators expected of each employee based on their job level. This culture was fostered in alignment with our vision, mission, and goals, with seven of the company's core values incorporated into employee performance indicators.

Our corporate culture reflects our commitment to sustainability and responsible business practices, in line with our Environmental, Social, and Governance (ESG) objectives. In this context, and in line with efforts across the Orange Group, we have launched a brand-new corporate culture centered around three core values: Caring, Responsibility & Boldness. These values aim to unify and communicate our corporate identity across all subsidiaries.

In line with the launch of our new values, we were keen to update our value system to align with our strategic objectives. In this context, we launched an internal campaign to promote these values. With our updated corporate culture, every individual is an important part of our success and implementation.

Our updated corporate culture includes the following pillars:

- Our Goal: to be a trusted partner that puts the keys to a digital world in everyone's hands
- Our Strategic Plan "Lead the Future": which strengthens our position as a major player in the telecommunications sector
- Our Signature "Orange is here": A strategy and signature built on trust and our commitment to our customers, employees, and communities

We organized interactive workshops to introduce the new culture and values, led by department managers, and aimed to:

- Highlight the importance of alignment with new values
- Promote discussions on developing our culture to achieve strategic objectives
- Emphasize the importance of collective and individual commitment in enabling cultural transformation

The year 2025 will be a pivotal year for integrating these values into daily work practices by encouraging employees to translate them into practical behaviors. This includes linking values to performance evaluations, conducting surveys on adherence to these values, launching initiatives to encourage adherence, and rewarding employees who achieve them.

Through these efforts, we will foster a culture that supports the implementation of environmental, social, and governance practices while enhancing employees' engagement with our long-term sustainability goals.

Attracting and Retaining Talent

Attracting and retaining local talent is of utmost importance to us. Therefore, we develop and implement several measures and programs, such as:

Our efforts to attract talent:

- Continue to conclude agreements with the best universities in Jordan to attract talent
- Providing employment and training opportunities for talented students and focusing on modern fields in the communications and information technology sector to keep pace with the future
- Providing scholarships for specific categories, such as data scientists and data engineers

Our efforts to retain talent:

- Internal mobility programs (i.e., upskilling, and local and international master’s degree programs for employees in scarce specialties such as cybersecurity)
- Ongoing and on-the-job training (i.e., HR leadership, Orange employees are certified in Project Manager programs)
- Digital community and data to foster a sense of belonging
- Conduct regular salary benchmarking studies compared to the market to encourage our employees to stay with the company and develop their career paths
- Build career development plans for sales and technical teams, as well as incentives and rewards

Orange Jordan adopts a comprehensive talent management and retention program aimed at unleashing diverse talents and recognizing employees who demonstrate outstanding performance.

Orange’s talent selection process is a professional approach that includes a personal assessment and aptitude test in collaboration with specialized experts, as well as the application of management’s vision in this field. Selected talents then enroll in development programs designed to enhance their skills and talents. These programs include training plans, strategic projects, mentoring, and guidance, in addition to participation in knowledge exchange programs across the Group’s companies.

The program aims to prepare employees for senior leadership roles, hone their business skills, and expand their scope of responsibilities. Identified talents are given priority for internal and external mobility opportunities across the group, are included in exclusive rewards and recognition programs, and receive ongoing mentoring and support to help accelerate their career advancement.

Our Performance Management Policy

At Orange Jordan, we implement a semi-annual performance management evaluation process that encompasses the entire management cycle (i.e., setting SMART goals linked to key performance indicators, monitoring, and evaluating those goals). Based on our belief in the importance of employee performance being aligned with Orange Jordan’s values, we have added three of the company’s core values — flexibility, customer focus, and collaboration — to our employee performance evaluation index, ensuring that our employees’ achievements align with the values we strive to achieve across all our operations.

Working with Third-Party Contractors

At Orange Jordan, apart from fixed and temporary contracts, which constitute the vast majority of employment contracts, we employ third-party contractors in certain cases, as follows:

- Retail sales positions in our franchise shops
- Field sales jobs for institutional and residential customers
- Fiber optic and ADSL services installation and maintenance technician jobs
- IT services to support end users
- The civil work of mobile networks
- Digital transformation, UX, and UI functions

| Employees by gender and type of employment contract (Number of headcounts) | Amman | | Northern region | | Eastern region | | Southern region | |
|---|-------|---------|-----------------|---------|----------------|---------|-----------------|---------|
| | Males | Females | Males | Females | Males | Females | Males | Females |
| Permanent employment | 932 | 374 | 80 | 12 | 37 | 6 | 49 | 6 |
| Temporary employment | 32 | 11 | 24 | 6 | 8 | 4 | 5 | 4 |
| Limited contract (for expatriates) | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| International mobility | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 971 | 385 | 104 | 18 | 45 | 10 | 54 | 10 |
| Full-time | 971 | 385 | 104 | 18 | 45 | 10 | 54 | 10 |
| Part-time | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 971 | 385 | 104 | 18 | 45 | 10 | 54 | 10 |

| Employees by age and employee category (Number of headcounts) | Orange | | | | | | | | Service agreements (hourly, grants, and training) | | | | | | | |
|--|-----------------------------------|-------|-----|-------|---------|-------|-----|-------|---|-------|-----|-------|---------|-------|-----|-------|
| | Males | | | | Females | | | | Males | | | | Females | | | |
| | <30 | 30-50 | >50 | Total | <30 | 30-50 | >50 | Total | <30 | 30-51 | >51 | Total | <30 | 30-51 | >51 | Total |
| CEOs | 0 | 2 | 4 | 6 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Management | 0 | 19 | 11 | 30 | 0 | 9 | 2 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Managers | 0 | 117 | 27 | 144 | 0 | 44 | 2 | 46 | 1 | 2 | 0 | 3 | 0 | 1 | 0 | 1 |
| Team leaders | 0 | 88 | 21 | 109 | 0 | 33 | 2 | 35 | 1 | 0 | 0 | 1 | 1 | 3 | 0 | 4 |
| Employees | 183 | 605 | 96 | 884 | 56 | 262 | 11 | 329 | 131 | 101 | 1 | 233 | 150 | 67 | 0 | 217 |
| Total | 183 | 831 | 159 | 1173 | 56 | 349 | 18 | 423 | 133 | 103 | 1 | 237 | 151 | 71 | 0 | 222 |
| | Contractors (Number of employees) | | | | | | | | | | | | | | | |
| | Males | | | | Females | | | | | | | | | | | |
| | 11 | | | | 6 | | | | | | | | | | | |

| Staff appointments and terminations (Number of employees) | Staff appointments | | End of services | |
|--|--------------------|---------|-----------------|---------|
| Sex | Number | Average | Number | Average |
| Males | 66 | 73.3% | 102 | 76.1% |
| Females | 24 | 26.7% | 32 | 23.9% |
| Total | 90 | 100% | 134 | 100% |
| Age group | | | | |
| Under 30 | 59 | 65.5% | 35 | 26.1% |
| 30-50 | 30 | 33.3% | 69 | 51.4% |
| More than 50 | 1 | 1.2% | 30 | 22.5% |
| total | 90 | 100% | 134 | 100% |

Capacity Building and Development

At Orange Jordan, we invest in developing the skills and talents of our employees, encouraging them to continually develop and innovate. Therefore, we adopt a wide range of online and in-person capacity-building methods, such as holding a range of face-to-face workshops, conferences, e-learning, webinars, and more.

At Orange Jordan, we implement an integrated talent management, development, and mentoring program to contribute to achieving the company’s strategic objectives. During the reporting period, the program attracted 23 new talents and developed a comprehensive plan to develop, redirect, and build their capabilities.

During the period covered by the report, we carried out the following:

- Leadership skills training programs: focus on enhancing management skills and preparing leaders to achieve organizational success
- Agility training programs to improve the skills of employees who have participated in agile projects, for example, Product Owner, Scrum Master, Agile Certified Practitioner
- Future Skills Program to upgrade the skills of our employees
- ITN Campus program that includes training in Wi-Fi and fiber technologies, sales, customer service, and technical teams
- The Shop Manager Development Program targets Shop managers (owned or franchised), with the aim of helping them develop their managerial and sales skills
- Call Center programs aim to enhance the skills of the call center agents

We also did the following:

- Provided postgraduate opportunities in collaboration with local universities, in addition to an international master’s program in partnership with Technological University Dublin in data science, with a focus on cybersecurity
- Provided training opportunities for employees working in data analysis, data engineering, and data science in the field of managed data
- Sales Excellence Training: Conducted targeted training programs for door-to-door sales staff, enhancing their skills and effectiveness in dealing directly with customers
- Organized a gamification program for sales staff using a mobile app

| Category | Number of participants in training courses and seminars by gender and employee category | | | Total training hours received by gender and employee category | | |
|-------------------|---|---------|-------|---|---------|-------|
| | Males | Females | Total | Males | Females | Total |
| Senior Management | 23 | 10 | 33 | 216 | 78 | 294 |
| Managers | 145 | 49 | 194 | 3617 | 1593 | 5210 |
| Team leaders | 114 | 36 | 150 | 3062 | 2040 | 5102 |
| Employees | 920 | 351 | 1271 | 26518 | 8339 | 34858 |
| Total | 1202 | 446 | 1648 | 33413 | 12050 | 45464 |

| Performance review and career development | Males | | Females | |
|---|-------|--------|---------|--------|
| | # | % | # | % |
| Senior Management | 29 | 1.82% | 11 | 0.69% |
| Managers | 143 | 8.98% | 47 | 2.95% |
| Team leaders | 110 | 6.91% | 33 | 2.07% |
| Employees | 886 | 55.62% | 334 | 20.97% |
| Total | 1168 | 73.32% | 425 | 26.68% |

Through employee surveys, we give our staff a voice, ensuring that their feedback directly contributes to building a more inclusive and engaged work environment with better performance. In our surveys, we consider the diversity among our employees, conduct analysis to ensure inclusion, and update our plans accordingly.

Compensation and Benefits

| Ratio of entry-level basic wage by gender to the local minimum wage (dinars) | Orange Jordan | |
|--|---------------|---------|
| | Males | Females |
| Minimum wage in Jordan (full-time, monthly) | 260 | 260 |
| Average base salary for entry-level at Orange Jordan (full-time, monthly) | 657 | 596 |
| Rate | 2.53 | 2.29 |

| Benefits/Types of Employment | Full-time | Part-time | Contracted employees | Number of employees | Total costs (in thousand dinars) |
|------------------------------|-----------|-----------|----------------------|-------------------------------------|----------------------------------|
| Medical insurance | Yes | no | Yes / No | 1595 | 1,724,099 |
| Life insurance | Yes | no | Yes / No | 1595 | 46,397.163 |
| Provident Fund Benefits Plan | Yes | no | no | 1465 | 1,846,980 |
| Housing loan | Yes | no | no | Yearly beneficiaries 35 employee | 35 K |
| Social Security Contribution | Yes | no | Yes | 1767 | 3,697,185 |
| Performance rewards | Yes | no | Yes / No | 1265 | 3,168,654 |

Rewards and Recognitions

Orange Jordan Honors the Top Tawjihi Achievers of their Employees’ Children

While Orange Jordan works in harmony with its local community to meet the needs of its extended family, it is also committed to always being here for its employees and their families. In this context, the company honored 32 outstanding Tawjihi students from the children of the employees at a special event held at the company’s headquarters in The Boulevard, Al Abdali.

The event, which included a number of activities aimed at sharing the joy of employees over their children’s success, was attended by the CEO Philippe Mansour, members of the Executive Committee, parents of the students, and many managers and employees.

Other activities undertaken by Orange Jordan to reward and appreciate its employees included the following:

- Thank You Cards: Encouraged employees to thank each other to spread a culture of appreciation
- Sales Challenge Programs: Various competitions between sales teams to raise sales levels for various products and services, such as Fiber, Orange Money, Smart Life Solutions, 5G, etc.
- Top E-Learners: Identify the top e-learners during each semester/month
- Ebsher: A program that honors frontline workers based on their achievements in providing excellent customer experience, as determined by the results of interactive customer voice surveys
- Annual university scholarships for employees’ children

Diversity and Equal Opportunities

In line with the Group’s Diversity and Inclusion Policy, we strive to create an inclusive workplace that provides development opportunities for everyone. We are keen to tap into diverse talents and skills, contributing to our economic performance while stimulating creativity and innovation. The Group’s workplace equality policy is subject to continuous improvement through assessment under the Gender Equality European and International Standard (GEEIS) and the GEEIS Diversity Certification, where companies’ work is audited and certified by an independent external organization.

Through our diversity and equal opportunity efforts, we aim to enable every employee to feel valued and respected, as each individual’s performance adds to the overall efforts of our company, leading to success at all levels.

Through our equal opportunity values and policies, we enable all employees to achieve personal growth and enhance their skills, contributing to our collective success by fostering the values of inclusion and mutual respect.

Gender Equality in the Workplace

As a key priority shared by all Group companies worldwide, the Group’s Workplace Equality Policy is overseen by a dedicated governance body, the Workplace Equality Strategic Committee, and supported by five pillars:

- Gender equality in all positions and roles
- Women’s access to positions of responsibility and all levels of management
- Equal pay
- Work-life balance
- Combating gender bias, harassment, and violence

At Orange Jordan, we recognize that women are underrepresented in some departments within the company, which poses a challenge to career growth and advancement for female employees. In addition to focusing on achieving equal representation and inclusion of women within our workforce, we are making significant efforts to integrate inclusion policies for other underrepresented groups, such as persons with disabilities.

As part of our efforts to address these challenges, we have:

- Established a Diversity Committee
- Created Women’s Membership of Employment committees
- Made continuous efforts to increase female representation in the company to 27.1% by 2024
- Developed a key performance indicator to increase women’s representation in management positions.
- Implemented an approach that achieves equality among all employees and reduces bias

GEEIS Certificate

Orange Jordan has received the Gender Equality European and International Standard (GEEIS) and the GEEIS Diversity Standard for equal treatment of persons with disabilities and diverse cultural backgrounds. These achievements reflect the company’s commitment to implementing equality principles in the workplace, promoting gender equality, empowering women both inside and outside the company, and supporting diversity at all levels in terms of pay, career advancement, and access to management positions.

An assessment is conducted every two years to verify companies’ compliance with the principles included in the GEEIS certification by implementing a number of initiatives aimed at achieving gender equality.

| | |
|---|---------------------------------|
| Gender Equality European and International Standard (GEEIS) | GEEIS - Diversity Certification |
| Obtained it for the second time | Obtained it for the first time |

GROWOJO Program to Stimulate a Culture of Creativity and Innovation Among Employees

This program was launched to stimulate a culture of creativity and innovation among employees within the company, enabling them at all levels to contribute their ideas and solutions to improve operations within Orange. The program works by inviting employees to propose an opportunity or solution to a problem that would enhance work processes, promote a culture of digitalization and a commitment to sustainability, and foster organizational culture, a sense of the importance of achieving goals, working collaboratively, thinking outside the box, and enhancing communication among employees.

Employees’ Wellness and Well-being

The wellness and well-being of our employees are important to us, as they enhance their engagement, create a sense of belonging, and reinforce the culture the company seeks to foster. Therefore, we strive to implement a wide range of programs and initiatives internally, such as:

- The “Biggest Loser” challenge: To encourage employees to adopt a healthy lifestyle, this initiative, attended by the CEO, the Chief Human Resources Officer, and several executives, provided participants with the opportunity to participate in fitness activities, nutritional guidance, and health challenges. This initiative reflects our ongoing efforts to promote physical and mental health in the workplace
- Breast cancer awareness: This was achieved through internal communication platforms to raise awareness of early detection. The campaign included interactive sessions, competitions, and dedicated awareness episodes on Orange Radio, and witnessed high levels of engagement and participation
- E-cigarette ban policy: To promote a smoke-free workplace, we launched a dedicated anti-smoking campaign, highlighting the health risks associated with smoking and e-cigarettes. The initiative included educational activities, awareness videos, and special episodes on Orange Radio, emphasizing the importance of physical and mental health
- Mental health sessions: These sessions allow employees to confidentially share issues that may be affecting their mental health and provide guidance
- Financial awareness initiative: to enable employees to make informed financial decisions

Volunteering at Orange Jordan

As part of our ongoing commitment to our social responsibility and to being an integral part of our society, we celebrated “Engagement Day,” which was held across Orange Middle East and Africa, to recognize the efforts of 71 colleagues who participated in the “Engage for Change” program during 2024.

The event began with a tour for our volunteers at the Orange Digital Centre at Orange Digital Village, followed by a special episode on Orange Radio.

During the event, the Chief Corporate Communication and Sustainability Officer highlighted the pivotal role played by the Orange Foundation in empowering females and males and supporting innovative start-ups.

The second part of the episode featured testimonials from volunteers who shared their experiences about their volunteer journey. They were honored in the presence of the Chief Human Resources Officer, Chief Corporate Communications Officer, and Sustainability Officer, and several members of the Executive Committee, reinforcing our company’s appreciation for their impact.

This initiative reflects our unwavering commitment to promoting a culture of volunteering and community work, and empowering employees to create positive change in line with Orange Jordan’s 2024 Sustainability Strategy.

| Volunteer activities as part of working hours | Number of volunteers |
|---|----------------------|
| Tree planting | 69 |
| Volunteering with Injaz | |
| Cleaning activities | |
| Volunteer activities within the “Engage for Change” program | 71 |

Employee events in 2024:

- Leadership conferences, including participation from senior management
- Organizing introductory programs and tours to enhance communication between leadership levels and employees across the Kingdom
- Field visits by the Chief Human Resources Officer to employees on duty during Eid Al-Fitr and Eid Al-Adha
- Events and activities were part of the “Engage for Change” program, launched by Orange Middle East and Africa to enhance employees' engagement in the company’s corporate social responsibility activities. The most prominent activities included tree planting with the participation of the Group’s CEO, the CEO of Orange Middle East and Africa, the Chief Human Resources Officer, and the Chief Corporate Communications and Sustainability Officer
- CEO breakfast sessions with employees in various departments
- A special event to celebrate the beginning of the holy month of Ramadan, in addition to various interactive activities during the holy month
- New Year’s celebrations with the employees and their families, broadcast on Orange Radio
- Women’s Day celebration
- Special Mother’s Day celebration
- Morning coffee meetings for employees in various departments
- Celebrating and honoring the outstanding Tawjihi students from the employees’ children
- Internal blood donation campaign
- Celebrating various occasions, achievements, and milestones with employees

Occupational Health and Safety

At Orange Jordan, we ensure that all our employees and suppliers work in a safe environment that ensures their safety and that they are not exposed to any kind of risk.

Our team applies best practices in this field, which includes all our employees without exception, and 70% of the employees who work with us on a contract basis.

We work in this field according to a number of policies and agreements; Together, they form our framework for providing a safe working environment.

| |
|---|
| The most prominent policies regulating the provision of a healthy and safe environment within the company |
| Orange Group’s Global Health, Safety, and Environment Agreement |
| Health, Safety, and Environment Policies at Orange Jordan |
| ISO 45001 Standard Policies |
| Legislation of the Ministry of Labor and the General Organization for Social Security. |

Employees and contractors covered by our occupational health and safety policies

100% of employees
70% of contractors

The most prominent measures taken by Orange Jordan to implement these policies and agreements include the following:

- Monitoring all occupational health and safety standards processes regularly and updating them when necessary
- Providing all employees with the necessary information, instructions, and training regarding health and safety issues
- Holding regular meetings in all Orange Jordan buildings to identify risks and investigate incidents
- Providing personal protective equipment for all employees
- Appointing qualified health, safety, and environmental personnel to serve employees
- Engaging in open dialogue with employees about the risks they face at work that impact performance and take action to address their concerns

Health and Safety Committee

- The Health and Safety Committee consists of 16 members and holds regular meetings, the last of which was on May 9, 2024. Its members represent the various departments within the company (100% of the workers). It is also entrusted with the following tasks:
- Eliminating risks and controlling occupational health and safety hazards
- Reviewing accident and injury records and inspection reports
- Discussing all issues related to the continuous development of occupational health and safety
- Ensuring that good environmental management is an integral part of Orange Jordan’s work culture
- Preventing accidents, injuries, and illness
- Reusing recycled waste wherever possible
- Complying with national/international health, safety, and environmental standards

| Health and safety incidents | Orange Jordan employees | | Contractors* | |
|---|-------------------------|---------|--------------|-------------|
| | Males | Females | Males | Females |
| Number of working hours | 1934 | 1934 | Unavailable | Unavailable |
| Number of accidents (including near misses) | 12 | 2 | 0 | 0 |
| Number of injuries | 12 | 1 | 1 | 0 |
| Number of working hours lost due to accidents | 3360 | 144 | Unavailable | Unavailable |
| Number of work-related deaths | 0 | 0 | 0 | 0 |
| Number of road accidents | 0 | | | |

| Work-related illness | Jordan employees | | Contractors* | |
|---|-------------------------------------|---------|--------------|---------|
| | Males | Females | Males | Females |
| Number of deaths resulting from a work-related health problem | No cases have been recorded. | | | |
| Number of work-related health problems | | | | |
| Types of work-related health problems | 1. Hearing loss 2. Lung weakness | | | |

*Some of the contractor performance figures are evaluated by the company through an EcoVadis assessment, while the other part is provided by the contractors themselves and is not necessarily verified.

Accordingly, the accuracy level of these figures ranges from 20% to 80%, and although this is relatively low in some cases, the information is included in the report as part of enhancing transparency.

| Health and safety training | | | |
|---|--------------|--------------------------|--|
| Topic | Participants | Seminar duration (hours) | Total training hours (participants x seminar duration) |
| Evacuation and first aid training | 233 | 2 | 466 |
| Firefighting training | 125 | 1 | 125 |
| Occupational health and safety training and workplace risk assessment for new employees | 80 | 1 | 80 |
| Theoretical and practical training on the use and wearing of personal protective equipment and the installation and ascent of ladders for technical staff | 14 | 3 | 42 |
| Legal curriculum and etiquette for effective communication with persons with disabilities course | 18 | 2 | 36 |
| Total | 470 | 9 | 749 |

| Training course | Participants | Objectives |
|--|------------------------------------|---|
| A full-day training course for tower technicians in the fields of public health and safety, working at heights, and rescue Which also included: ■ Practical training in the use and wearing of personal protective equipment ■ Working at heights ■ Rescue and emergency responses ■ Lifting and lowering the tower using new lifting equipment | Employees: 16 Duration: 7 hours | Ensure the readiness of employees, especially technical personnel, and their ability to assess and control risks, work at heights, and deal with emergency situations and circumstances |

Our key efforts and most notable achievements in the field of health and safety during the period covered by the report include the following:

- The number of work accidents decreased compared to previous years
- Holding ongoing awareness and training campaigns
- Continuously providing the latest developments in the field of personal protective equipment
- Maintaining inspection, audit, and certification processes
- Organizing annual EHS workshops for contractors

| Health and safety expense categories | Financial investments in 2024 (dinars) |
|---|--|
| Purchase new personal protective equipment (PPE) and safety shoes for employees | 36000 |
| Buy new stairs | 22000 |
| Purchase of a lifting and lowering kit for tower technicians | 3004.310 |
| Sterilization materials | 5015.027 |

| Classification of injuries per year | Falling from a height | Car accident | Slip, trip, and fall | Miscellaneous and other injuries | Total | Low-risk | Moderate-risk | High-risk |
|-------------------------------------|-----------------------|--------------|----------------------|----------------------------------|-------|----------|---------------|-----------|
| 2019 | 0 | 4 | 10 | 2 | 16 | 9 | 5 | 2 |
| 2020 | 3 | 1 | 5 | 5 | 14 | 5 | 8 | 1 |
| 2021 | 3 | 3 | 5 | 9 | 20 | 6 | 13 | 1 |
| 2022 | 2 | 2 | 2 | 9 | 15 | 11 | 3 | 1 |
| 2023 | 2 | 0 | 6 | 2 | 10 | 3 | 6 | 1 |
| 2024 | 0 | 0 | 7 | 6 | 13 | 3 | 10 | 0 |

Comparison of the risk ratio related to work-related injuries over the past four years, which has witnessed a significant decrease:

Occupational Health and Safety Training

| Training course | Participants | Objectives |
|--|------------------------------------|---|
| A full-day training course for tower technicians in the fields of public health and safety, working at heights, and rescue Which also included: ■ Practical training in the use and wearing of personal protective equipment ■ Working at heights ■ Rescue and emergency responses ■ Lifting and lowering the tower using new lifting equipment | Employees: 16 Duration: 7 hours | Ensure the readiness of employees, especially technical personnel, and their ability to assess and control risks, work at heights, and deal with emergency situations and circumstances |

Our Community: Orange is Here for Our Community



Our Community: Orange is Here for Our Community

Supporting National and Community Events

Orange Jordan operates as an integral part of the Jordanian society. It is committed to sharing the nation's joy during national occasions and supporting events that contribute to placing Jordan on the global map in various fields. Support and Sponsor Community Events

Community Engagements During 2024:

- Celebrated Labor Day with the national workers
- Shared the pride with Jordanian families on the 78th Independence Day
- Supported the "Congratulating Al Hussein" campaign launched by Al-Aman Fund for the Future of Orphans
- Celebrated with Jordanians on the silver jubilee and changed the network's name
- Provided financial support of JD 50,000 to the national football team
- Provided 40 university scholarships through YO to females and males for the third year in a row
- Held awareness and training sessions in public and private universities and at numerous conferences in the field of artificial intelligence and quantum computers
- Honored Tawjihi top achievers during "Yes3ad Sabahak"
- Implemented the "Droplets of Health" project to rehabilitate the infrastructure of Al-Faiha'a Secondary Comprehensive in Madaba in collaboration with the Crown Prince Foundation
- Launched the digital skills development program for Jordanians and refugees in partnership with the Norwegian Refugee Council within "Najahna" project and celebrated the graduates
- A partnership agreement was signed between the Orange Foundation and the DigiSkills Association to enhance digital skills for youth

Supporting various events and initiatives (partnerships and sponsorships) in 2024

- Renewed the long-standing partnership with SOFEX Jordan for over 14 years, with the largest participation
- Sponsored and participated in the 2024 MENA ICT Forum
- Sponsored "The Future of Sustainability in Business Environment Practical Experiences" and showcased Orange's Vision
- Sponsored the launch of the Entrepreneurship and Innovation Management (EIM) master's program at the German Jordanian University (GJU) under the patronage of the Ministry of Digital Economy and Entrepreneurship
- Offered free courses in partnership with Coursera to support young people's digital learning journeys
- Strengthened partnership with the Jordan Green Building Council to support the national vision

Orange Jordan's Charitable Efforts in 2024:

- Involved employees in social responsibility programs by launching the "Engage for Change" program
- Employees volunteered to provide training sessions for the Orange Summer Challenge 2024 students as part of the "Engage for Change" program
- Offered 1000 free minutes on all Palestinian networks
- Employees volunteered as part of a campaign launched by the company with the Jordanian Hashemite Charity Organization and Tkiyet Um Ali to provide donations to the people of the Gaza Strip
- Allocated the value of the employees' Ramadan iftar meals for the year 2024 to the people of Gaza
- Provided telecommunications services to cancer patients from Gaza to enable them to stay in touch with their families and loved ones in Gaza

Supporting and Empowering Women in 2024:

- Sponsored the 2024 SHETECHS Forum for Digital Inclusion and Equality
- Launched the "Hello Women" website in partnership with INTAJ to serve as a women's gateway to more effective participation in the ICT sector
- Organized a mobile application hackathon for girls coinciding with the International Day of Girls in ICT
- Held a discussion session at the Innovation Hub to present examples of successful female engineers on the occasion of the International Women in Engineering Day
- Enhanced the skills of 20 female entrepreneurs to secure investment opportunities in partnership with the project "Encouraging micro, small and medium enterprises to operate" implemented by the German Agency for International Cooperation, GIZ
- Sponsored the SHEHACKS competition, the first of its kind in the region, to promote the role of women in the field of cybersecurity
- Launched the "Inspiring Change" award in partnership with the Information and Communications Technology Association (int@j), on the sidelines of the SHETECHS Forum, to celebrate outstanding female entrepreneurs in the sector, coinciding with International Women's Day on March 8

Important Milestones in 2024:

- Orange was honored by His Majesty King Abdullah II for receiving the EFQM Recognized for Excellence certificate, with a higher rating of 5 stars than the first certificate, making it the first telecom company in the Middle East and Jordan to receive this prestigious award
- Won first place in the Al Hussein Award for Voluntary Work in its second edition, in the category of for-profit organizations in corporate social responsibility, recognizing the endeavors of the Coding Academy
- Received the Sustainability Pioneers Award 2024 from the Jordan Green Building Council
- Launched our new slogan, “Orange is Here”, as an embodiment of Orange’s keenness to anticipate the needs of its customers, community, and partners
- Inaugurated the new Abdoun Flagship to provide a unique experience for customers. The eco-friendly shop features several green features, including solar power, natural ventilation, electric vehicle charging stations, and LED lighting
- Showcased our digital offerings and entrepreneurial support at the “Digital Technology and Smart Applications Exhibition” SMARTECH 2024
- Cooperated with the Ministry of Health to celebrate the role of creativity and innovation in the health sector at the Innovation Hub
- His Royal Highness Crown Prince Hussein bin Abdullah visited the Orange Digital Village in Aqaba
- Orange Digital Village obtained a training license from “Skills Development”, in a step that culminated its efforts to enhance digital skills in the Kingdom
- Obtained second place in the ODC Champions competition, which is a global programming competition with the participation of 1,300 students from 14 Orange Digital Centers in the Middle East and Africa regions
- Cooperated with the Crown Prince Foundation on a training program to empower youth economically and digitally in a number of the Kingdom’s governorates
- Forged partnerships with the European Union and the German Agency for International Cooperation (GIZ), to embark on an integrated journey of successes through sustainable partnerships
- Signed an agreement with Al-Hussein Technical University, Al-Zaytoonah University, and the Middle East University, to empower students technologically and prepare them for the labor market
- Inaugurated the Orange Innovation Lab at Mutah University to support the digital and entrepreneurial scene in the Karak governorate
- A series of face-to-face and online training courses were held at Orange Digital Community Centers on artificial intelligence skills and other important topics related to digital knowledge, targeting 14,900 participants, in addition to 7,900 on Orange Coursat

Supporting Persons with Disabilities in 2024:

- Launched the Digital Inclusion Catalogue for Persons with Disabilities
- Changed the name of the network to “Inclusion” on the occasion of the International Day of Persons with Disabilities
- Held training for employees in sign language to optimally deal with persons with disabilities and for shop managers on the SignBook application
- Held training to build the skills of persons with disabilities in several fields
- Organized a Persons with Disabilities Hackathon on the occasion of the International Day of Persons with Disabilities and announced the winning projects
- Sponsored the media competition “Address Me Objectively” in its third edition
- Participated in the forum “Enhancing the Economic Participation of Women with Disabilities in the Private Sector”

During the Reporting Period, We Did the Following:

- The opening of the Independence Forest by Orange under the auspices of the Ministry of Agriculture, bringing the total to 5,000 trees
- The company’s electricity consumption from renewable energy sources amounted to 47%
- Employee participation and volunteering on World Cleanup Day to contribute to cleaning the forests of Ishtafena in Ajloun, in partnership with the Ahl Al Balad Initiative
- Improving energy efficiency in buildings by installing 75% inverter cooling systems and replacing 100% of electrical energy sources with LED lighting

Supporting Local and Regional Communities

Orange Jordan recognizes its responsibility to spread digital knowledge and awareness, given its pivotal role in enhancing the overall technology landscape and thus contributing effectively to achieving the national digital transformation vision. Accordingly, during the period covered by this report, Orange Jordan, represented by its CEO and a number of its management and team members, participated in the following events:

| Events | Subject/Nature of participation | Participation |
|---|--|-------------------------------------|
| MENA ICT Forum 2024 | Sponsoring the forum and receiving the “Digital Skills Development” award | Orange Team |
| SOFEX Jordan 2024 | Providing sponsorship as the exclusive communications partner for the Special Operations Forces Exhibition & Conference “SOFEX 2024” | Orange Team |
| Digital Technology and Smart Applications Exhibition “SMARTECH” 2024 | Sponsorship of Digital Technology and Smart Applications Exhibition “SMARTECH” 2024 | Orange Team |
| Meeting on Innovation and Sustainability World Telecom Day - Power Breakfast | Organizing a working breakfast under the auspices of the Ministry of Digital Economy and Entrepreneurship, focusing on digital innovation for sustainable development | Orange Jordan CEO, Philippe Mansour |
| Workshop “Towards Sustainable Digital Media Through Business Models and Entrepreneurship” | In partnership with the Madraj Digital Media Incubator and supported by the Al Jazeera Media Institute, the workshop aimed to enhance the skills and knowledge of journalists, entrepreneurs, and startup owners on best practices for launching digital media and sustainability projects | Orange Team |

Community Events

A Glimpse of our Community Programs’ Achievements in Numbers

- 6 Coding Academies in Amman, Irbid, Balqa, Zarqa, and Aqaba, one of them was online and specialized in data science, to reach the largest number of females and males in the Kingdom
- More than 800 graduates have successfully completed our programs
 - More than 80% of graduates went on to achieve their career ambitions by joining the labor market

28 centers under the umbrella of Orange Digital Community Centers are distributed in all governorates of the Kingdom, providing training for various categories, including:

- Males 41%
- Females 59%
- Persons with disabilities 1%
- Refugees 2%
- 5846 participants until 12-31-2024Issuance of 1039 certificates

BIG by Orange

- 11th Season
- 55 companies have been supported in their growth since the launch of the BIG accelerator program over 10 seasons
- More than 200 events and activities

5 incubators and 3 Business accelerators in 5 governorates, namely Karak, Balqa, Aqaba, Zarqa (Hashemite University), and Irbid

- 112 startups
- 41 startups in business accelerators
- 71 startups joined business incubators

6 Digital Fabrication Labs in Amman, Karak, Irbid, Zarqa, and Aqaba

- More than 1000 participants
- Nearly 150 participants joined the labor market
- 112 prototypes were developed and built in the Orange Digital Fabrication Lab

Orange Innovation Hub

- Launching 13 programs to stimulate innovation
- Holding 19 technical events
- 5 digital labs
- Coding School
- Graduation of 556 students
- 65% employment rate
- Orange Coursat
- More than 7,986 participants
- More than 18,277 course subscriptions
- More than 9,819 trainees received a certificate of completion of the training course

Orange AI Incubator

- Graduation of 71 startups

The Studio

- Provided support to 400 projects in the field of digital content.

18,321 Participants in our programs are employing their skills and knowledge, which they acquired during their journey with Orange Jordan, in achieving their goals and serving their communities.

Orange Jordan works to empower women, youth, and persons with disabilities through social responsibility programs that fall within its integrated strategy centered around four main pillars:

- Digital inclusion
- Digital education
- Entrepreneurship
- Climate and environment

Orange’s community programs complement each other with the aim of achieving the broader goal of promoting inclusion and digital empowerment, enabling target groups to “Lead the Future”.

Orange is leveraging its digital capabilities and tools to serve its community programs, maximizing the positive outcomes that can benefit all members of society across the Kingdom.

This section highlights the most prominent activities and contributions of Orange Jordan’s community programs:

- 28 Orange Digital Community Centers
- 6 Coding Academies (one online)
- 1 Coding School
- 6 Digital Fabrication Labs
- 6 Business Incubators (one focused on AI)
- 1 Innovation Hub
- 4 Business Accelerators

Working through Strategic Partnerships

At Orange Jordan, we recognize the importance of collaborative work and concerted efforts to achieve the desired impact and change. Therefore, we work through strategic partnerships with national governmental, private, and non-governmental institutions. The following organizations are among our most prominent partners and supporters, working hand in hand with us to reach the largest possible number of target groups:

| |
|---|
| Proparco |
| Crown Prince Foundation |
| Norwegian Refugee Council |
| European Union EU |
| German Agency for International Cooperation (GIZ) |
| The Jordanian Hashemite Fund for Human Development (JOHUD) |
| Simplon Digital Social Network |
| Princess Sumaya University for Technology |
| Yarmouk University |
| Mutah University |
| German Jordanian University |
| University of Jordan |
| AlBalqa Applied University |
| Al Hussein Technical University |
| Hashemite University |
| Ministry of Youth |
| Ministry of Digital Economy and Entrepreneurship |
| Ministry of Environment |
| Ministry of Agriculture |
| Ministry of Labor |
| Tkiyet Um Ali |
| SignBook |
| Jordan Start |
| Generations for Recycling Solid Materials |
| Jordan Green Building Council |
| Al Karak Creativity Club |
| Jordan Basketball Federation |
| Oasis 500 |
| Information and Communications Technology Association of Jordan (int@j) |
| Vocational Training Corporation |
| Optimiza |
| Amazon |
| From College to Factory program (for all universities in Jordan) |
| The Higher Council for the Rights of Persons with Disabilities |
| Ernst & Young |
| Google |
| Meta |
| Orange Foundation |

Digital Inclusion

We align with the Group’s commitment to digital inclusion by designing social responsibility programs to promote entrepreneurship and digital skills within local communities, with a focus on youth, women, and persons with disabilities. Here are some of our programs that contribute to digital inclusion on a large scale:

- Digital Access Program for Persons with Disabilities
- Digital Community Centers

The Innovation Hub

Expanding Digital Inclusion Programs for Youth and Women

Digital technology is crucial for equal opportunities. Therefore, the Orange Foundation supports the development and inclusion of young people and women through digital technology, facilitating greater access to education, culture, and improved living conditions in every country where the Orange Group operates.

During the reporting period, the Foundation continued to support digital inclusion for youth and women. With regard to women, we focused on developing our digital centers program by enhancing training courses offered to women across Jordan. We also organized digital workshops with our training center partners.

We believe that innovation and digital skills can empower individuals and communities, enabling them to actively participate in building their societies and benefit from the digital revolution. Therefore, we have expanded our programs across various governorates and are working to launch them online to facilitate access and amplify the number of participants.

The Orange Digital Village concept was first launched in Amman, primarily featuring digital and entrepreneurial programs. Digital Villages were subsequently launched in Zarqa, Aqaba, and Irbid, which means these programs will expand to other governorates and eventually cover the entire Kingdom as part of the Innovation Space project, co-funded by the European Union in Jordan.

More than 2,000 participants received certificates in the Innovation Space project in 2023.

Digital Access Program for Persons with Disabilities

In addition to Orange’s commitment to providing an inclusive work environment, we have taken numerous measures during the reporting period to enhance digital access for persons with disabilities and supported a wide range of initiatives in this area.

Orange has strengthened its partnership with the most important national institutions in this field and has therefore been keen to support the Higher Council for the Rights of Persons with Disabilities with twenty tablets to facilitate the work of medical committees in issuing identification cards for persons with disabilities in the first and second phases.

Our milestones also included:

- Orange Shops located in Irbid, University Street, are fully accessible to persons with disabilities and have participated in the 2024 Accessible Buildings Award from the Higher Council for the Rights of Persons with Disabilities
- Supporting the Abdul Rahman bin Auf School for students with hearing disabilities in Tafilah Governorate with some necessary supplies to continue the inclusive education process, in addition to the Adra School in Karak Governorate
- Supporting a room at the University of Jordan for people with hearing disabilities
- Supported an emotional management course for 20 visually impaired people for 4 days, focusing on: The importance of managing the emotions of persons with disabilities in order to integrate them into society and daily life

Participation in the forum to enhance the economic participation of women with disabilities, held by the Women’s Committee of the Higher Council for the Rights of Persons with Disabilities.

Launching the Digital Inclusion Catalogue for Persons with Disabilities, in line with our commitment to digital inclusion and coinciding with the World Accessibility Awareness Day, celebrated annually on May 16.

This comes under the umbrella of “Differently Abled, Definitely Enabled”, which includes programs implemented by Orange Jordan to enhance digital access for persons with disabilities. It also serves as a comprehensive guide to all the services and features the company offers to persons with disabilities in its shops. It is translated into Arabic and English sign language and includes a voice assistance service (text-to-speech) for people with hearing disabilities.

These services include devices that offer features that assist people with all disabilities and the elderly, and provide an opportunity to learn about the services provided by Orange shops. The catalogue is available on the Orange Jordan website in the Social Responsibility section.

The Digital Solutions Hackathon for Persons with Disabilities was launched in November of last year to mark the International Day of Persons with Disabilities on December 3. The hackathon included four-day training sessions at the Innovation Hub in the Orange Digital Village on digital manufacturing and other skills, with the goal of enabling university students to develop innovative technology-based solutions to issues specific to persons with disabilities.

Five finalists from a pool of 50 students from all Jordanian universities presented their ideas to a panel of judges, who evaluated their work and announced the three winners.

The winning projects were RECO, which took first place, LendMeSight, which took second place, and SWIFT, which took third place. LendMeSight focuses on helping people with visual impairments move freely; RECO, which aims to provide amputees with low-cost prosthetic limbs; and SWIFT, which aims to ensure safe participation of persons with disabilities in various sports such as swimming and running.

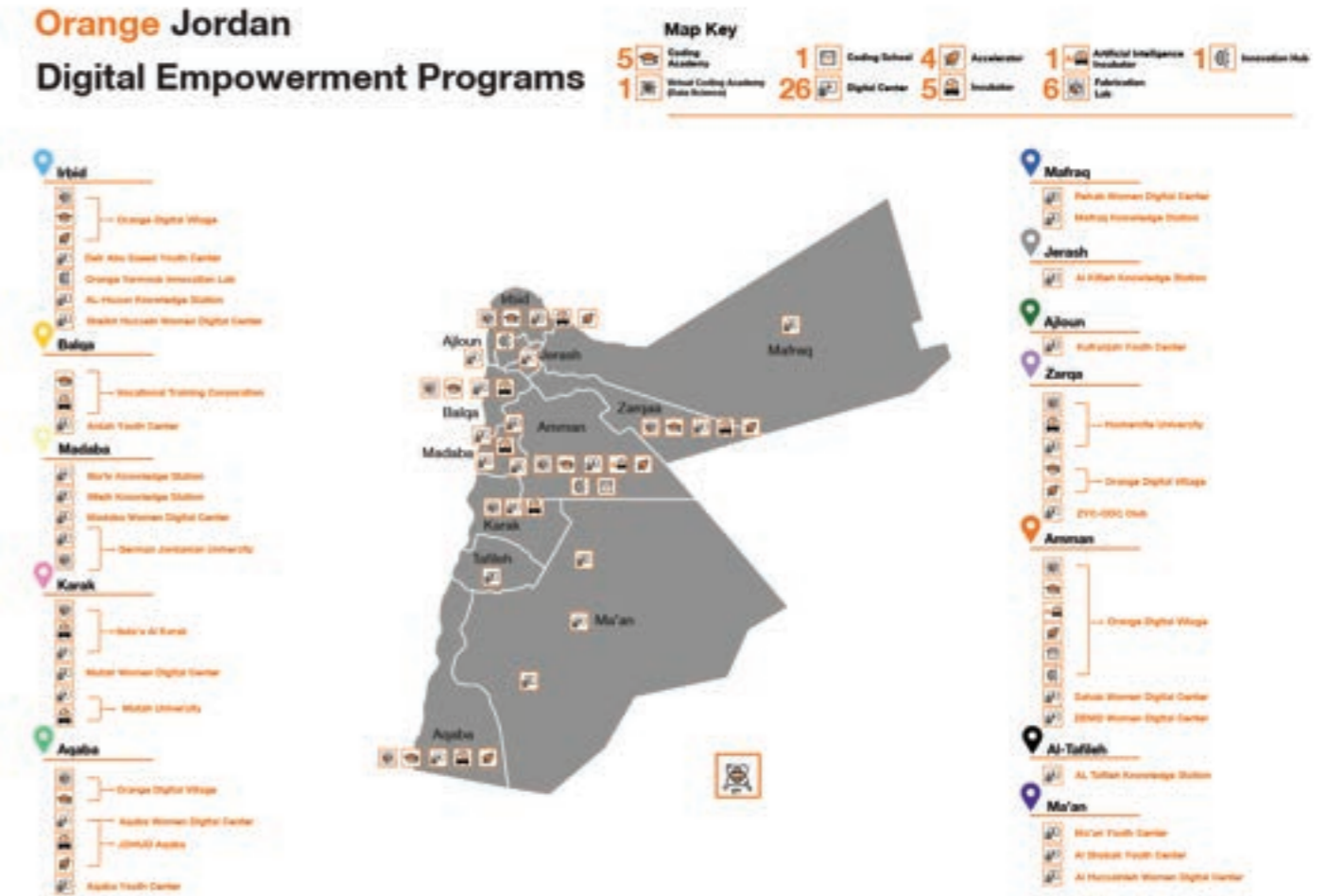
Orange Jordan launched a number of activities and programs to coincide with the International Day of Persons with Disabilities, whose theme this year focused on promoting the leadership of persons with disabilities for an inclusive and sustainable future. Among the most prominent activities and programs were the hackathon and the network’s name change to “Inclusion” in partnership with the Higher Council for the Rights of Persons with Disabilities to raise awareness among customers and support the Council’s media competition, “Address Me Objectively” for the third consecutive year.

Orange Jordan continues to provide sign language services in all its Shops.

Orange Jordan has made sign language available through the “SignBook” mobile app in all its shops, enabling persons with hearing disabilities to communicate directly and instantly with sign language interpreters and expanding the circle of beneficiaries of this technology. This step comes within the framework of Orange Jordan’s digital umbrella for persons with disabilities (Differently Abled, Definitely Enabled), which includes various initiatives and programs aimed at enhancing access to advanced digital services and solutions for persons with disabilities, and empowering and supporting them.

Orange Digital Community Centers

Since their inception, Orange Digital Community Centers across the Kingdom have had a positive impact on local communities. These centers provide numerous opportunities for beneficiaries, particularly women and youth, to access the digital world, join the labor market, or expand their business by promoting their products online. This leads to increased income, improved living standards, and greater well-being. Orange supports these centers by providing equipment, computers, designs, and training workshops on various topics based on market demand.



Our Ongoing Commitment to Orange Digital Community Centers

Our commitment to Orange Digital Community Centers is to establish more of them to reach the largest number of beneficiaries across the Kingdom, in addition to continuously developing their programs to keep pace with the local needs and the ever-changing global landscape.

Women Digital Centers

The Women Digital Centers focus on enhancing digital, marketing, personal, and managerial skills. In 2024, Orange and JOHUD celebrated the graduation of a new batch of 206 women from the Women Digital Centers, bringing the total number of graduates to more than 1,039.

Digital Education

Orange Jordan operates in the field of digital education based on the principle of “training for employment,” with the aim of equipping females and males with the latest digital skills required by the labor market, enabling them to build distinguished careers.

To achieve our goal in the field of training for employment, we work through:

- Coding Academy and Coding School
- Digital Fabrication Labs
- Scholarships
- Orange Coursat

In addition to these programs, Orange Jordan supported during the year 2024 the following digital education programs, attracted more young women and men to enroll in them, and were keen to develop educational materials to keep pace with global trends:

Orange Coursat is an online platform that provides young people with free online training in the most in-demand programming languages: Benefited more than 19,000 students from the training programs offered on the platform.

Since the launch of the program in 2023, we have trained more than 3,000 male and female trainees on Freelancing skills through face-to-face and online in various governorates of the Kingdom. These efforts have resulted in enabling a large number of participants to start their careers through freelancing platforms and achieve actual income through them.

Coding Academy

Launched in 2019, the Coding Academy is the first of its kind in the Middle East and North Africa region, in partnership with the Simplon.co network. Each cohort, comprising 30 to 50 students selected from thousands of applicants, receives the opportunity to join the academy after a rigorous admissions process. The placement rate among its cohorts has reached 80%, demonstrating the effectiveness of the academy's teaching methodology, curriculum, and staff.

Key points in the period covered by the report include:

- The coding academies include five strategic locations in Amman, Irbid, Zarqa, Balqa, and Aqaba, in addition to a virtual academy, with an 80% employment rate among graduates across the various locations
- The fifth cohort of training has begun at the Amman Academy in cooperation with the Digital Skills Association, and preparations are underway to launch the sixth one
- The fourth cohort has completed training at the Coding Academies in Irbid, Zarqa, Aqaba, and Balqa, and the fifth cohort has been welcomed

Coding Academy and School

After the success of the Coding Academy, we launched the Data Science Academy offering online courses on big data, data science and analytics, visualization, machine learning algorithms, and deep learning, in partnership with Optimisa as part of the Innovation Space project that was co-funded by the European Union, to respond to the growing demand for data experts in the labor market and enhance the qualifications needed for employment.

During the period covered by the report, the Coding Academies and the Coding School achieved the following:

- The Irbid, Zarqa, Aqaba, and Balqa Academies were funded in partnership with Proparco, and operations in these academies have continued successfully
- The number of graduates from these Academies exceeded 121 graduates, bringing the total number of trainees to 603, with an employment rate exceeding 80%
- During the reporting period, 51 students from the fifth cohort were trained at the Amman Academy in cooperation with the Digital Skills Association, bringing the total number of trainees to 259
- The Coding Academies won first place in the second edition of the Al Hussein bin Abdullah II Award for Voluntary Work, in the category of for-profit organizations within the framework of social responsibility. The award was in recognition of their outstanding efforts in promoting technical education, community engagement, and supporting youth in developing their programming skills
- To mark the fifth anniversary of the Orange Jordan Coding Academy, a Coding Hackathon was organized, welcoming students from various universities, with the participation and attendance of several partners from the IT sector

- Since its inception, the Coding School has sought to provide diverse opportunities for university students and children to develop their technical skills, with more than 1,500 students benefiting from these opportunities
- As part of enhancing academic cooperation, the Coding School has signed memoranda of understanding with a number of Jordanian universities, facilitating students' access to practical training programs and diverse workshops in the fields of web development, mobile, and artificial intelligence

Digital Fabrication Labs

These labs serve as a dedicated space for students to gain and practice digital manufacturing experiences with relevant design philosophies. Based on the concept of rapid prototyping, these labs provide participants with a wide range of solutions and tools to help them enhance their creativity and uniqueness.

Each laboratory includes the following equipment:

- FDM 3D printers for making plastic models and parts
- SLA 3D printers for precision printing and medical and aesthetic applications using resin materials
- An electronic workstation for robotics projects that use microcontrollers such as Arduino, the open-source platform used to build electronic projects
- Laser cutter for cutting and engraving wood, transparent thermoplastics (acrylic), and cardboard
- Vinyl cutter for creating labels, branding, and cutting lightweight fabrics
- Small CNC router for cutting and engraving wood panels
- Desktop PCB die-casting machine for making printed circuit boards
- Complete set of hand tools

During the period covered by the report, we focused on the following:



- Closing ceremony of the Orange Summer Challenge, national edition 2024
- The Coding School won first place in the Orange Summer Challenge 2023, International Edition
- Expanding Digital Fabrication Labs across the Kingdom
- New session at Hashemite University

The mini-diploma course covers the following topics: project management, prototyping, laser cutting, product design, printing, scanning, and 3D printing. In addition, the Orange Mobile FabLab completed a successful tour that included Amman, Ajloun, Balqa, Irbid, Jerash, and Mafraq.

Closing Ceremony of the Orange Summer Challenge, National Edition 2024

Orange Jordan is committed to supporting females and males and empowering them to unleash their innovations and creative potential. In 2024, Orange organized the closing ceremony of the third national edition of the Orange Summer Challenge, which took place at the Innovation Hub in the Orange Digital Village. This year's challenge focused on developing innovative projects using technology to provide digital solutions in various fields, such as health, agriculture, and telecommunications. Four teams of Jordanian university students participated under the umbrella of Orange Digital Centers. Throughout the challenge, the four teams, comprising 5-6 students aged 18-24, worked on developing real-world projects using multiple technologies to improve efficiency and productivity, and advance data management in areas such as health, telecommunications, and agriculture, with support from the resources of the Digital Fabrication Lab and the expertise of the Orange Coding School.

Digital Fabrication Lab (FabLabs) Partners:

| | |
|---|--------------------------------------|
|  | German International Cooperation GIZ |
|  | Orange Foundation |
|  | Jordan Start |

Orange Coursat

An easy-to-use e-learning platform that offers free Arabic language courses in various digital fields for young people, students, and anyone interested in developing their skills and enhancing their job market opportunities. The platform is unique in its interactive style and the ease of registration and follow-up at any time. It awards certificates of participation to users upon completion of all course requirements, helping them excel in their careers. Orange Coursat platform is available through the website or mobile app.

Partners:
eLEARNMENT
Tadribat

Giglancing Program

The program equips young people and the unemployed with the necessary digital skills by providing training led by experts in the field, enabling them to find employment opportunities in the gig economy. Through this program, Orange Jordan trained more than 1,057 individuals, 61% of whom were unemployed, while 61% of the trainees were women.

Partners:
1. Better Business Company
2. Khibraty
3. Crown Prince Foundation
The Innovation Hub

The Innovation Hub is a space launched by Orange Jordan to connect future ideas and current reality with the latest technologies.

Innovation Hub in partnership with the European Union

The Innovation Hub was inaugurated at the Orange Digital Village in Amman as a pioneering initiative and a one-stop shop for digital innovation and entrepreneurship support, reflecting our strategic goal of promoting digital education and a culture of innovation. The center includes five laboratories for artificial intelligence, augmented and virtual reality, blockchain, the Internet of Things, and 5G technologies, providing young women and men with the knowledge and tools needed to pursue professional careers in the digital sector.

Entrepreneurship: Innovative Solutions to Advance Communities

At Orange Jordan, we believe that entrepreneurship is essential to driving sustainable economic development. We remain committed to strengthening the entrepreneurship ecosystem through projects that support young entrepreneurs and the startup community in Jordan. These projects contribute to facilitating job creation, developing skills, encouraging innovation, and fostering social solidarity.

- BIG by Orange
- “Inspiring Change through Digital World” Award for Women in ICT with the Jordanian Information and Communications Technology Association (int@j)
- The Studio
- Orange AI Incubator
- The Orange Social Venture Prize (OSVP)
- Business incubators and accelerators span across the Kingdom’s governorates and provide support to early-stage startups through a comprehensive suite of resources that enable them to access markets by translating their ideas into reality, contributing to the transformation of their communities. These incubators and accelerators have contributed to the graduation of 112 startups.

Business Accelerator Program (BIG by Orange)

Jordan enjoys high levels of entrepreneurial activity, with the total contribution of technology-based startups to nominal GDP reaching 0.4%, or JD 104 million, and creating 36% of total ICT sector jobs, contributing an estimated JD 119 million to the Jordanian economy. In line with the Group’s global strategy, we leverage our flagship global platform, BIG by Orange, to support entrepreneurs in growing their early-stage startups and fostering the entrepreneurial ecosystem in Jordan. The platform also brings together several strategic partners to provide opportunities to leverage support, networking, and knowledge.







BIG by Orange presents:

- Guidance and mentorship to develop value-added products that meet customer needs in local and regional markets
- Building entrepreneurship skills and capabilities
- Communicate with partners and potential customers
- Marketing and public relations support
- Coworking space is equipped with communication services and meeting rooms
- Legal, accounting, and logistical support
- The Most Prominent Entrepreneurial Milestones in 2024: Orange is Here for Our Entrepreneurs!

The most prominent milestones included:

- Participation of startups from the BIG by Orange and Orange AI Incubator programs at the Middle East and North Africa ICT Forum 2024 (MENA ICT 2024) which provided a platform to showcase innovative and impactful solutions offered by entrepreneurs. Twelve of our startups participated in the event, interacting with industry leaders, investors, and other innovators.
- Main Outcomes:
- Networking opportunities: All participating startups interacted with potential investors, partners, and customers, expanding their networks and opening new avenues for collaboration.
- Increase visibility: Orange’s AI Incubator pavilion attracted significant attention, reinforcing the program’s position as a leading center for innovation and entrepreneurship.
- Feedback and Growth: The startups received valuable feedback from industry leaders, enabling them to refine and target their solutions to meet market needs.
- Orange Ventures, the investment arm of Orange Group, announced its investment in InvoiceQ, a Jordanian company specializing in providing innovative digital financial invoicing solutions. This investment is part of Orange’s ongoing strategy to support digital transformation in the Middle East and North Africa by empowering startups and fostering innovation in vital sectors. Since its founding in 2020, InvoiceQ has achieved remarkable success, issuing more than 50 million invoices worth over \$6 billion, serving more than 250 clients. With the support of Orange Ventures, InvoiceQ will be able to enhance its innovation capabilities and regional expansion, strengthening its position as one of the leading providers of electronic invoicing solutions in the region. This investment reflects Orange Ventures’ vision to promote the digital economy and accelerate digital transformation in emerging markets and is an important step towards achieving sustainable development in the region.
- Participation of the Manara Research and Development Project, which specializes in electronic circuit design, at SOFEX 2024.

BIG Partnerships (Orange Entrepreneurship Programme)

| Slogan | partners | Project details |
|---|---|---|
|  Jordan's Innovation Catalyst | iPark | Community partner and steering committee member |
|  | AB Ventures | Community partner and steering committee member |
|  | Roya TV | Media partner and steering committee member |
|  | The Queen Rania Center for Entrepreneurship | Community partner and capacity building provider |
|  | The Innovative Startups and SMEs Fund | Community partner and co-founder for the AI incubator |
|  | Information and Communications Technology Association of Jordan (int@j) | Member of the BIG Steering Committee |

As part of the Orange Innovation Space program, co-founded by the European Union, the Orange network of business incubators and accelerators has expanded across the governorates, with the launch of six business incubators in Zarqa, Karak, Aqaba, and Balqa, and three business accelerators in Irbid, Aqaba, and Zarqa. Orange Innovation Lab was also opened at Mutah University. Through this network, a range of services, including specialized guidance and training programs, were provided to support the incubated entrepreneurs, who numbered 112 startups, offering innovative solutions in fields such as technology, artificial intelligence, tourism, creative industries, manufacturing and healthcare solutions, and the services sector.

These services include workspaces equipped with internet services, office space, meeting rooms, and logistics services, along with networking services within the entrepreneurial ecosystem.

In the second phase of the program to incubate and accelerate startups in the governorates, a financial grant program was launched within the Innovation Space program, where 12 entrepreneurial companies from Karak, Aqaba, Irbid, and Zarqa succeeded in obtaining financial grants allocated to help them grow and expand. Each startup company received a financial grant estimated at JD 15,000, which contributed to enhancing the growth of companies, developing their business models, products, innovative solutions, and expanding into new markets.

The Orange Incubator in Karak Governorate successfully completed the grants phase, with Nepaliva Cosmetics and Easy RoboKit Academy for teaching artificial intelligence to young people. The Orange Accelerator in Aqaba also awarded Smart Basket, which provides online ordering and purchasing solutions, Inspect, which provides innovative solutions in architectural and real estate design, IOffers, and Rehlat Jordan, which provide innovative tourism solutions, and Drone in Jordan, which provides aerial videography for commercial use through their own platform. The Zarqa Accelerator awarded Bara'at Chocolate, which provides healthy chocolate products, SMART WTI, which provides innovative solutions in energy and water conservation, and Boot Store, which provides online e-commerce solutions. The Orange Accelerator in Irbid Governorate awarded the grants, with Beit Al-Mahbash, a company that manufactures heritage products, and Manara, an electronic circuit design company.

Orange Jordan supports the study of social entrepreneurship.

The social entrepreneurship study, supported by Orange Jordan, provided the first comprehensive, national-level evidence of existing social needs across various sectors. The study highlighted that technology has become a vehicle for development and modernization. It demonstrated a new approach to entrepreneurship that actively contributes to solving societal issues in a qualitative manner.

Orange AI Incubator

The Orange AI Incubator is one of our pioneering projects that contributes to enhancing the entrepreneurial capabilities of youth, specifically in projects based on artificial intelligence technology, in partnership with the Innovative Startups and SMEs Fund (ISSF) and Princess Sumaya University for Technology. Through this project, we aim to help participants enhance their skills in the field of artificial intelligence and secure investments to develop solutions that meet social and economic development.

The incubator offers a one-year program consisting of 3 phases:

- Phase 1: Four months of improving core technical skills such as programming related to artificial intelligence, machine learning, and data science.
- Phase 2: A two-month interactive phase for using AI in product development with regard to prototyping and testing.
- Phase 3: Six months of working with other participants to expand their network in the market and with investors.

The program includes academic training in artificial intelligence, business management skills, and product development to support them in obtaining investment funds and networking opportunities.



MANZEL wins an award at Pocket Gamer Connects Jordan

MANZEL won the Future Star Award, which honors these efforts to transform education through virtual reality and immersive learning. The company also received an honorable mention for second place as the most promising model, a testament to the team's hard work in creating a pivotal virtual platform that redefines immersive learning. Among the startups' achievements, the PHYTOBASE project, incubated at the Orange AI Incubator, won second place in the Orange Social Venture Prize (OSVP) and third place in the 2024 Orange Summer Challenge for its PHYTOBASE project.

Awards and Competitions

Orange Jordan supports and encourages young entrepreneurs to participate in local, regional, and international competitions to help them promote their projects, particularly to investors, gain exposure, connect with peers, and ultimately expand their skills, creativity, and innovative ideas.

“Inspiring Change through the Digital World” Award

In line with its commitment to supporting and empowering women, Orange Jordan, in collaboration with the Information and Communications Technology Association of Jordan (int@j), announced the winners of the “Inspiring Change through Digital World” award, launched on International Women's Day in March 2022, to recognize and honor female entrepreneurs who have made remarkable contributions to the ICT sector.

Orange Social Venture Challenge and Prize (OSVP)

Every year, Orange Jordan launches the local version of the Orange Social Venture Challenge and Prize (OSVP), which honors innovative youth projects that aim to positively impact their communities through technology in various fields, such as health, agriculture, education, energy, trade, and industry. Winners of the local version of the Orange Social Venture Challenge and Prize (OSVP) qualify as the international version, which is held annually.

Orange Ventures MEA Seed Challenge

For the first time in Jordan, a Jordanian startup won an investment opportunity, thanks to the Orange Ventures MEA Seed Challenge 2020. The startup competed against other projects offering digital solutions in the fields of health, technology, education, finance, and agriculture.

Ebdaa to Innovate Competition for University of Jordan Students

This competition was launched in cooperation with the Innovation and Entrepreneurship Center at the University of Jordan. It targets university students with entrepreneurial projects or ideas that provide innovative solutions from various technological fields, with the opportunity to apply for students with innovative and distinguished graduation projects.

During the year 2024:

TechCare company won first prize in the Queen Rania Center for Entrepreneurship
SMART WTI won third place in the global edition of the OSVP

The Studio Empowers Content Creators in Jordan.

The Studio, the first of its kind in Jordan, provides a space equipped with the latest equipment and technologies to support content creators and deliver Orange's digital programs. The studio provides content creators with free logistical and technical support, providing valuable resources and exceptional experience for the digital video industry and the whole community.

Our partners:

- 1- The Show
- 2- Roya TV

The Environment: Orange is Here for Our Environment



Our environment is our responsibility towards a sustainable future

Orange Jordan is committed to protecting the environment through its sustainable approach, inspired by the group’s “Lead the Future” strategy. It places social and environmental responsibility at the forefront of its priorities, especially in light of the increasing challenges resulting from global warming.

Orange is pursuing ambitious targets to reduce carbon emissions, aiming to reduce them by 30% across Scopes 1 and 2 by 2025, by 45% across Scopes 1, 2, and 3 by 2030, and ultimately achieve net zero carbon emissions by 2040.

Orange is committed to implementing global best practices in environmental strategies, and its goals are aligned with the Science Based Targets Initiative (SBTi), an international initiative that encourages companies to set greenhouse gas emission reduction targets based on climate science.

One of Orange’s most prominent environmental goals across the Orange Group is to rely on renewable energy sources to secure 50% of its electricity needs by 2025.



These goals are in line with the urgent need to address environmental challenges at the national and global levels, and they support the telecommunications sector’s global goal of achieving carbon neutrality by 2050. Orange has been developing its environmental strategy since 2015 in line with the Paris Climate Agreement.

Orange Jordan adopts a comprehensive environmental protection strategy that includes all stakeholders, including employees, customers, partners, suppliers, and others. This strategy promotes a culture of recycling and a circular economy and invests in tools and practices that contribute to reducing environmental emissions.

Orange Jordan’s environmental practices in light of the United Nations Sustainable Development Goals

Promoting the use of renewable energy sources (Sustainable Development Goals 7 and 13)

- Orange Jordan is one of the first companies in the Kingdom to move towards using renewable energy sources
- Three major solar farm projects have been launched in strategic locations in Amman and Mafraq, making them among the largest solar energy projects in the Middle East
- The company adopts an approach focused on energy efficiency, including rationalizing consumption and relying on renewable sources such as solar farms
- These solar farms contributed to generating 47% of energy needs in 2024.
- These projects have contributed to reducing carbon emissions by up to 172,989 tons since 2018, including 23,166 tons by 2024

Increasing energy efficiency (Sustainable Development Goals 7, 9, and 13)

- Orange Jordan has strengthened its commitment to energy efficiency in data centers and technical sites by monitoring performance indicators related to carbon emissions
- Environmentally friendly devices and technologies have been adopted, such as air-free cooling technology that uses 65% fresh air to cool data centers
- We use highly environmentally efficient equipment, which positively impacts the efficiency and performance of data center operations

Fleet Management (Sustainable Development Goals 11 and 13)

- Orange Jordan believes that protecting the environment starts from within, so it has converted part of its fleet to hybrid and electric vehicles, which contribute to reducing carbon emissions
- It encourages its employees to adopt daily, sustainable practices that contribute to preserving the environment and climate
- Orange has been keen to install electric car charging stations to encourage more employees to use these environmentally friendly vehicles

Governance of our Fleet

In line with the latest global trends in environmental sustainability, Orange Jordan has an annual plan to renew its vehicle fleet, aiming to replace older vehicles with electric and environmentally friendly ones. It has made significant progress in this regard.

Orange has replaced a large number of diesel and gasoline-powered cars with hybrid and electric vehicles, and the lifespan of the cars has been reduced in 2021, 2022, 2023, and 2024.

- Electric vehicles account for 2% of the total by 2024
- 26 old vehicles were renewed in 2024

Circular Economy and Waste Management (Sustainable Development Goals 9, 12, and 13)

- Orange Jordan has adopted a set of circular economy practices to extend the life of products, applying these concepts to networks and data centers
- We’ve worked to reduce paper use and promote the use of environmentally friendly equipment such as digital chips instead of plastic chips, as well as the use of biodegradable bags, thermal printers, eco-friendly phone accessories, and the refurbishment of broadband devices
- Obtained ISO 14001:2015 certification after meeting the requirements of environmental management standards

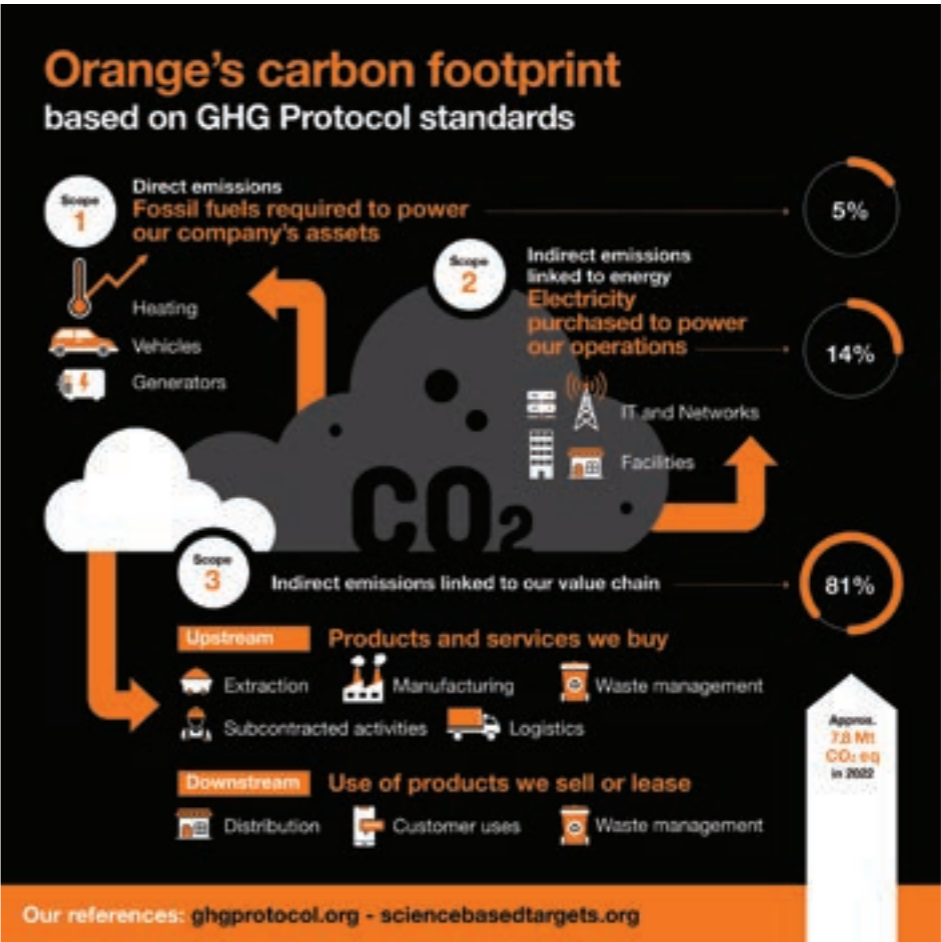
Orange has partnered with the Ministry of Environment and other entities to implement various environmental projects, including the management of electronic waste and waste from vehicles, power generators, and buildings.

- Orange has launched an internal awareness campaign encouraging recycling and waste separation, as one of the most important individual roles that contribute to preserving the environment around us.
- All Orange’s environmental practices and initiatives are implemented with the aim of achieving “sustainable growth and impact,” in line with the Group’s CSR vision and “Lead the Future” strategy.
- Orange’s approach to waste management across the Kingdom includes a set of basic steps, starting with the collection of waste and debris from multiple locations across the Kingdom and storing these materials in the company’s main warehouse. The materials are then classified according to their type, and a public tender is issued to specialized waste management companies. Electronic waste, such as batteries, is also sold to licensed companies in coordination with the Ministry of Environment.
- In line with Orange Jordan’s sustainability commitments, waste management practices are applied to new equipment purchased by the company.
- Carbon sinks (Sustainable Development Goal 13)
- Orange’s green vision aligns with the national vision. Based on this, and in conjunction with its support for the national reforestation project, Orange inaugurated “The Independent Forest by Orange” in Mahis, covering an area of 10 dunams. It is the second forest after the Orange Forest in Jerash.

5,000 trees were planted as part of these projects, which are being implemented in cooperation with the Ministry of Agriculture. Orange expanded the scope of this project by planting an additional 1,200 trees at the Orange Training Center, in addition to planting 1,150 trees in several locations in the eastern and southern regions.

Reducing the Environmental Impacts Associated 2ith Orange’s Core Operations

- As Orange’s operations evolve and data flow across its networks increase, the company has set an ambitious goal of reducing its Scope 1 and Scope 2 CO2 emissions by 30% by 2025.
- The company continues to steadily improve the efficiency of its networks and buildings, taking action to reduce its Scope 3 carbon emissions by 14% by 2025. The company is also committed to reducing both direct and indirect environmental impacts across all three scopes.
- Scope 1 - Direct Emissions - Facilities and Vehicles
- Scope 2 - Indirect Emissions - Electricity
- Scope 3 - Indirect Emissions - Customers and Suppliers



*According to the Greenhouse Gas Protocol1

A Glimpse of Our Environmental Achievements in Numbers – A Comparative Look at the Years 2022, 2023, And 2024

| Environmental impacts of our operations | | | |
|---|-------------|-------------|-------------|
| Direct energy use | | | |
| Fuel consumption of the vehicle fleet | 2022 | 2023 | 2024 |
| Number of cars in the company’s fleet | 395 | 389 | 374 |
| Diesel consumption (liters) | 523,258 | 488,397 | 478,000 |
| Gasoline consumption (liters) | 375,181 | 387,925 | 383,000 |
| Distances traveled by the total fleet (km) | 5,707,597 | 6,124,776 | 6,062,268 |
| Heating and backup generator | 2022 | 2023 | 2024 |
| Heating and Generators RAN/FAN/DC (Liter) | - | 38,000 | 36,000 |
| | 2022 | 2023 | 2024 |
| Total electricity consumption from conventional hydrocarbon sources (kWh) | 45,103,000 | 56,789,566 | 68,200,000 |
| Total electricity consumption from renewable sources (kWh) | 62,400,000 | 60,700,000 | 61,300,000 |
| Total electricity consumption (kWh) | 107,503,000 | 117,489,566 | 129,500,000 |
| Percentage of consumption from renewable sources | 58% | 52% | 47% |
| Range 1 | 2022 | 2023 | 2024 |
| Greenhouse gas emissions from diesel and gasoline consumption | - | 2,222 | 2,183 |
| Greenhouse gas emissions from heating and generators | - | 103 | 96 |
| Scope 1 - total emissions | - | 2,325 | 2,279 |
| Scope 2 - indirect emissions | 2022 | 2023 | 2024 |
| Greenhouse gas emissions from electricity consumption | - | 22,259 | 25,946 |
| Scope 3 - indirect emissions | 2022 | 2023 | 2024 |
| Greenhouse gas emissions from buildings | 1946 | 1946 | 1946 |
| Greenhouse gas emissions from vehicles | 136 | 172 | 227 |
| Greenhouse gas emissions from boxes | - | 13,876 | 13,367 |
| Greenhouse gas emissions from phones, MBB, and the internet | - | 10,716 | 10,510 |
| Greenhouse gas emissions from freight and storage | 41.3 | 3.4 | 3.6 |
| Greenhouse gas emissions from business travel | - | 117 | 88.8 |
| Greenhouse gas emissions from employee commuting | - | 585.7 | 683.7 |
| Greenhouse gas emissions from upstream energy | - | 7,956 | 11,750 |

Environmental impacts associated with the supply chain

Orange Jordan’s environmental practices extend beyond the company to include suppliers, who are required to comply with environmental regulations and adopt practices that contribute to protecting the environment and conserving natural resources and biodiversity. They are also required to implement an environmental management system that complies with international standards such as ISO 14001.

The practices that suppliers must adhere to include monitoring and implementing scope 1, 2, and 3 greenhouse gas emissions, in line with the Greenhouse Gas Protocol and other global standards.

Just as Orange Jordan is committed to reducing energy consumption, suppliers must also offer products that contribute to reducing greenhouse gas emissions. In addition, they must adhere to circular economy practices that include raw material extraction, manufacturing, transportation, distribution, recycling, waste management, and pollution prevention. They must also report on their environmental practices and the preservation of biodiversity and the ecosystems in which they live.

The supplier must also reduce the use of raw materials in supplies and manufact uring, rely on recycled materials, and enhance transparency in its supply chain. It must also take measures to minimize negative social and environmental impacts and provide information about raw materials upon request from Orange.

In product manufacturing the supplier is required to comply with all applicable laws and regulations, especially the REACH regulation on hazardous chemicals and the RoHS regulation on electronic materials.

As for waste management the supplier shall comply with the rules and practices for Waste Electrical and Electronic Equipment (WEEE).

The supplier must comply with all applicable laws and regulations related to product composition information, including those related to hazardous substances and chemicals, such as the REACH regulation, and those related to electrical and electronic equipment, such as the RoHS regulation. The supplier also understands that it is obligated to implement the RoHS regulation regardless of the country of delivery, including countries outside the European Union.

Environmental Crisis Management

The Business Continuity and Crisis Management Program was launched to prepare for potential crises, including environmental and natural disasters, and to identify procedures and solutions that ensure efficient continuity of operations.

Through this approach, Orange Jordan focuses on leveraging its resources and strengths to optimally handle crises, especially natural ones, without disrupting operations, while taking environmental practices into account at all stages.

Our Future Commitments

Laying the Groundwork for Tomorrow

At Orange Jordan, we are committed to creating a brighter future, inspired by Orange Group’s strategy, «Lead the Future.» Over the past year, this aspiration has driven our initiatives, allowing us to leverage our capabilities and reinforce our position as the true responsible digital leader. As we look ahead, we will maintain this momentum, focusing on key areas that promote sustainable growth and innovation.

We will strive to sustain our core revenue growth, enhance our operations, and improve customer experience across our internet and mobile services, ensuring seamless and advanced connectivity.

Our commitment to expanding 5G coverage and introducing new services throughout the Kingdom will continue. We also aim to build on our fiber achievements, reinforcing our leadership in ultra-high-speed broadband to provide wider connectivity, superior service quality, and enhanced customer experiences. Meanwhile, we will expand our Orange Business solutions to align with global technological advancements, including cloud computing, artificial intelligence, and more.

At the core of our approach is digital evolution, which drives innovation and redefines how we connect with our customers. We are excited to introduce «Max it», our cutting-edge super app. We are transforming the digital landscape by offering a comprehensive platform that seamlessly integrates telecommunications, financial services, lifestyle offerings, and more, empowering users with convenience and versatility.

We understand that genuine leadership entails accountability. That is why we place a strong emphasis on Environmental, Social, and Governance (ESG) principles in our mission. We will continue to promote digital inclusion efforts, empowering women, youth, and individuals with disabilities, while also intensifying our environmental initiatives to achieve zero carbon emissions by 2040.

Our employees are central to our success. Through a comprehensive digital empowerment strategy, we will equip our team with the essential skills needed to navigate and lead in the digital landscape.

With a clear vision and steadfast commitment to innovation, sustainability, and inclusivity, we will empower individuals, businesses, and communities to collaboratively shape the future. Together, we will continue to lead the future.

| | |
|------------------|---|
| Statement of use | Orange Jordan has reported the information cited in this GRI content index for the period 1st January – 31st December 2024 with reference to the GRI Standards. |
| GRI 1 used | GRI 1: Foundation 2021 |

| GRI STANDARD | DISCLOSURE | LOCATION |
|------------------------------------|--|----------------|
| GRI 2: General Disclosures 2023 | 2-1 Organizational details | 4 |
| | 2-2 Entities included in the organization’s sustainability reporting | 4 |
| | 2-3 Reporting period, frequency and contact point | 4 |
| | 2-4 Restatements of information | Not applicable |
| | 2-6 Activities, value chain and other business relationships | 9 |
| | 2-7 Employees | 16-25 |
| | 2-8 Workers who are not employees | 18 |
| | 2-9 Governance structure and composition | 9 |
| | 2-11 Chair of the highest governance body | 9 |
| | 2-17 Collective knowledge of the highest governance body | 9 |
| | 2-21 Annual total compensation ratio | 20 |
| | 2-22 Statement on sustainable development strategy | 15-13 |
| | 2-23 Policy commitments | 14-Dec |
| | 2-24 Embedding policy commitments | 16 |
| | 2-26 Mechanisms for seeking advice and raising concerns | 10 |
| | 2-27 Compliance with laws and regulations | 9 |
| | 2-28 Membership associations | 6 |
| | 2-29 Approach to stakeholder engagement | 14 |
| | 3-2 material topics | 12 |
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed | 7 |
| GRI 205: Anti-corruption 2016 | 205-3 Confirmed incidents of corruption and actions taken | Not applicable |
| GRI 301: Materials 2016 | 301-2 Materials used by weight or volume | 40 |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization | 40 |
| | 302-4 Reduction of energy consumption | 40 |

| | | |
|--|--|----------------|
| GRI 305: Emissions 2016 | 305-5 Reduction of GHG emissions | 40 |
| GRI 306: Waste 2020 | 306-1 Waste generation and significant waste-related impacts | 40 |
| | 306-2 Management of significant waste-related impacts | 40 |
| | 306-4 Waste diverted from disposal | 40 |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | 18 |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | 22 |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | 23 |
| | 403-2 Hazard identification, risk assessment, and incident investigation | 23 |
| | 403-4 Worker participation, consultation, and communication on occupational health and safety | 23 |
| | 403-5 Worker training on occupational health and safety | 23 |
| | 403-6 Promotion of worker health | 23 |
| | 403-8 Workers covered by an occupational health and safety management system | 23 |
| | 403-9 Work-related injuries | 23 |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | 19 |
| | 404-2 Programs for upgrading employee skills and transition assistance programs | 19 |
| | 404-3 Percentage of employees receiving regular performance and career development reviews | 18 |
| | 405-1 Diversity of governance bodies and employees | 9 |
| | 405-2 Ratio of basic salary and remuneration of women to men | 21 |
| GRI 406: Non-discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | Not applicable |
| GRI 408: Child Labor 2016 | 408-1 Operations and suppliers at significant risk for incidents of child labor | Not applicable |
| GRI 409: Forced or Compulsory Labor 2016 | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | Not applicable |
| GRI 413: Local Communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | 39-26 |
| GRI 416: Customer Health and Safety 2016 | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | Not applicable |
| GRI 417: Marketing and Labeling 2016 | 417-3 Incidents of non-compliance concerning marketing communications | Not applicable |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | Not applicable |